

The solution of choice:

Why one nonprofit organization prefers LogMeIn over TeamViewer

A large nonprofit organization switched to LogMeIn after facing compatibility issues, complex processes, and other limitations while using TeamViewer as its remote IT support solution. With a corporate IT team of approximately 30 members, the organization supports around 5,300 users at the headquarters and over 200 users in the field.



Where TeamViewer failed to deliver

Before implementing LogMeIn, the IT department encountered several challenges while relying on TeamViewer to provide technical support. For instance, offering a seamless experience to users who were not tech-savvy was a recurring obstacle. Initiating remote sessions and providing support proved to be a time-consuming and frustrating experience, as TeamViewer required users to undergo cumbersome processes such as local installations or multiple system updates.

“We have a lot of older users that aren’t very technically savvy, so getting them to launch TeamViewer in the first place was a hassle, let alone guiding them through downloading it if they didn’t have it, at all. It was very difficult.” said Dave, the nonprofit’s IT supervisor.

Additionally, different versions of TeamViewer were installed across the organization’s user base, which frequently caused compatibility issues. The need to match software versions for TeamViewer to function required technicians to verbally guide users on how to install or update the correct version on their devices. Such a manual process unnecessarily doubled the IT department’s workload and hindered productivity.

“If your version of TeamViewer isn’t the same version as their host of TeamViewer it won’t let you remote and it gives you an error saying they have to be the same version. So then we’d have to walk people through uninstalling TeamViewer and re-installing the most updated version. It was a nightmare.”

Dave, IT Supervisor
Nonprofit Organization

The final straw for Dave was when his team experienced issues switching to a new antivirus software, which required them to remote into several devices individually to patch them manually. Relying on TeamViewer for this process was so difficult, they ended up having to send many of those devices back to the office, a costly and time-consuming process.



Solution

Recognizing the blockers posed by TeamViewer, the organization opted to switch to LogMeIn Rescue, a tool Dave had used at a prior company and knew would do the job. This transition was motivated by several compelling factors, including convenience, compatibility, and security.

A key differentiator in the evaluation process was LogMeIn's simple and easy-to-use interface, which significantly reduces the learning curve, even for users with minimal technical understanding. The intuitive design also meant that less time could be spent on training and more focus could be given to actively delivering effective IT support. Additionally, LogMeIn allows technicians to send a one-click link for users to instantly join a session via their browser. This feature eliminates the need for prior installations, helping the IT team drastically reduce delays and increase operational efficiency.

“LogMeIn is a lot easier from a technician standpoint, and a lot more straightforward for end users. It's easy to get into to get people connected to you.”

Dave, IT Supervisor,
Nonprofit Organization

The process of adopting LogMeIn was smooth and straightforward, with minimal time and effort needed for both technicians and users to get familiar with the advanced yet simple solution.

“The ability to save credentials for when you need to restart the computer and walk away is very nice... With LogMeIn, we definitely close issues faster than we did before.”

- Dave, IT Supervisor, Nonprofit Organization



Results

Switching to LogMeIn has delivered outstanding results for both the IT team and its users, with benefits such as:

Faster connections: Initiating remote sessions is now as easy as sending a URL link, removing the need for version matching or prior app installations. With just a click of a button, users can now join a session and get the support they need almost immediately. This reduces downtime and increases resolution speed, making the entire process a productive and seamless experience.

Enhanced user satisfaction: LogMeIn's intuitive interface and quick connection times have led to fewer complaints and a boost in overall user satisfaction. Now, there's no need to navigate a complicated launching process or wait until an update is complete; Receiving remote IT support is easy and convenient.

Increased efficiency: Advanced features such as saving credentials for restarts and running LogMeIn as a system service with administrative privileges have optimized support operations, allowing issues to be resolved swiftly even when users are not seated at their computers. By switching to LogMeIn, the organization has effectively addressed and resolved the issues posed by TeamViewer. Dave highlights that both his team and end users are satisfied with this positive change, noting that LogMeIn has increased efficiency, made their lives easier, and is well worth the investment.

“LogMeIn
makes our
lives easier”

Dave,
IT Supervisor,
Nonprofit Organization

Looking for secure, scalable remote support that allows your technicians to provide assistance from anywhere and for any device? Visit logmein.com to learn more.

[Learn More](#)