**Goals:**

1. Easy to use
2. Available on most operating systems
3. Free
4. Usable on slow internet
5. Minimal file size

**Features required:**

* User friendly UI ★★★★★
* Available on Windows, MacOS and Linux ★★★★
* No cost for the customer ★★★★
* Minimal bandwidth usage ★★
* Low system requirements ★★★
* Operates quickly ★★

**Method Explanation:**

We used a rating of one to five stars, one being the least important and five being the most important. We used this method because it is a simple and easy way to establish which of the features is most important to us.

**Candidate Vendors:**

* <https://www.dameware.com/?CMP=KNC-TAD-GGL-SW_NA_X_CS_CPC_LD_EN_PROD_SW-DRS-898727734_g_c_kwd-368460951557~b~218146869354~>   Dameware
* <https://www.teamviewer.com/en/> Teamviewer
* <http://www.aeroadmin.com/en/> Aeroadmin
* <https://www.pilixo.com/remo/?gclid=Cj0KCQjwybvPBRDBARIsAA7T2kgoF4KflSW-uXOgiYoT8OaxrMV2C9MiWnlY3yfVLBYkNOWINo-_XSoaAnlMEALw_wcB>  Pilixo Remo
* <https://www.realvnc.com/en/> RealVNC

**Evaluation of Candidate Vendors:**

* Real VNC ★★★★★
* TeamViewer ★★★★★
* Aeroadmin ★★★★
* Pilixo Remo ★★★
* Dameware ★★★

**Method Explanation:**

Although most of these vendors contained the features we needed, we decided on going for the vendors we found more useful and still met our requirements. Again, we used the star rating system to define our satisfaction with each vendor. The finalists chosen are Real VNC and Teamviewer.

**Finalists Evaluation:**

We decided on Real VNC as it has everything we need at a much cheaper price than TeamViewer. TeamViewer does have some nice extra features but frankly, they are not necessary for IWCC’s desktop support team.