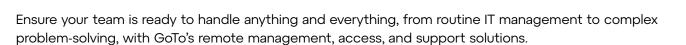


Data Sheet

Remote Access & Support

Handle all your IT issues with GoTo.





Resolve empowers IT teams and MSPs to streamline their operations with a unified solution, bringing together remote access & support, RMM, ticketing, automation, asset management & more. Free and paid account options available.

- Multi-platform remote support & access with built-in Zero-Trust security
- Intuitive remote monitoring and management (RMM) capabilities
- Automated remote execution with Al-assisted scripting
- Natively integrated, unlimited asset management
- Productivity-driving AI features including an interactive AI assistant

Internal IT, MSPs, and hardware (kiosks, POS systems, digital signage) support teams rely on Central to remotely monitor and manage IT infrastructure, secure endpoints, automate task management, and gain better visibility into their IT universe.

- End-to-end monitoring and proactive alerting
- Integrated antivirus software and antivirus management
- IT automation and patch management
- Employee (non-IT) device access permissions

ORescue

With powerful remote support features, advanced security capabilities, and ample customization options, LogMeln Rescue is best for teams at large businesses and enterprises to provide technical support to employees and customers.

- Break-fix desktop and mobile remote support
- Secure, customizable connection methods and branding
- Granular permissions and advanced account administration
- Built-in integrations and open APIs

Comparison Chart

Core Support Functionality	GoTo Resolve	Central	Rescue
Clientless Remote Support (Control and View)			
Windows	✓	~	 ✓
Мас	✓	\checkmark	\checkmark
Android	\checkmark	~	~
iOS	Remote View Only	Remote View Only	Remote View Only
Chromebook	Remote View Only	Remote View Only	
Linux			Remote View Remote Control for Android Apps
Unattended Remote Access			
Windows	\checkmark	\checkmark	\checkmark
Мас	~	~	 ✓
Android	\checkmark		
Camera Share Support Session (Desktop and Mobile)	 ✓ 		 ✓
Web Console	\checkmark	\checkmark	\checkmark
Desktop Console	✓	 ✓ 	\checkmark
Unlimited Unattended Endpoints			\checkmark
Agent Mobile Applet	✓		
Monitoring and Management			
Mass Deploy (MSI)	 ✓ 	 ✓ 	✓
Application Updates	\checkmark	\checkmark	
GoPilot: Al-Powered Assistant	✓		
Windows Updates	\checkmark	\checkmark	
Antivirus Management	✓	 Image: A second s	
Endpoint Protection	\checkmark	\checkmark	
Proactive Alerts	✓	 ✓ 	
Asset Management	\checkmark	\checkmark	
Remote Execution	✓	 ✓ 	
Al Script Generating	\checkmark		
Device Level Permissions	✓	 ✓ 	\checkmark
Remote Terminal Access	✓	 Image: A second s	
Background File Manager	 ✓ 	 ✓ 	
Device Quick View	\checkmark		
Securely Store and Update Unattended Credentials	✓	 ✓ 	\checkmark
Online/Offline Status	\checkmark	\checkmark	
Unlimited Remote Sessions	 Image: A second s	 Image: A second s	✓

In-Session Functionality	GoTo Resolve	Central	Rescue
Guided Join Flow	 ✓ 	✓	
Reboot Reconnect	\checkmark	\checkmark	\checkmark
Multi-Session Handling	\checkmark	\checkmark	✓
Multi-Monitor Support	✓	\checkmark	\checkmark
In-Session File Manager	✓	\checkmark	✓
File Transfer	✓	\checkmark	✓
System Diagnostics	\checkmark	\checkmark	\checkmark
Session History and Notes	✓	\checkmark	\checkmark
Multi-Agent Collaboration	\checkmark	\checkmark	\checkmark
Session Transfer	✓	✓	 ✓
Screen Blank	\checkmark	\checkmark	
Remote Sound	✓	 ✓ 	
Remote Printing (PC/Mac)		\checkmark	
In-Session Chat	✓	✓	✓
In-Session Scripting			✓
Real-Time Multi-Language Support			 ✓
Agent Screen Sharing	\checkmark		 ✓
VoIP	✓	\checkmark	
Device/Session Connection Methods			
Unattended Session	✓	✓	 ✓
Connect on LAN		\checkmark	 ✓
Wake on LAN		✓	
Connect via PIN Code, Link, or Email	\checkmark	\checkmark	\checkmark
Customer-Initiated Chat			✓
Calling Card: Desktop Shortcut			 ✓
Helpline: Customer-initiated Connection Method	✓		
Webpage Channel Form or Links	\checkmark		 ✓
Messaging App	~		

Administration	GoTo Resolve	Central	Rescue
Auditing & Reporting	\checkmark	\checkmark	✓
End User Management & Control (Add, remove, suspend, or switch)		✓	
Active Session Monitoring in Command Center			 ✓
Customization and Branding			 Image: A second s
Session Feedback Surveys			✓
Architecture/Security			
256-bit AES	✓	\checkmark	√
TLS 1.2 Transport Security	 ✓ 	 ✓ 	\checkmark
Password Policy		\checkmark	\checkmark
Two-Factor Authentication	✓	 Image: A second s	✓
SSO	\checkmark	 Image: A second s	 Image: A second s
Role Based Admin Permissions for Account, Admins, and Agents			~
Active Directory Sync (AD Sync)	\checkmark		\checkmark
Data Storage Options (Including Chat)			 ✓
Data Center Residency (EU, US)	\checkmark		 Image: A second s
IP Restrictions or Validation			✓
Enterprise Security Capablities			✓
Terms and Conditions Acceptance Option			✓
Role/Agent Based Access Control (RBAC)	✓		✓
Zero Trust Identity Based Access Controls	✓		
Advanced Features/Integrations			
Open APIs	✓	\checkmark	✓
MS Teams Integration	\checkmark		✓
Zendesk Integration	\checkmark		✓
ServiceNow Integration	\checkmark		✓
Salesforce Integration	Coming Soon		\checkmark
Additional CRM and Ticketing Integrations			✓
ConnectWise Integration	\checkmark		
Mobile SDK			✓
VPN Networks (Hamachi)		 ✓ 	

Asset Management	GoTo Resolve	Central	Rescue
Unlimited Hardware Assets	✓		
Endpoint Inventory	\checkmark	\checkmark	
Software Asset Management	Coming Soon		
Unlimited Assets	\checkmark	\checkmark	
Custom Categories, Fields and Labels	\checkmark		
Reminders	 ✓ 		
Helpdesk			
End User Ticketing Portal	✓		
Agent Ticketing Portal	\checkmark		
MS Teams Integration	\checkmark		
Instant Integrated Remote Support within Ticket	\checkmark		
Custom Helpdesk Service Email	 ✓ 		
Helpdesk Reporting	\checkmark		
Mobile App Ticketing	 ✓ 		
Remote Support Session History	\checkmark		
Email Ticket Submission	 ✓ 		
Custom Workflows	\checkmark		
Unlimited Helpdesk Services (i.e. IT-help, HR-help, Finance-help)	~		

GoTo makes IT easy. Explore GoTo's remote management, access, and support solutions.

Learn More

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