



BEST REMOTE SUPPORT SOFTWARE FOR IT MANAGEMENT 2019

The screenshot displays a remote support session. On the left, the TeamViewer interface shows connection details and a 'Remote Control' button. The main window is the Bomgar Representative Console, which includes a 'Start...' button, session key, and a table of session requests. Below this, the Windows Task Manager Performance tab is open, showing system metrics for 'srv-dev-012.mycorp.com'. The Performance tab includes graphs for CPU Activity, Memory Activity, and Disk Activity, along with system statistics.

All Queues	Type	Priority	Queue	Time in Queue	Name	Computer	Platform
Personal	Invitation	Medium	T.S. Eliot	0:05:39	David Balfour	iPhone OS	iPad2,1
General	Session	Medium	T.S. Eliot	0:22:10	J. Alfred Prufrock	JXNPLWS02737	Windows 7 En
Installations and Upgrades	Session	Medium	General	0:10:35	Edmond Dantes	JXNPLWS01148	Windows 7 En
Integrations	Session	Medium	Alexandre D.	0:05:52	David Balfour	iPhone OS	iPad2,1
Web Support							

Cores		Processes	
12		268	
Threads		Handles	
4,145		1,546,846	
Up time			
11d 0h 33m 29s			

Total	In use
127.99 GB	117.47 GB
Committed	
119.94 GB/152.40	

Disk	Free Space
D:	87%
C:	29%
I:	14%
F:	38%
HarddiskVolume4	2%
J:	59%
K:	28%

Processes: 268
CPU Usage: 35% Memory Usage: 92% Disk Usage: 100% Network Usage: 0%

Best Remote Support Software For IT Management 2019

Remote support software allows IT departments to connect to and control their organization's desktops, laptops, and servers to resolve technical issues. Devices can be accessed from a remote location via an internal network or the internet, so technicians can provide maintenance and support without having to be physically present at the target machine.

On top of eliminating the technician's need to travel to a location to fix a problem, remote support software can also be used to automate routine tasks, enforce IT compliance, and deploy software and patches.

While the breadth of features and pricing vary widely between vendors, the best remote support software usually offers the following features:

- ✓ Remote control
- ✓ Audit and diagnostics tools
- ✓ Remote Monitoring
- ✓ Automation of routine tasks
- ✓ Granular permission settings
- ✓ Secure encryptions

Here is our pick of the top 10 remote support software solutions for easier IT management on the market.

GOVERLAN
an EasyVista Company



Parallels®



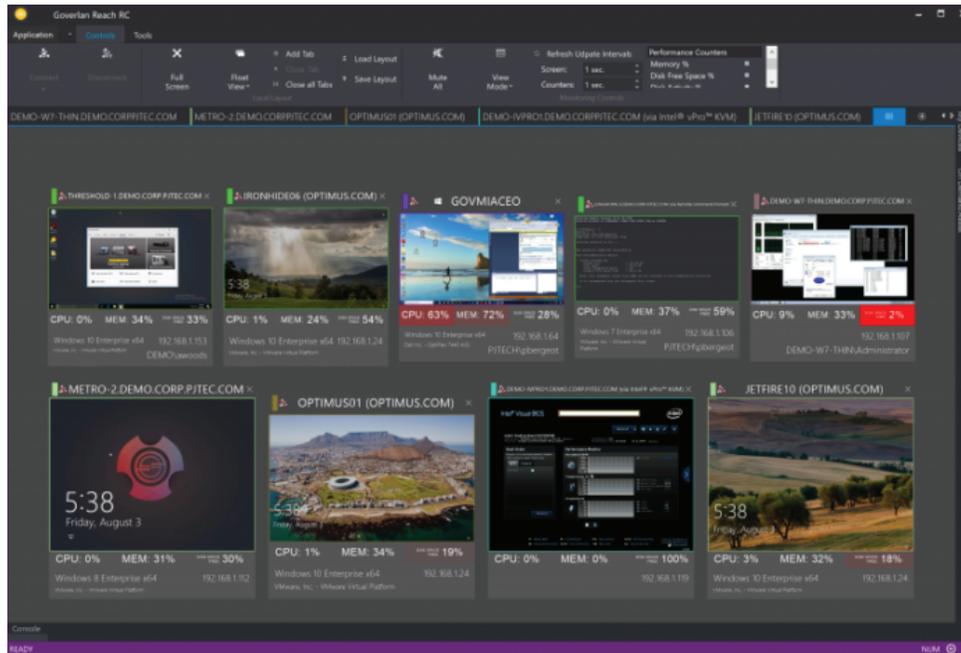
ConnectWise®



NOMACHINE

BeyondTrust

1. Goverlan



If you're looking for a business solution to perform and streamline desktop support or systems management tasks, **Goverlan Reach** offers perhaps the most comprehensive set of features in the market for its price.

Its range of powerful features includes advanced remote control, background systems management, IT process automation, and active directory management, as well as software and patch management. It also provides the ability to share screens, record sessions, transfer files, and chat with users during a remote session.

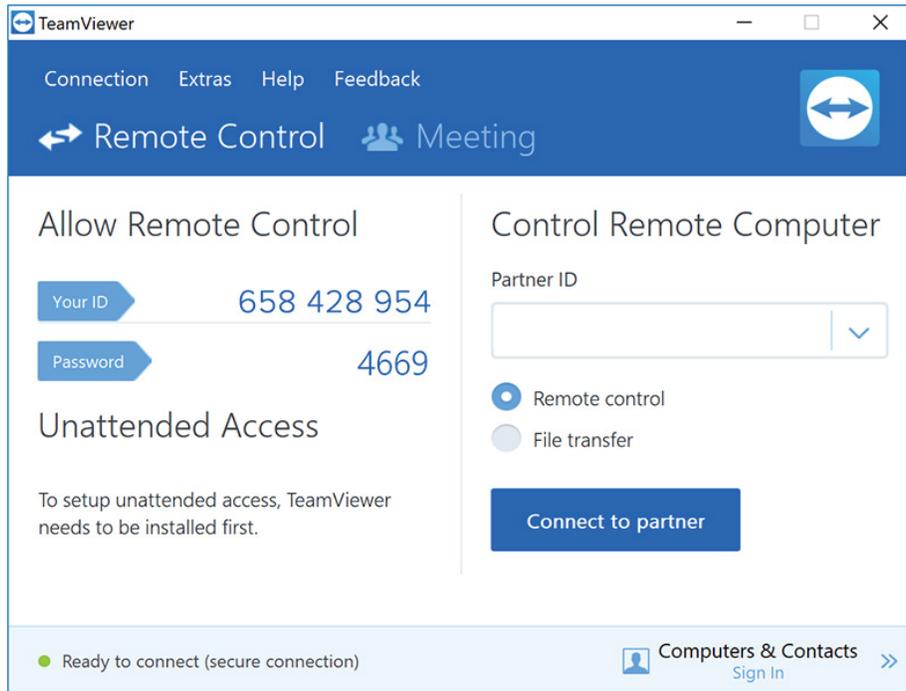
Goverlan Reach integrates seamlessly with service desk software, is fast to deploy, and works with a wide range of operating systems and platforms, including MacOS and VDI machines.

It is not only versatile but is also great value for money. Goverlan has a policy of keeping its price increases modest and focuses on adding value through a rich feature set. It comes in three different editions Standard, Pro, and Enterprise. Pricing is straightforward and includes unlimited endpoints and sessions.

Price: From \$29 a month per concurrent technician

Visit www.goverlan.com for pricing details or to download a free trial.

2. TeamViewer



TeamViewer prides itself on allowing you to connect to and monitor any device, anywhere in the world—whether it's a desktop, laptop, mobile, server, or IoT device. It also offers some impressive functionality and is worth investigating if you are looking for remote control, remote desktop sharing, online meetings, web conferencing, and file transfer between computers all in one package.

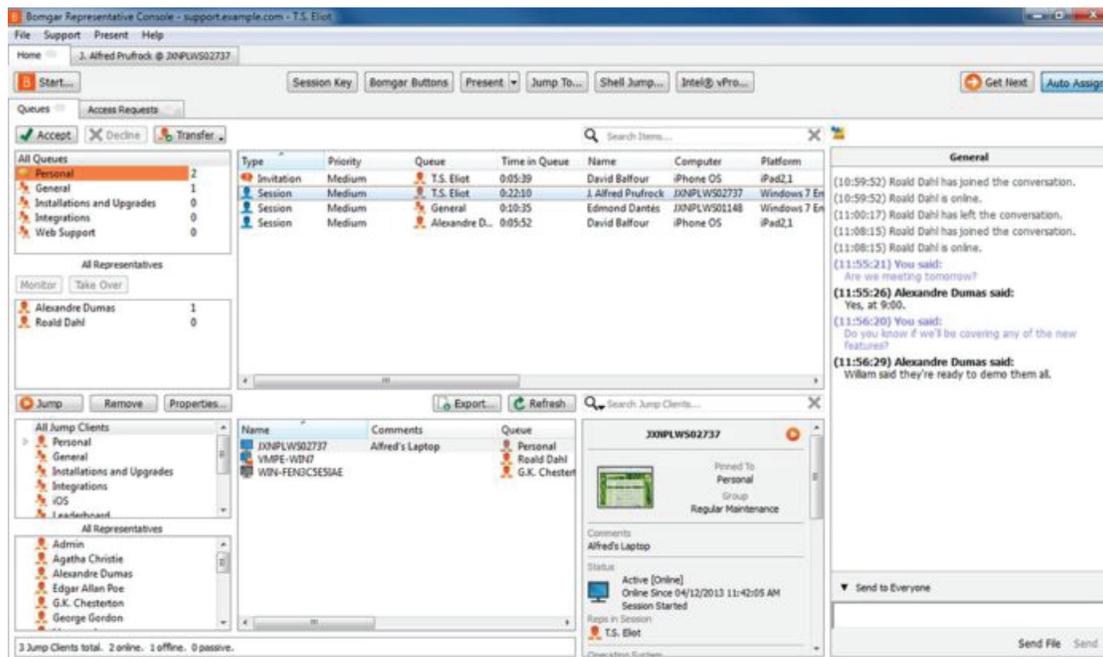
Sysadmins can establish an encrypted connection to a remote machine and launch a remote control session through an online connection. End-users allow the remote session to launch by entering a unique code after downloading the TeamViewer app on their machine. They can also register their machine to allow unattended access, so help desk technicians can get remote access to a device to provide support more quickly.

TeamViewer is easy to set up and configure, it's also a very scalable option.

Price: Corporate license starts at \$199 per month for up to 3 concurrent sessions

Visit <https://www.teamviewer.com/en-us/> for pricing details or to start a free trial

3. BeyondTrust (formerly Bomgar)



BeyondTrust, formerly known as Bomgar, is another powerful option. Technicians can use either a cloud-based app or desktop software to provide support (depending on the pricing tariff they choose). Users can approve a remote session into their machine, as well as set permissions, disconnect, and delete any software right after their issue is resolved.

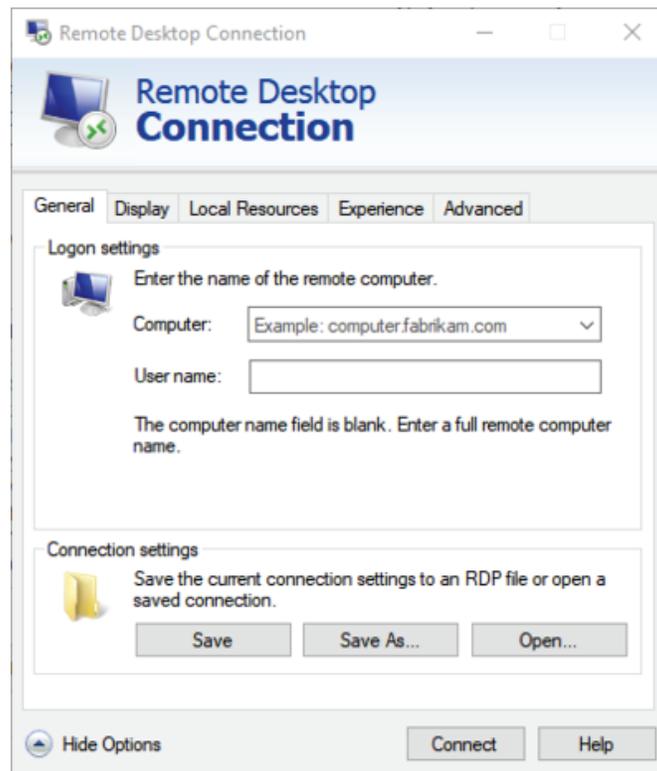
BeyondTrust offers a well-rounded toolbox, including file sharing, mobile support (including iOS and Android), Jump Client feature, screen sharing, ability to link to RDP and vPro, Remote Command shell, and much more. You can also easily manage team users, roles, and session permission settings.

One of the key things that makes BeyondTrust stand out is its customization options. The software permits extensive modifications to many features.

Price: \$1,995 per concurrent license

Visit www.beyondtrust.com for pricing details.

4. Windows Remote Desktop Services



Windows Remote Desktop Services (RDS) comes built-in to the Microsoft Windows Operating System, Ultimate, and Business versions. RDS allows the entire desktop to be accessed remotely by a remote client machine that supports Remote Desktop Connection.

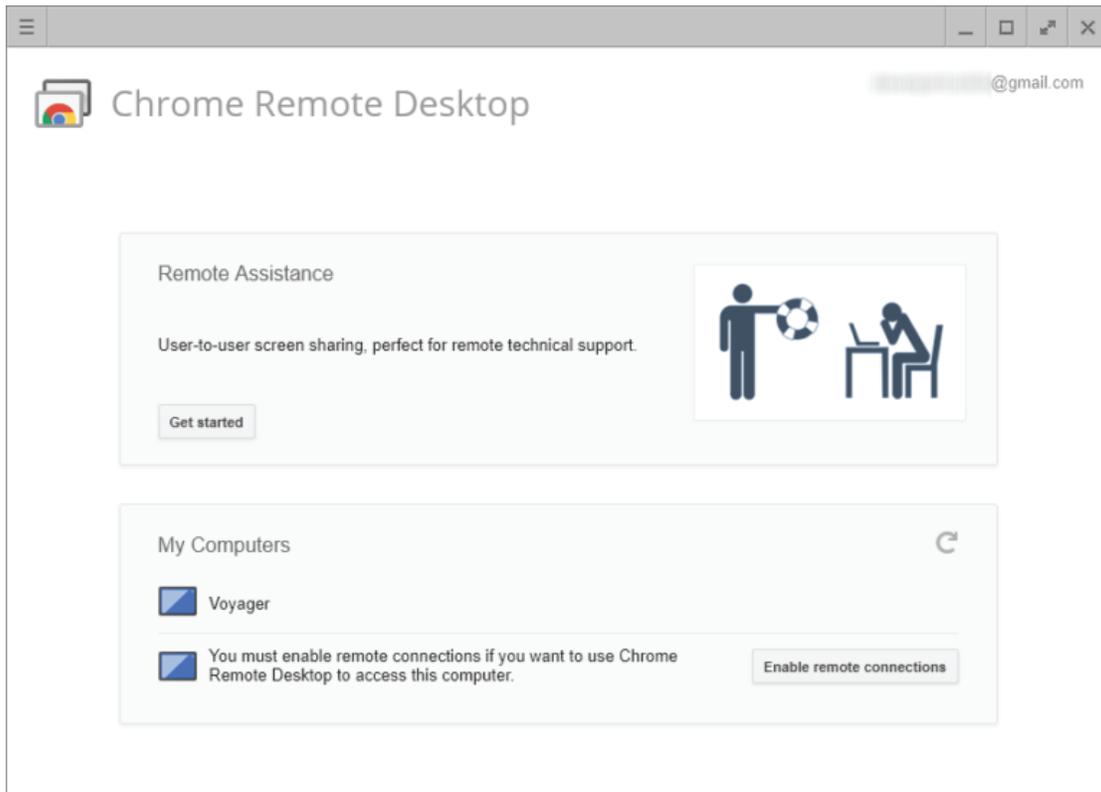
Supported by Windows and Mac OS X, the tool is simple, easy-to-use, and easy to set up. It's also easy to deploy and light on bandwidth consumption. Once installed you can manage group policy and allow multiple users to access desktops and applications simultaneously on a single instance of Windows Server.

Windows Remote Desktop Connection can be accessed from your PC's System settings, found in the control panel. The router of the remote PC needs to be routed on port 3389 to direct it to the PC you want to connect to.

One downside to RDS is that it is not capable of controlling multiple PCs at a time.

Price: Free

5. Chrome Remote Desktop



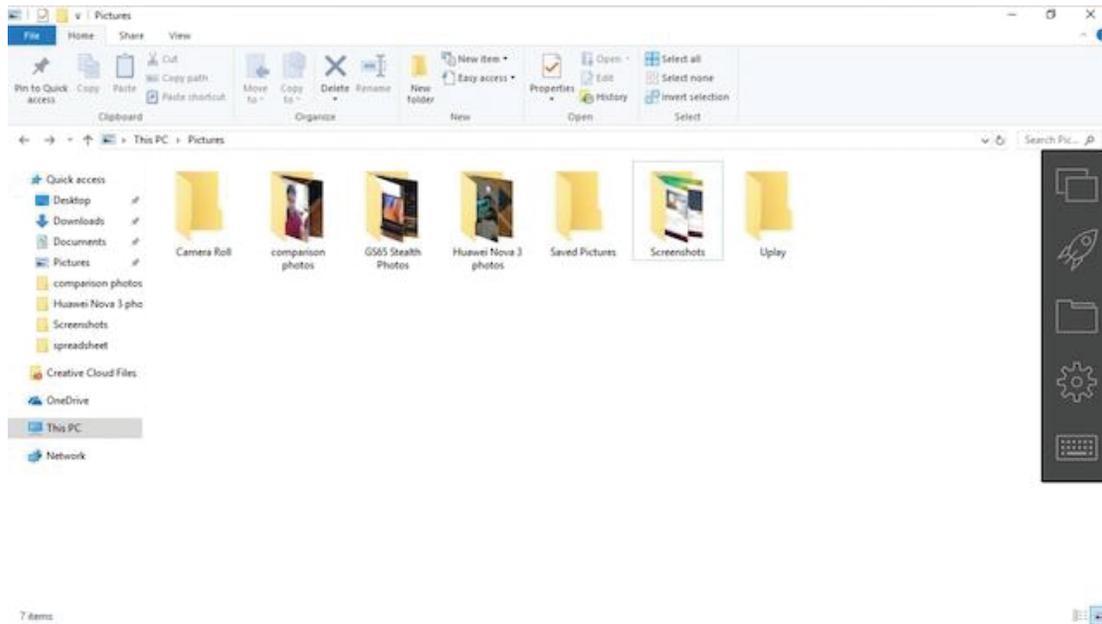
If you only need to use remote desktop software occasionally, Chrome Remote Desktop is a great option. Available as an extension of the Google Chrome browser, it allows users to remotely access another computer—Windows, macOS, or Linux—providing it has a Chrome browser or Chromebook installed.

Although not as robust as some alternatives in this list, if you're only a light user of remote desktop software, it's worth considering. It's simplicity and versatility makes it a great alternative for anyone looking to get up and running quickly with a basic remote connection. The fact that it offers end-to-end encryption is also a bonus.

Price: Free

Available as a [chrome addon](#)

6. Parallels Access



If you want fast, simple, and reliable remote desktop software and only need to access a computer's desktop, then Parallels Access is worth considering.

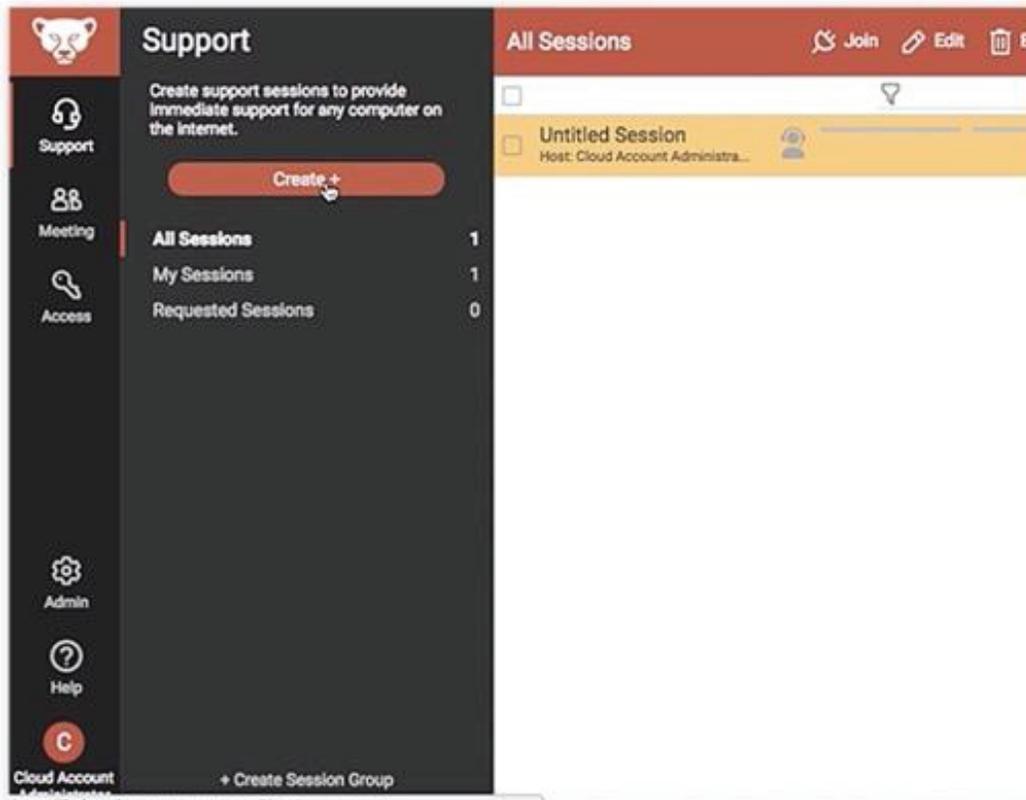
Parallels Access allows sysadmins to get remote access to machines and their files and applications, and includes features such as accessing files in the cloud or on computers, saving and sharing files and more. It's a great alternative if you need to connect to your computers from an iOS or Android device.

The company's focus on optimizing the mobile experience shows, with a seamless experience of the desktop apps while accessing them on any mobile device.

Price: From \$19.99 for personal use

Visit www.parallels.com for more details

7. ConnectWise Control



ConnectWise Control offers scalable remote desktop support for individual or enterprise use.

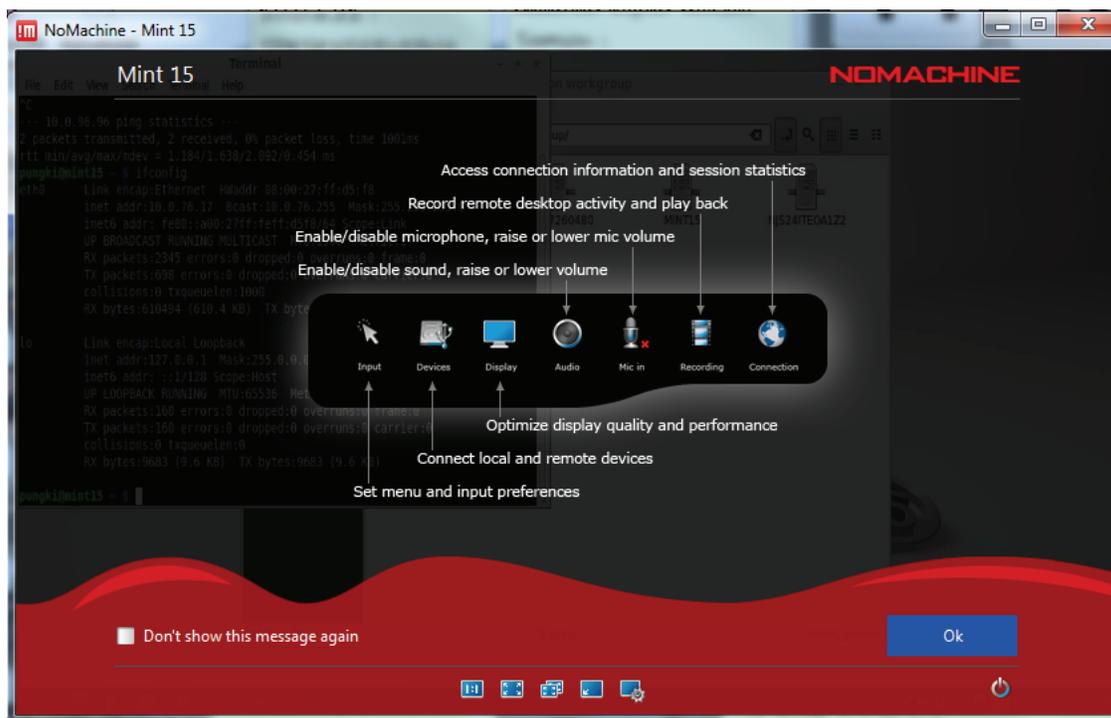
Sysadmins can get remote access to any machine from Windows, iOS or Android devices. It also provides seamless integration with third-party software like Slack, Google Analytics, and FreshDesk. On top of this, it comes with some good out-of-the-box security features like AES-256 encryption and two-factor authentication.

ConnectWise's pricing structure can be customized depending on the needs and size of your organization. All-inclusive and access-only tiers mean it can fit within any company's budget.

Price: Starting from \$19 per month (one session limit)

Visit www.connectwise.com for pricing details or to start a free trial

8. NoMachine



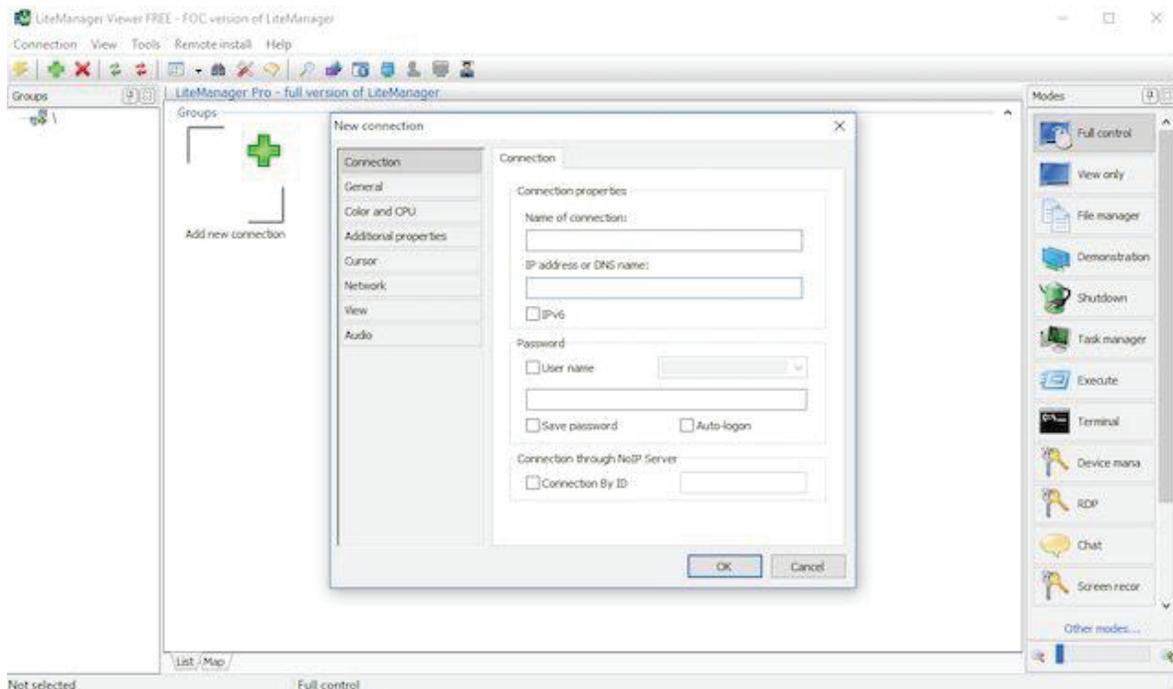
NoMachine offers on-premises and cloud-based connectivity to remote desktops with a solid tool set, which includes file transfer, remote printing, and even sharing remote access between unlimited users. It is also easily integrated with a variety of platforms, and comes with good security features like 128-bit encryption, inactivity timeout, keyboard locking and screen blanking. However, its web versions offer limited features, as well as limited access for mobile devices.

It has a straightforward pricing model, so there are no surprises when it comes to membership fees.

Price: From \$44.50 per month per subscription

Visit <http://www.nomachine.com> for price details or to start a free trial

9. Lite Manager



Lite Manager remote access software is another budget-friendly option, that allows sysadmins to access and troubleshoot computers remotely over the Internet or a local network.

It has enough features to meet the needs of most users, including controlling and viewing the desktop of a remote machine, managing files and folders, starting a video chat and recording screen. It's available for Windows, macOS, Linux, Android, iOS, and Wine.

With a free tier that allows for up to 30 remote machines, you can get good value for money. Their paid model is based on a one-time rate.

Price: Free version plus Pro version starting at \$10 per license

Visit www.litemanager.com for more details