



LogMeIn Rescue vs. Bomgar

We're often asked what the differences are between LogMeIn Rescue and Bomgar. As is the case when comparing any products, there are many feature-level differences. But the biggest difference is LogMeIn's SaaS-based infrastructure model.

Bomgar is an appliance-based remote support solution, installed on-premise. The product is purchased once, but has annual maintenance and upgrade costs. Bomgar also offers a software-only virtual machine that runs on existing hardware. In either case, the customer is responsible for upfront costs and ongoing management and maintenance, including hardware, bandwidth, and urgent downtime support.

LogMeIn Rescue is an SaaS-based remote support solution, hosted in our LogMeIn datacenters. Users pay an annual subscription fee. There are no infrastructure or hardware requirements, and LogMeIn handles all the maintenance, as well as 3+ annual updates. Because LogMeIn has multiple datacenters, failover – complete availability – is possible. Our datacenters have rigorous security measures and operational standards not always available in a business. Unlike an on-premise support tool, an off-site solution is not vulnerable to internal security breaches – the large majority of security incidents. Scalability is another SaaS advantage. There's no need to upgrade hardware as you grow. With the flip of a switch, your helpdesk can increase from 10 agents to 1,000 agents to 10,000 agents.

What the Survey Says: The differences between LogMeIn Rescue and Bomgar go beyond deployment methodology, general capabilities and fine-point features. As we found in a recent survey*, one thing that sets Rescue apart is the willingness of its customers to recommend the product. The research showed that, of all the products – including Bomgar – covered in the survey, Rescue had the highest Net Promoter Score (NPS). NPS is a widely-used metric that measures customer loyalty. Scores can range from -100 to 100. A score of over 50 is considered excellent. Rescue's NPS was the highest among the remote support solutions covered in the survey, and handily bested Bomgar's:



What makes LogMeIn Rescue customers such enthusiastic recommenders? Maybe it's the fact that, when asked to rate the considerations that factored into a decision to recommend a remote support solution, LogMeIn – which overall led all competitors - exceeded Bomgar in four of the top six categories, and tied with them in the other two.

| Attribute | LogMeIn Rescue Score | Bomgar Score |
|----------------------------------|----------------------|--------------|
| User Interface | 8.9 | 8.1 |
| Professional Services & Training | 8.5 | 8.5 |
| Security | 8.7 | 8.5 |
| Initial System Setup | 8.8 | 8.6 |
| Administrative Capabilities | 8.5 | 8.5 |
| Connect Speed | 8.7 | 8.3 |

Highest NPS score. Highest ranking for the attributes that matter most to recommenders. Maybe it's time to think outside the Box.

*Recently, SSI, the sampling and research experts, sent a sponsored online survey on remote support software to a panel of IT decision makers and influencers from across the U.S. All respondents, which represent a broad range of industries, currently use a remote support solution, the vast majority deploying Bomgar, Citrix GoToAssist, LogMeIn Rescue, TeamViewer, or WebEx Support Center. The survey had nearly 500 respondents.