

EV REACH VS LOGMEIN

YOUR IT REMOTE MANAGEMENT & SUPPORT SOLUTION



Looking for a LogMeIn alternative? This competitive analysis outlines the key differences between Goverlan Reach and LogMeIn that are relevant to enterprise support organizations and IT services providers.

In this article, we consider the differences in security, ease and speed of deployment, price, features and platform support of both LogMeIn and Goverlan Reach.

SaaS vs On-Premises: Security, Reliability and Ease of Deployment

Goverlan Reach is a self-hosted, software-based solution, versus LogMeIn which is a cloud-based offering. Cloud-based offerings are appropriate for many services, however, IT Remote Support & Management services have security and reliability requirements that make cloud-based offerings unsuitable.

	Goverlan Reach	LogMeIn
Delivery Format	On-Premises	Cloud
Security	<p>Communications are fully encrypted</p> <p>Uses native Windows credentials to authenticate to remote systems and authorize transactions.</p> <p>Privileged access information is stored and stays within the organization.</p>	<p>Communications are fully encrypted</p> <p>Proprietary password and two-factor authentication</p> <p>Privileged access information is stored in or is transmitted over the cloud</p>
Ease of Deployment	<p>The management of the in-house infrastructure only requires the installation of the Goverlan operator console software. Goverlan services are ready to be consumed within 5 minutes!</p> <p>The management of endpoints over-the-web requires the installation of a gateway server with minimal requirements (can be completed within one hour).</p> <p>Onboarding of devices for unattended management is automatic for internal nodes and requires end-user interaction of nodes over the internet.</p>	<p>Doesn't require any in-house implementation.</p> <p>Onboarding of devices for unattended management requires end-user interaction.</p>
Reliability / Speed	<p>Uses peer-to-peer connections for in-house and over-the-internet endpoints. Connections to remote systems are not dependent on a 3rd party vendor infrastructure. Connections are fast and reliable.</p>	<p>Connections are brokered through the LogMeIn cloud infrastructure and is susceptible to delays or unavailability.</p>

Difference In Pricing

Goverlan Reach starts at \$29 per concurrent tech per month and is billed annually. All three Goverlan Reach editions (Standard, Professional, Enterprise) come with unlimited endpoints and no cap on the number of simultaneous connections. Comparatively, the LogMeIn Central subscription pricing varies based on the number of computers and add-on options selected (Security, Automation, Insights). Central starts at \$80 per month and LogMeIn Rescue at \$108 per month.

GOVERLAN REACH PROFESSIONAL VS LOGMEIN RESCUE

# of Technicians	LogMeIn Rescue	Goverlan Reach Professional	Annual savings from switching to Goverlan
1	\$ 1,299	\$ 828	\$ 471
25	\$ 32,475	\$ 20,700	\$ 11,775
50	\$ 64,950	\$ 41,400	\$ 23,550

GOVERLAN REACH STANDARD VS LOGMEIN CENTRAL BASE PLAN

# of Endpoints	LogMeIn Base Plan per tech subscription all fees included	Goverlan Reach Standard per tech subscription all fees included	Annual savings from switching to Goverlan per tech
25	\$ 1,299 per year	\$ 348 per year	\$ 612 per year
50	\$ 1,236 per year	\$ 348 per year	\$ 888 per year
100	\$ 1,688 per year	\$ 348 per year	\$ 1,320 per year
250	\$ 3,480 per year	\$ 348 per year	\$ 3,132 per year

GOVERLAN REACH ENTERPRISE VS LOGMEIN CENTRAL WITH ALL ADD-ON FEATURES

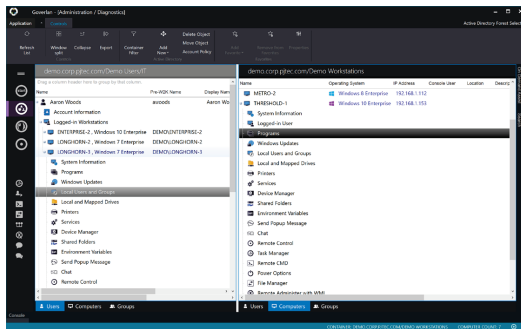
# of Endpoints	LogMeIn Base Plan + Security + Automation + Insight per tech subscription all fees included	Goverlan Reach Enterprise per tech subscription all fees included	Annual savings from switching to Goverlan per tech
25	\$ 2,628 per year	\$ 1,548 per year	\$ 1,080 per year
50	\$ 3,288 per year	\$ 1,548 per year	\$ 1,740 per year
100	\$ 5,220 per year	\$ 1,548 per year	\$ 3,672 per year
250	\$ 10,584 per year	\$ 1,548 per year	\$ 9,036 per year

Side by Side Comparison of Tools & Feature

REMOTE DESKTOP ACCESS		
Active Directory Integration	✓	×
Peer-to-Peer Sessions	✓	×
On-Demand / Unattended Sessions over the internet	✓	✓
Discover where users are logged-on and jump into remote control	✓	×
Supports Citrix & MSTS Session Shadowing	✓	×
Multi-Session Screen Activity & Performance Counter Monitoring	✓	×
Smart Card Redirection	✓	×
Session Capture to Video/Snapshot	✓	✓
USER & ENDPOINT MANAGEMENT		
Query System Information	✓	✓
File System Management	✓	✓
Service & Device Management	✓	×
Remote Script Execution	✓	✓
Remote Shell / Command Prompt Access	✓	✓
Active Directory Account Management	✓	×
Network Configuration Management	✓	×
Identity & Domain Relationship Management	✓	×
Discover where users are logged-on and jump into remote management	✓	×
User Drive / Printer Mappings Management	✓	×
Power Management	✓	✓
Running Processes / Startup Programs / Performance Monitoring	✓	Limited (report only)
Software & Patch Deployment & Inventory Reporting	✓	✓
Local Account Database Management	✓	✓
Shared File Resources Management	✓	×
PowerShell / VB Script Generator	✓	×
GLOBAL CHANGE MANAGEMENT via IT AUTOMATION		
Generate Granular and Comprehensive IT Reports	✓	✓
Automate Repetitive or Complex Global IT Processes	✓	×
Scan Scopes of Machines, Detect Customizable Configurations and React	✓	✓

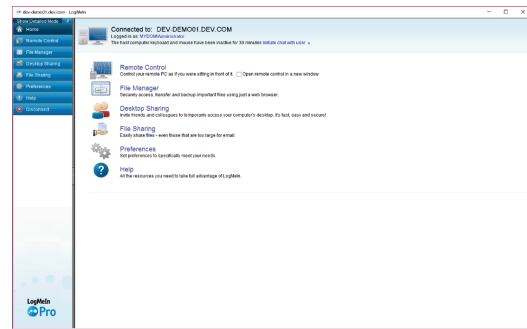
Usability: An Image is Worth a Thousand Words

GOVERLAN REACH

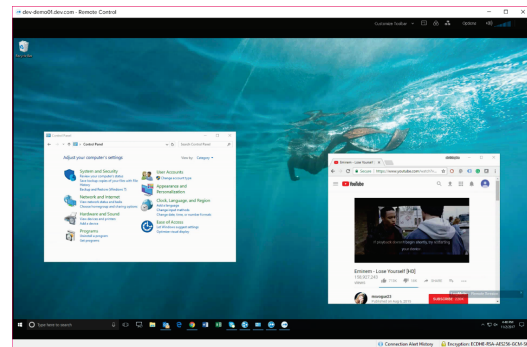
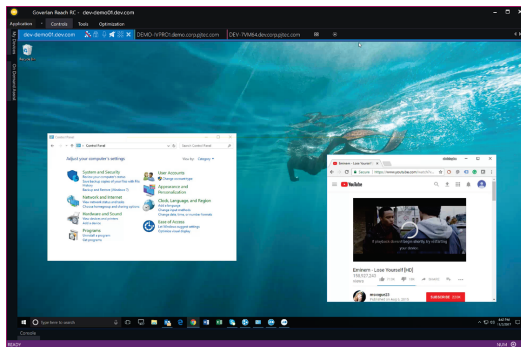


Representative Console

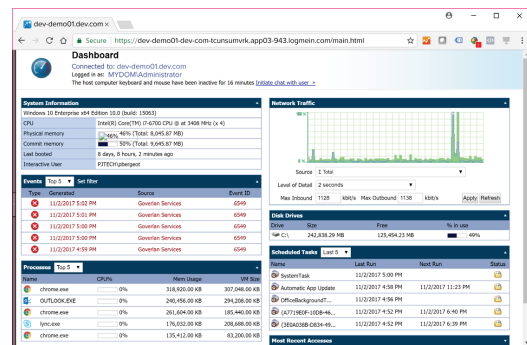
LOGMEIN



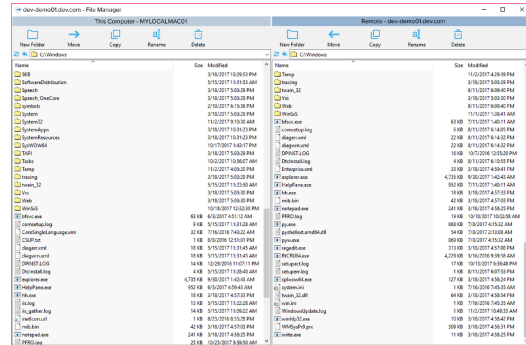
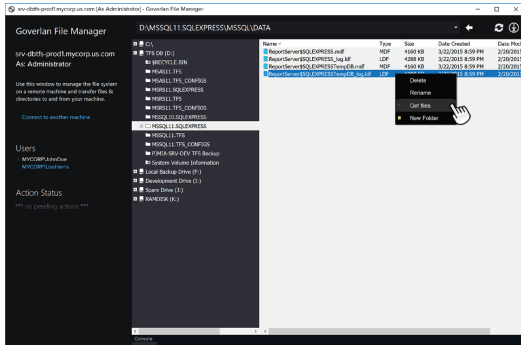
Remote Desktop Access



System Performance & Process Management



File Transfer



Goverlan is Not for Me If...

Require a Cloud-based Offering

If you favor the convenience of a cloud-based remote IT management solution and do not wish to implement an on-premises offering, Goverlan will not be a match. Goverlan Reach is a self-hosted solution that requires the installation of a desktop application on the technician side, and optionally the installation of the Goverlan Reach Server for the management of endpoints over-the-internet.

Require the Management of non-Windows platforms

Currently, the Goverlan Reach product only support the management of the Windows platform. We are developing management agents for MacOS X, Linux, iOS and Android, however they are not available at this time.

If you require endpoint management for Windows and non-Windows platforms, Goverlan will only cover the Windows endpoints.