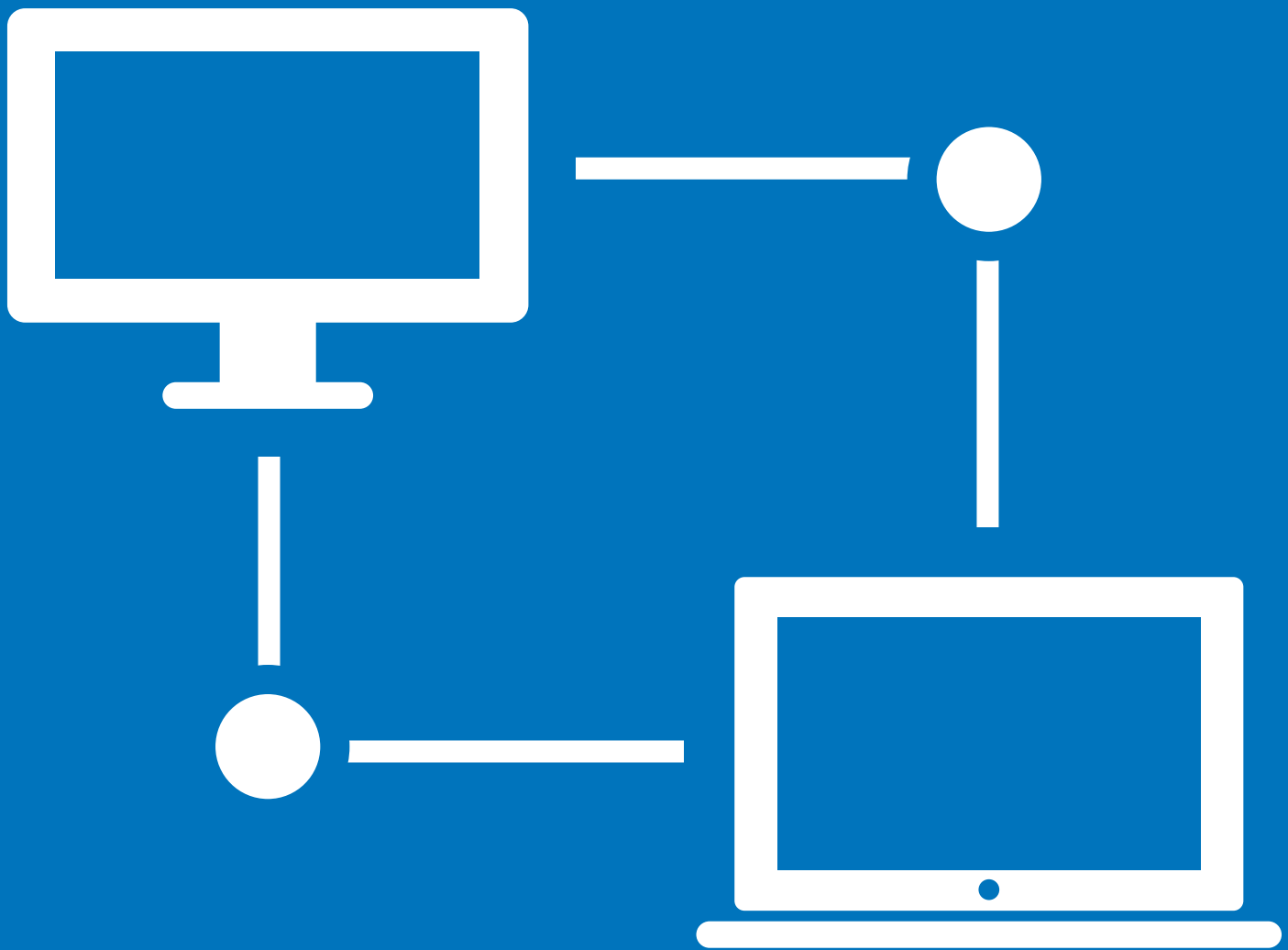


PeerPaper Report

SELECTING A REMOTE ACCESS SOLUTION FOR YOUR ENTERPRISE



Based on Real User Reviews of TeamViewer

2020

ABSTRACT

IT departments have long embraced remote access solutions to enable staff members to troubleshoot and fix users' devices without having to travel to the site where the devices are located. Remote access technology is mature, but it continues to evolve. IT departments continually seek to improve the remote experience. In this context, members of IT Central Station have offered recommendations for selecting a next-generation remote access solution. Based on their experiences with TeamViewer, they emphasize ease of use, security, and financial factors like Return on Investment (ROI).

CONTENTS

Page 1.	Introduction
Page 2.	A Brief Overview of Remote Access Technology
Page 3.	Enterprise Use Cases for Remote Access
Page 4.	High-Level Benefits of Modern Remote Access Solutions
Page 5.	Factors for Selecting a Remote Access Solution
	Ease of Use
	ROI, Cost and Time Savings
	Security
Page 8.	Conclusion

INTRODUCTION

Remote access solutions enable IT departments to troubleshoot and fix users' devices without having to visit the physical devices in person. The technology, which is now mature, helps save time and money by making helpdesk and other support personnel far more productive than they would be if they had to travel. While mature, remote access solutions continuously evolve. IT departments continually seek to improve the remote access experience. In response, the tech

industry is producing ever more sophisticated remote access solutions.

What comprises an effective remote access solution in today's demanding IT environment? To answer this question, members of IT Central Station offered recommendations for selecting a next-generation remote access solution. Based on their experiences with TeamViewer, they emphasize ease of use, security, and financial factors like Return on Investment (ROI).

A Brief Overview of Remote Access Technology

Most people who work with computers understand the concept of remote access. Another person, not in the same location, is able to log in to the user's machine and see what's going on, move files around, change configurations, and so forth.

The field is evolving, however, with modern remote access solutions offering an expanding array of functionality. This is occurring in both horizontal and vertical directions. Remote access solutions are getting more features, like the ability to connect without a Virtual Private Network (VPN) and cross-platform access, such as PC-to-mobile. Modern remote access solutions are also supporting a growing list of platforms, such as Linux, Android, and iOS. It's no longer just about X86 Windows-based PCs.



Enterprise Use Cases for Remote Access

Enterprises leverage remote access for a variety of use cases. For example, an associate general counsel at an energy utility company with over 1,000 employees uses TeamViewer to [train remote employees](#) on the company’s database and troubleshoot their computers.



A director of IT at a company with over 1,000 employees uses TeamViewer “for support, [controlling our ~2,500 end user computers](#) and our ~60 servers.” As he explained, “Our environment is primarily macOS, with about 95 percent of end users on Macs, but our servers split between Windows and macOS.” The company had previously used TeamViewer and LogMeIn. However, as he put it, “TeamViewer’s superior remote quality (especially in low-bandwidth situations) and ease of mass deployment, combined with LogMeIn’s serious and longstanding bugs led us to recently discontinue LogMeIn in favor of TeamViewer.”

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High-Level Benefits of Modern Remote Access Solutions

IT Central Station members identified several high-level benefits for modern remote access solutions. “Before TeamViewer, our remote personnel had to rely on taped video training, but now they get [one-on-one training](#) as I walk them through things on their computers,” said the associate general counsel at the energy utility company.



For a sponsorship manager at a non-profit organization, benefits included the ability to view the client screen remotely and have full control, along with [instant messaging](#) and mobile device support.

A GIS developer at a transportation company praised TeamViewer because, “On slow internet connections, TeamViewer works much better than other products. It seems to [deal with slow internet connections better](#). If we are in a remote location and we want to access our computers at work, or a server, we can just log in to TeamViewer and it seems to connect.” Another user liked TeamViewer’s ability to [share any files, among others](#).

A technical support person at a media company also commented on the file transfer capabilities: “...the biggest advantage of TeamViewer is the way you can [send files](#). For example, if you need to program something or exchange pictures, it’s not that easy to send a document to a secure

“ With TeamViewer, the main advantage is you can send files and documents easily.

network, like Boeing or a military company. Sometimes, sites even block all the internet and you need to do everything by telephone. With TeamViewer, the main advantage is you can send files and documents easily.”

Factors for Selecting a Remote Access Solution

What makes for an effective, modern remote access solution? IT Central Station members weighed in on this question in their reviews of TeamViewer. They emphasized ease of use as a key factor, for both the end user and IT department. ROI is also essential, with the overall time savings translating into departmental budget benefits. And, in today's world, where hackers routinely try to hijack remote access tools to compromise end user machines, security has become a critical element of any viable remote access solution.

Ease of Use

“The [remote connection](#) process is totally simple,” said a CFO/COO at a healthcare company. “It’s as easy as it comes.” This feedback underscores the value remote access users place on ease of use. Providing further validation, a Windows server administrator noted, “We looked into VNC and LogMeIn. TeamViewer was a much simpler, [easier way to connect up](#). It’s a fast and simple setup and it just works.”

The associate general counsel at the energy/utilities company remarked that TeamViewer was



“very easy to setup. [Computer novices can install it.](#)” He added, “The ease in which it operates... I have been able to get complete computer novices in different time zones to download and install the program with ease, so that I could troubleshoot their computer issues.” The non-profit sponsorship manager felt that TeamViewer was “[quite easy to set up](#) and straightforward.”

According to a network administrator at a construction company with more than 200 employees, “The remote [connection process is super simple](#). As long as the user has an internet connection and can get on the internet

somewhere, whether they are at home (on their Wi-Fi), using portable internet (Jetpack), or if they stop in a Starbucks to get on the internet, I can connect to them. That is what is really convenient.”

A business owner described TeamViewer as “[dead-simple](#).” He said, “The client installs the most current version and I’m off to the races. That’s one of the reasons why I pay them money every year. Deployment takes ten minutes per machine. I call them ‘gravity installs.’ Next, next, next, next, next.” He underscored the importance of simplicity in selecting a solution, explaining, “That’s one of the reasons why I went with TeamViewer over some of the other technologies I was looking at. Ease of use was the number one thing. It’s an industry leader for ease of use, specifically on the client-side, which is the absolutely critical thing.”

ROI, Cost and Time Savings

Remote access exists because it helps the IT department work more cost-effectively. For this reason, the more savings a solution can generate, the more consideration it will receive—all other things being equal.

A business owner put the cost advantage of remote access into context, remarking, “It’s inefficient to travel. Without any [remote support solution](#), if I drive out to a client, do some work, and drive back, I have the prep time and the clean-up time. I go out, do three hours of billing,

and charge for an hour of travel time. But with some kind of remote support solution, I can be concurrently overlapping my billing. If I’ve got a busy day on TeamViewer, for example, I can end an eight-hour day with 12 hours of billing, easily. Comparing those cases, ‘no solution versus having a remote support solution,’ the ROI could be \$50,000.”

“It has probably saved us several thousands of dollars because we have quick access anywhere...”

“It has probably [saved us several thousands of dollars](#) because we have quick access anywhere,” said an application engineer at a tech company with over 200 employees. “We don’t have to worry about finding people on-site or arranging conference calls. We also save time and money with it because we don’t have to send somebody on-site to troubleshoot.”

Figure 1 compares the elapsed time for an IT support session with and without remote access. A non-profit sponsorship manager similarly described, “It’s faster to connect remotely than to facilitate transportation of equipment for service. Besides, it [saves the organization tons of money](#). It’s worth every penny; I would recommend it any time.”

IT Central Station members also highlight the value of time savings, which usually translate into financial benefits. A construction company network administrator said, “The tool [cuts my time in half](#). If it’s a 40-hour week, I would say

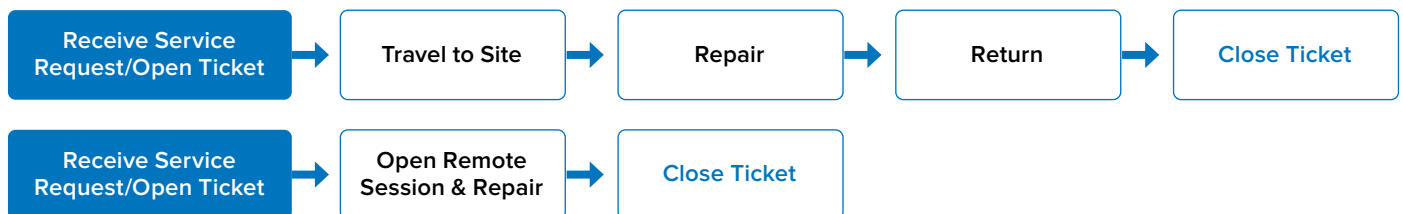


Figure 1 - Comparing elapsed time to provide IT support with and without remote access

that I am saving 20 hours a week. It is really that good. The time savings are substantial. From just a cost perspective, it pays for itself within the first month, or probably less than that. Within a few weeks, it would pay for an annual licensing fee by what you would save in time and everything else per person.”

An application engineer added, “[It saves me a lot of trouble](#). Time-wise, it is probably saving me several hours because I don’t have to travel anywhere. I just wait for the time difference. With the time difference, it is really hard to talk to people halfway around the planet sometimes.” A Windows server administrator shared, “It has been useful and it has [increased our productivity](#) by some 400 percent.” The media company technical support person commented, “We [save dozens of hours a week](#) utilizing this solution.”

Security

Remote access is appealing to bad actors. After all, hackers want to get inside users’ machines. Remote access can provide a path for them, so it’s imperative that a remote access solution offers robust security features. The CFO/COO spoke to this issue, explaining that TeamViewer “allows us to access our devices on somebody else’s network under their supervision, [allaying security concerns](#). It makes it easier for IT security to approve us and it makes it easier for the client to get us in, particularly in circumstances where there’s some urgency around that.”

In practical terms, the CFO/COO pointed out that TeamViewer’s tools are “able to segregate who has access to different things.” This matters for clients who, as he put it, “have more ‘buttoned-up’ security.”—“They’re able to say: ‘These two

“ **We save dozens of hours a week utilizing this solution.**”

people have access to the devices.’ We have designated support people for that client who can go into their device and nobody else can even see that the device exists. That’s really helpful.” The media company technical support person simply stated, “It’s [secure](#), fast, and reliable.”

A founding member at a tech services company compared TeamViewer’s security with that of a competitor. He shared, “While I have used other technologies in the past, like VNC, they don’t do exactly what TeamViewer does. If you wanted to use VNC remotely, you’d need to get your traffic through the firewall and take care of securing or encrypting that traffic yourself. Thus, it is not really in the same league of software. You have to bring your own security. With TeamViewer, [you are encrypted out-of-the-box](#).”

Figure 2 shows how a remote access solution can handle encryption session management using public/private key pairs. A Windows server administrator remarked, “As far as the security goes, we’ve decided that it does set up a pretty good, [secure tunnel](#) from point to point.”

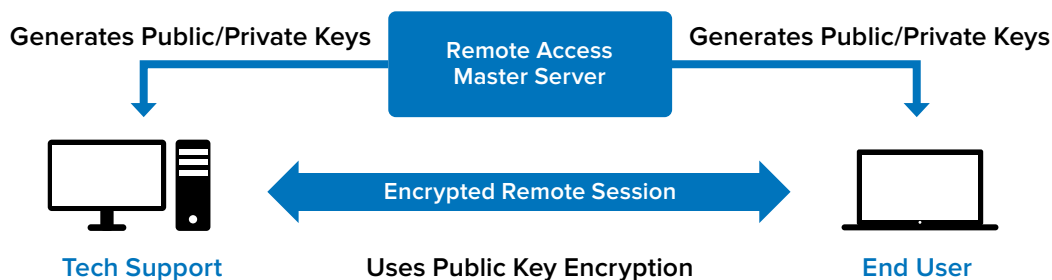


Figure 2 - How a remote access solution can handle encryption session management using public/private key pairs

CONCLUSION

Remote access is always evolving to support new use cases and platforms. The benefits are clear, with cost and time savings high among them. The qualities that define a great remote access solution relate to how easy the solution is to use and its ability to stay secure. Cost-effectiveness and ROI are also of paramount importance to users.

As the IT Central Station reviews show,

these desired characteristics for remote access can manifest in many different ways. The outlook for an enterprise user will be different from that of a small IT department. Each company has its own unique remote access requirements, particularly around security and compliance. The best remote access solutions are able to adapt and provide an excellent user experience in all circumstances.

ABOUT IT CENTRAL STATION

User reviews, candid discussions, and more for enterprise technology professionals.

The Internet has completely changed the way we make buying decisions. We now use ratings and review sites to see what other real users think before we buy electronics, book a hotel, visit a doctor or choose a restaurant. However, in the world of enterprise technology, most of the information online and in your inbox comes from vendors when what you really want is objective information from other users. IT Central Station provides technology professionals with a community platform to share information about enterprise solutions.

IT Central Station is committed to offering user-contributed information that is valuable, objective and relevant. We validate all reviewers with a triple authentication process, and protect your privacy by providing an environment where you can post anonymously and freely express your views. As a result, the community becomes a valuable resource, ensuring you get access to the right information and connect to the right people, whenever you need it.

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ABOUT TEAMVIEWER

As a leading global remote connectivity platform, TeamViewer empowers users to connect anyone, anything, anywhere, anytime. The company offers secure remote access, support, control, and collaboration capabilities for online endpoints of any kind and supports businesses of all sizes to tap into their full digital potential. TeamViewer has been activated on approximately 2 billion devices; up to 45 million devices are online at the same time. Founded in 2005 in Göppingen, Germany, the company employs about 800 people in offices across Europe, North & South America, and Asia Pacific.