

## Data Sheet

# Remote Access & Support

Handle all your IT issues with GoTo.

Ensure your team is ready to handle anything and everything, from routine IT management to complex problem-solving, with GoTo's remote management, access, and support solutions.

## GoTo **Resolve**

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 AI-assisted scripting
- Natively integrated, unlimited asset management
- Productivity-driving AI features including an interactive AI assistant

## Central

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

## Rescue

With powerful remote support features, advanced security capabilities, and ample customization options, LogMeIn 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
<b>Clientless Remote Support (Control and View)</b>			
Windows	✓	✓	✓
Mac	✓	✓	✓
Android	✓	✓	✓
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
<b>Unattended Remote Access</b>			
Windows	✓	✓	✓
Mac	✓	✓	✓
Android	✓		
Camera Share Support Session (Desktop and Mobile)	✓		✓
Web Console	✓	✓	✓
Desktop Console	✓	✓	✓
Unlimited Unattended Endpoints			✓
Agent Mobile Applet	✓		
<b>Monitoring and Management</b>			
Mass Deploy (MSI)	✓	✓	✓
Application Updates	✓	✓	
GoPilot: AI-Powered Assistant	✓		
Windows Updates	✓	✓	
Antivirus Management	✓	✓	
Endpoint Protection	✓	✓	
Proactive Alerts	✓	✓	
Asset Management	✓	✓	
Remote Execution	✓	✓	
AI Script Generating	✓		
Device Level Permissions	✓	✓	✓
Remote Terminal Access	✓	✓	
Background File Manager	✓	✓	
Device Quick View	✓		
Securely Store and Update Unattended Credentials	✓	✓	✓
Online/Offline Status	✓	✓	
Unlimited Remote Sessions	✓	✓	✓

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

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

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

**GoTo makes IT easy.**

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

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