

# Dameware Remote Everywhere vs. Dameware Remote Support

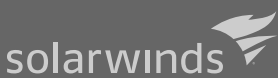
	DAMEWARE REMOTE EVERYWHERE	DAMEWARE REMOTE SUPPORT
<b>Overview</b>		
Deployment option	Cloud	On-premises
License model	Annual/monthly subscription	Perpetual + annual maintenance
Endpoint agents per license	500	Unlimited
Registered technicians per license	Unlimited	One
One-click access	✓	✓
Support of multiple platforms (Windows, Mac, Linux)	✓	✓
Mobile application	✓	✓
Attended support	✓	✓
Unattended support	✓	✓
Support of multiple languages	✓	✓
Fast connections; typically in seconds	✓	✓
Customized branding	✓	✓
Ability to provide support to Android and iOS devices	✓	
Running on multiple platforms (Windows, Mac, Linux)	✓	
Mass deployment of agent to devices		✓
Integration with help desk software		✓

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<b>Security</b>		
Support for GDPR readiness	✓	✓
Support for HIPAA compliance	✓	✓
Meets FIPS (140-2) cryptographic standards	✓	✓
Uses AES 256 and TLS1.2 data encryption	✓	✓
Multilayer authentication, two-factor authentication	✓	✓
Sessions can only be created by authorized users	✓	✓
Ability to lock PC	✓	✓
Ability to prevent auto-sleep, auto-lock, and inactivity disconnects	✓	✓
Clipboard deletions at the end of each session	✓	✓
Idle sessions timeout control	✓	✓
Smart-card support		✓
<b>Management and reporting</b>		
Secrets vaults	✓	✓
Optional post-session surveys for technicians	✓	✓
Session history export to .xls file	✓	✓
Survey summaries	✓	✓
PIN code expiration options	✓	✓
Calling cards	✓	
Video session recording	✓	
Ability to search and review session histories via report	✓	
Tech performance reports	✓	
Basic ticketing system	✓	

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<b>End-user experience</b>		
Simple PIN connect to unenrolled devices	✓	✓
Keyboard tray support request button	✓	✓
In-session chat	✓	✓
Pre-session chat	✓	
Support request button for your website	✓	
Ability to send session links via email	✓	
VoIP calling	✓	
Customizable in-session and post-session surveys	✓	
<b>Session management</b>		
Multisession handling	✓	✓
Session notes	✓	✓
Full screen/fit screen view	✓	✓
Block remote keyboard and mouse	✓	✓
Laser pointer	✓	✓
Ability to lock PC	✓	✓
On-screen link to keyboard shortcuts	✓	✓
Ability to pause session	✓	✓
Ability to blank screen	✓	✓
Change terminal services session	✓	✓
Port forwarding	✓	
DRP forwarding	✓	

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<b>Session management (cont.)</b>		
Ability to transfer sessions between technicians	✓	
Switch presenter role	✓	
Session recordings	✓	
<b>Support tools and features</b>		
Remote printing for Mac or Windows	✓	✓
4K+ remote monitor support	✓	✓
24-bit true-color support	✓	✓
Dynamic multimonitor support	✓	✓
Automatic color and quality adjustment depending on bandwidth	✓	✓
Automatic keyboard mapping translation	✓	✓
Force reboot and reconnect in safe mode, if necessary	✓	✓
File transfer: copy/paste or drag/drop	✓	✓
System CMD Shell	✓	✓
Send CTRL-ALT-DEL	✓	✓
Windows 8 and 10 commands	✓	✓
Ability to prevent auto-sleep, auto-lock- and inactivity disconnects	✓	✓
Terminal session success with user access selection	✓	✓
Registry editing	✓	✓
Access to deep system information (processes, network, applications, and more)	✓	✓
Windows event logs and updates	✓	✓
Run local batch script (system shell session)	✓	
Script execution engine (one-to-many scripting)	✓	

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<b>Support tools and features (cont.)</b>		
PowerShell advance scripting engine	✓	
Mobile config file upload	✓	
System health information (storage, core perf. issues, etc.)	✓	
Access to basic system info (OS, CPU, RAM, network, disk space)	✓	
<b>Support Resources</b>		
Customer Success Center and Help Center	✓	✓
Quick Start Guide	✓	✓
Highly active product development team	✓	✓
24/7 chat support	✓	✓
24/7 phone and chat support	✓	✓
In-app guides	✓	



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