



LogMeIn Rescue vs. Cisco WebEx

We're often asked what the differences are between LogMeIn Rescue and Cisco WebEx. As is the case when comparing any products, there are many feature-level differences. But the biggest difference is that, unlike WebEx – which grew out of an online conferencing application – Rescue was purpose-built for the professional helpdesk and call center by professional technicians.

WebEx Support Center is an SaaS-based conferencing solution, retrofitted with a number of technician and administrative features to provide remote support, enabling a technician to support up to five end-users simultaneously. Considered by some analysts to be a legacy tool, product functionality has remained largely static since 2012.

LogMeIn Rescue is an SaaS-based remote support solution, purpose-built for the professional helpdesk and call center by professional technicians. With features that include customization capabilities, out-of-the-box integrations, a wide range of administrative features, and the ability to support up to ten end users simultaneously, Rescue is especially well-suited to meet the needs of larger helpdesks/customer support centers. With 3+ releases each year, LogMeIn is continually adding to the Rescue feature set. In addition to support for PC's and Macs, Rescue supports a broad range of mobile devices, including Android, iOS, and others. Rescue also offers faster connection speeds and superior uptime to other remote support solutions.

What the Survey Says: The differences between LogMeIn Rescue and WebEx 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 WebEx – 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 WebEx'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 Rescue exceeded WebEx in all six of the top categories.

Attribute	LogMeIn Rescue Score	WebEx Score
User Interface	8.9	8.3
Professional Services & Training	8.5	8.3
Security	8.7	8.3
Initial System Setup	8.8	8.4
Administrative Capabilities	8.5	8.4
Connect Speed	8.7	8.4

*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.

LogMeIn Rescue: Highest NPS score. Highest ranking for the attributes that matter most to recommenders. Maybe it's time to give your support technicians a solution that was built for the helpdesk, not the meeting room.