**A Feature-Based Analysis & Comparison of IT Automation Tools:**

**Comparing Kaseya to TeamViewer**

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**1. Introduction**

**Overview:**

TeamViewer is a computer software package for remote control, desktop sharing, and file transfer between computers. The software operates with Microsoft Windows, Mac OS X, and Linux and is able to function while the computers are protected by firewalls and NAT proxy. TeamViewer is free for personal, non-commercial use, and business licenses can also be purchased. TeamViewer licenses include:

* TeamViewer Software – Free for non-commercial use.
* TeamViewer Quick Support – Free
* TeamViewer Host – Free
* TeamViewer Portable – is a component of the Premium and Corporate license.
* TeamViewer MSI Package - is a component of the Premium and Corporate license.
* TeamViewer iPhone App – Free for non-commercial use.
* TeamViewer Pro iPhone App – Paid version

**Background:**

The German based TeamViewer GmbH was founded in 2005 and is fully focused on development and distribution of high-end solutions for online collaboration and communication. A fast start and high growth rates have led to more than 60,000,000 installations in more than 50 countries all over the world. The software is currently available in 16 languages. TeamViewer GmbH is privately held and has been profitable from the first day of operations.

The base technology developed by the company powers TeamViewer's state-of-the-art high performance global server network that routes connections based on geolocalization technology. TeamViewer has been certified by the German "Bundesverband der IT-Sachverständigen und Gutachter e.V."( BISG e.V. , German Association of IT appraisers and assessors) with the five star quality seal. TeamViewer GmbH is one of the very few companies on the remote control market with a certified quality management system according to ISO 9001.

Some of the awards TeamViewer has won include:

* Download.com: User Rating 4
* brothersoft.com: 2008 Top 10 Best New award
* Softonic Rating: Very good
* download3000.com CLEAN award
* download3000.com 5 stars rating award
* chip.de First Impression: Excellent
* topshareware.com clean award
* 100% CLEAN Certified by Softpedia
* sharewareconnection.com 5 stars award
* pcwelt.de 4 stars rating award
* "User Choice" Award at Free Download Manager
* FreeDownloadsCenter.com: Editor's Pick award
* FreeDownloadsCenter.com: User Choice Award

With over 60 million users in countries all over the world, some of TeamViewer’s largest customers are:

* Porsche
* Canon
* DHL
* Harley Davidson
* Shell AG
* Siemens
* NEC
* BP
* APC
* Panda Software
* United Nations
* Unicef

Website: [www.teamviewer.com](http://www.teamviewer.com)

Technical Support: support.teamviewer.com

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**OS Coverage:** Windows 7, Windows 2003, Windows Me, Windows 98, Windows 2000, Windows Vista, Windows NT, Windows XP, Windows Server 2008 Red Hat, Fedora, Suse, Mandriva (32/64Bit)

Debian, Ubuntu (32/64bit), and Mac OS X.

**Grouping Managed Devices:**

You can create new groups using the partner list feature through the web connect. This is the only form of group management that the product offers.

**Functional Coverage:**

* Remote Control
* File Transfer
* Presentation/Desktop Sharing
* VPN

**1.1 Architecture**

TeamViewer is mostly an agent program were you would have to install the software on to your computer. There is also an agentless install that you can have the remote computer download and just run in order to access it on the go. There are no scripts that can be used with the software.

**1.2 Auditing & Asset management**

TeamViewer does not support this feature.

**1.3 Remote Control**

TeamViewer uses remote control to connect to another user’s computer. The remote control function allows the following actions:

* ACTIONS:
	+ Switch sides with partner – this changes the direction of control
	+ Remote Reboot – Allows you to log off, reboot, and reboot in safe mode
	+ Disable Remote Input – Disable the users keyboard and mouse
	+ Show black screen – Disables the users display from showing

* VIEW:
	+ Quality - Allows you to optimize speed, optimize image quality, or Auto Adjust both according to bandwidth.
	+ Scaling – View remote controlled desktop in original resolution, a scaled down view, or full screen.
	+ Active Monitor – Allows you to switch between multiple monitors.
	+ Other features include: Show whole desktop, refresh, remove wallpaper, and show remote cursor.
* AUDIO/VIDEO:
	+ Voice Over IP – Allows to have voice conversation
	+ My Video – Video transmission through a webcam
	+ Chat – Allows to chat with the end user via popup widget
	+ Conference Call – Provides a telephone number and pin for user to join. (note there is a cost per min)
* FILE TRANSFER:
	+ Allows you to transfer files between your local machine and a remote computers.
* EXTRA:
	+ Session Recording – can record your session as a video
	+ VPN – Allows you to establish a VPN connect to the remote computer
	+ Remote Update – checks for an updated version of the TeamViewer software
	+ Remote System Info – provides system information of the remote computer
	+ Connection Info – displays information about the current connection.



**1.4 Automation**

TeamViewer provides a MSI package that is only available to TeamViewer Premium and the TeamViewer Corporate License. It deploys via Group Policy through Active Directory for Windows.

**1.5 Monitoring**

TeamViewer does not support this feature.

**1.6 Patch Management**

TeamViewer only updates the TeamViewer software on remote computers. It does not support patch management for any other software.

**1.7 Backup & Disaster Recovery**

TeamViewer does not support this feature.

**1.8 Endpoint Security**

TeamViewer uses a full encryption, based on RSA private-/public key exchange and AES (256 Bit) session encoding. As the private key never leaves the client or the host computer, the encrypted data stream, if intercepted, cannot be deciphered. The password is never sent directly but only through a challenge-response procedure, and is only saved on the local computer. TeamViewer does not provide protection from Viruses and Spyware/Malware.

**1.9 Reporting**

TeamViewer provides remote system information. The TeamViewer Manager logs the session time, so it can be used for invoicing as an example.

**1.10 System/User/Admin Management**

TeamViewer Access control allows you to configure the actions which TeamViewer carries out during a remote session.

The five access methods are:

* Full Access – can directly control all of the computers settings without the confirmation.
* Confirm all – the user must confirm all actions
* View and show – may only view and indicate things with a mouse pointer after user confirm
* Custom Settings – customized access on individual basis
* No outgoing connections allowed – disables outgoing connections from the computer

**1.11 Usability**

The new TeamViewer control panel and an optimized menu simplify and improve the handling of the software. In order to access the user’s computer, the user must be running the TeamViewer software either as a full install or a quick support install. The user then provides a unique ID and password need to grant access. For unattended server you may install the TeamViewer Host which is installed as a windows system service which allows access right after the start up. You may also connect to your remote computers via the web Connector. In order to use the web Connector you must create a free TeamViewer account. Once created you may access remote computers through the web browser without having to install the client. Another new form of connecting to a remote user is through the new iPhone App that is available for free.

**1.12 Reliability**

Overall this product is a very reliable. The Direct LAN connection via TCP/IP is possible but software is also suitable for use in LAN without an Internet connection. They also have redundant high-availability network with 24/7 monitoring ensures very high reliability.

**1.13 Performance**

TeamViewer’s performance is exceptionally well overall. It has improved the routing of connections behind a firewall. Worldwide distributed routing servers in combination with intelligent routing via local servers make TeamViewer very fast in international use. It also has adjustable depth of color with intelligent automatic mode.

**1.14 Supportability**

TeamViewer has 24/7 monitoring of all critical components. Their support is available until 10pm. They also have a knowledgebase for technical questions. You can also submit a support ticket on their site. But this support is only available to licensed customers.

**2. Comparison and Discussion**

In comparison to Kaseya, TeamViewer is no were near the amount of features that it has.

**2.1 Evaluating and Discussing *TeamViewer***

The only major strength of TeamViewer is the Remote Control functionality. Its weaknesses are the fact that it does not have many of the features that other Automation software comes with.

|  |  |  |
| --- | --- | --- |
| 1 | Architecture**Rating: 3** | TeamViewer is an agent-based software and overall, very user-friendly. However, its lack of features causes us to deduct some points. |
| 2 | Audit & Asset Mgt**Rating: 1** | There is no functionality for this is TeamViewer. |
| 3 | Remote Control**Rating: 5** | TeamViewer is complete remote control software. Easy access and controlling. |
| 4 | Automation**Rating: 1** | There is no functionality for this is TeamViewer. |
| 5 | Monitoring**Rating: 1** | There is no functionality for this is TeamViewer. |
| 6 | Patch Mgt**Rating: 1** | There is no functionality for this is TeamViewer. |
| 7 | Backup & Disaster Recovery**Rating: 1** | There is no functionality for this is TeamViewer. |
| 8 | Endpoint Security**Rating: 2** | TeamViewer does have some aspect of security in its encryption features, but its lack of anti-virus and true endpoint security it obvious. |
| 9 | Reporting**Rating: 1** | There is no functionality for this is TeamViewer. |
| 10 | System**Rating: 1** | There is no functionality for this is TeamViewer. |
| 11 | Usability**Rating: 5** | TeamViewer clearly surpasses Kaseya in this attribute because of its user-friendly GUI. |
| 12 | Reliability**Rating: 5** | TeamViewer is solid and completely reliable software. Any issues are resolved in patches that are released almost instantly. |
| 13 | Performance**Rating: 5** | Although it does not have all the features Kaseya does, TeamViewer does surpass the others in features it does have. |
| 14 | Supportability**Rating: 5** | TeamViewer has a dedicated online support center as well as a technical support hotline. |

**2.2 Rating Results Explanation/Discussion:**

*Individual Solution Comparison Rating System Table*

|  |  |  |  |
| --- | --- | --- | --- |
|  |  | ***Kaseya*** | ***TeamViewer*** |
| 1 | Architecture | 5 | 3 |
| 2 | Audit & Asset Mgt | 5 | 1 |
| 3 | Remote Control | 4 | 5 |
| 4 | Automation | 5 | 1 |
| 5 | Monitoring | 5 | 1 |
| 6 | Patch Mgt | 5 | 1 |
| 7 | Backup & Disaster Recovery | 4 | 1 |
| 8 | Endpoint Security | 5 | 2 |
| 9 | Reporting | 3 | 1 |
| 10 | System | 3 | 1 |
| 11 | Usability | 4 | 5 |
| 12 | Reliability | 3 | 5 |
| 13 | Performance | 3 | 5 |
| 14 | Supportability | 4 | 5 |
|  | **Total** | **58** | **37** |

Based on our research, although TeamViewer is a great tool for Remote Control and Tech Support, Kaseya is the greater overall solution. We feel that TeamViewer is a more reliable solution as far as issues go, but Kaseya can be used more on a daily basis.

**3. Glossary4. Acknowledgements**

*N/A (TeamViewer is a free program).*

**5. References**

http://teamviewer.software.informer.com/

http://en.wikipedia.org/wiki/TeamViewer

http://www.teamviewer.com