

BUYER'S GUIDE

5 Key Questions for Evaluating Remote Access Solutions

Ask each vendor these questions when evaluating remote access solutions

1. Is it fast and consistently reliable?

- What type of speed benchmarks does the vendor's solution satisfy?
- What frame rate can the solution consistently achieve for different monitor resolutions?
- Is there any lag when using the solution?
- Does it provide consistent performance across multiple devices?

2. Is it easy for IT to set up, manage, and scale?

- How is the solution deployed?
- What level of ongoing management and maintenance is involved?
- Test it out: what does your IT team think of the interface and console?
- How easily can IT add new users and devices to the solution?

3. Is it easy and intuitive for employees to use?

- Is the interface intuitive enough that training isn't required?
- Test it out: Do employees think it's easy to use?
- How reliable is the solution? Will it "just work"?

4. Does it have top-notch security?

- Does it support SSO (single sign-on)?
- Is your data always encrypted and secure?
- Are users authorized and authenticated every time they sign-in?
- Is the company committed to continually updating their solution's security functionality based on the latest threats?

5. Does the vendor offer world-class customer support?

- What do customer reviews (such as G2) say about the solution and vendor support?
- What's the vendor's support policy?
- How exactly will the vendor support you? (By phone, email, text, etc.)
- What's the vendor's commitment to customer satisfaction?

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