

## QualiTest Put Rescue and Bomgar to the Test.

## RESCUE BEATS BOMGAR

The differences between LogMeIn Rescue and Bomgar are clear, starting with the costs associated with new infrastructure, and the ongoing maintenance that an appliance-based tool like Bomgar requires. To gain an even greater understanding of the functional distinctions between Rescue and Bomgar, we asked the trusted testing experts at QualiTest to compare and contrast them. Based on rigorous testing and data analysis, QualiTest found that Rescue has advantages in several key areas.



When the support technician is **ON** the Box network, supporting a remote user, Rescue is 1.5x faster at making a connection.

### FOR REMOTE USERS, RESCUE IS FASTER.

PC REMOTE CUSTOMER APP CONNECTION SPEED – BOMGAR TECHNICIAN ON THE BOX NETWORK

TOTAL TIME TO CONNECT  
(download, install, connect – in seconds)

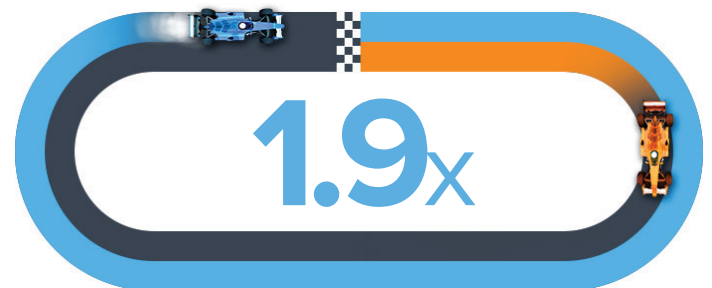
<b>LogMeIn Rescue</b>	<b>21.2 seconds</b>
<b>Bomgar Box</b>	<b>32.9 seconds</b>

For remote end-users, **“LogMeIn Rescue is consistently faster than Bomgar.”**

PC REMOTE CUSTOMER APP CONNECTION SPEED – BOMGAR TECHNICIAN OFF THE BOX NETWORK

TOTAL TIME TO CONNECT  
(download, install, connect (theoretical limit) - in seconds)

<b>LogMeIn Rescue</b>	<b>16.8 seconds</b>
<b>Bomgar Box</b>	<b>30.3 seconds</b>



When the Bomgar technician is **OFF** the Box network, the results are even more dramatic. Rescue is nearly two times (1.9 x) faster.

Rescue's faster for file transfer, too.

1.9x

When file transfer speeds to remote end users are compared, QualiTest found that Rescue was far faster than Bomgar, whether the Bomgar technician was **ON** (1.9 x faster) or **OFF** (7.5 x faster) the Box Network.

7.5x

FILE TRANSFER SPEEDS - REMOTE CUSTOMER (AVERAGE)

	AVERAGE SPEED (MBITS/S) FOR BOMGAR: TECHNICIAN ON BOX NETWORK	AVERAGE SPEED (MBITS/S) FOR BOMGAR: TECHNICIAN OFF BOX NETWORK
<b>LogMeIn Rescue</b>	<b>7.21 Mbits/s</b>	<b>9.7 Mbits/s</b>
<b>Bomgar Box</b>	<b>3.79 Mbits/s</b>	<b>1.3 Mbits/s</b>



**Appliance vs. SaaS: beyond connection and file transfer speed**

**With an appliance:** upfront costs and ongoing mngmt/maintenance fees; less frequent (and charged for) updates. **With Rescue:** no hardware costs. LogMeIn handles management and maintenance, provides 3+ annual free upgrades, and, via multiple datacenters, makes complete availability possible.

**Bomgar "Cloud" vs. Rescue's pure SaaS?**

The new Bomgar Cloud removes some of the speed differentials vs. Rescue. But it's not a true cloud approach: Appliance as a Service – not Software as a Service. It's single tenant, dedicated to you, eliminating some of SaaS's key benefits: scaling on demand and redundancy without purchasing multiple instances.



# THE BOTTOM LINE...

## LOGMEIN RESCUE BEATS BOMGAR BOX:

In a number of key areas Rescue is superior to Bomgar. And you don't have to take our word for it; you have QualiTest's. And the word of Rescue customers, who were found to be more likely to recommend their support solution than are the customers of Bomgar, or any other remote support tool.\*

**TEST CONDITIONS**

QualiTest takes thorough approach to testing. For this report, the version of the Representative Console used for the Bomgar Box tests was 15.2.1.

Tests are performed using two ThinkPad T420s

- Windows 7
- i5 processor, 8 gigs ram
- Internet speeds of:

- 40-50Mbps download
- 3-9Mbps upload
- According to Google, national average download speed is 33.9Mbps as of March 2014
- The national upload speed is 6.31 as of March 2014
- Test downloads are about 1.3 times the national average and upload is about average