**Goals**

* Support customer of any technical skill
* Fix the customer’s system remotely
* Easy and quick to deploy
* Control of the machine. Do not want to have to give too much instruction to limited customers (for repair)
* Low required technical skills for the customer (for installation)

**Requirements**

* Cross platform
* Control bandwidth(performance)
* Free
* Privacy
* Security
* Functionality (we need to access the remote system)
* Easy to deploy
* No account required

**Vendors**

* Google
* TightVNC
* Team viewer
* Microsoft
* Discord
* Adobe

**How do they match up?**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | **Google**  **hangouts** | **TightVNC** | **Team viewer** | **Skype** | **Discord** | **ChromeRDP** | **Adobe connect** |
| **Screen sharing vs actual access** | (1)  Sharing | (5)  Access | (5)  Access | (1)  Sharing | (0)  No | (5)  Access | (1)  Sharing1 |
| **\*Cost/Free options** | (5)  Free | (5)  Free | (5)  Free | (5)  Free | (5)  Free | (5)  Free | (5)  Free |
| **Deployment** | (3)  Browser extension | (1)  Install requires opening ports 5800 and 5900 or preferably tunneling over SSH | (5)  Application | (5)  Application | (5)  Browser/client | (3)  Browser extension | (3)  Browser extension |
| **Ease of use** | (5)  Easy | (1)  Could be too difficult for non-technical users. | (5)  Easy | (1)  Microsoft account login/ lots of useless installation options | (0)  Browser/client/app but no screen sharing. | (5) | (0)  Too many features, based on meetings. |
| **\*Cross platform** | (5)  Yes | (5)  Yes | (5)  Yes | (5)  Yes | (5)  Yes | (5)  Yes | (5)  Yes |
| **\*Security** | (5)  Yes | (5)  Over SSH, maximum security | (5)  One time login | (5)  Yes | (5)  Yes | (5)  One time login | (5)  Yes |
| **Privacy** | (5) Yes | (5)  Yes, with SSH and client to server direct connection. | (5)  Client to client connection. | (2)  Questionable, likely being watched by software. | (5)  Secure connection | (5)  Client to client | (4)  Hosted on server. |
| **Account required** | (0)  Yes | (4)  Local login on the remote machine | (5)  No | (0)  Yes | (0)  Yes | (0)  One Time login required. | (0)  Full scale deployment available. |
|  | Google hangouts | TightVNC | Team Viewer | Skype | Discord | ChromeRDP | Adobe Connect |
| **Contested Row Scores \*** | 14 | 16 | 25 | 9 | 10 | 18 | 8 |

\***uncontested rows not counted**.

**Winner**

Of the top 4 candidates, TightVNC can be omitted due to likely being too difficult to configure, And Team Viewer is browser agnostic. This along with ease of use makes Team Viewer a clear winner. Support staff may run virtualization software to bridge the gap between platforms.