

Cisco WebEx Remote Support Advantages vs. Netviewer Support

Silver Bullets	Fault-Finding Script	Category
Global service and support	No 24 hours phone support. ¹ No dedicated customer success reps	Customer Support
No administrative tools or customer survey capabilities	Lacks ability to track, manage and evaluate support teams. No survey tool to proactively capture customer satisfaction metrics.	Feature
Licensing model	Netviewer CSR license is locked to specific, pre-configured PC(s). Eliminates the flexibility of a web-based console enabling CSR anywhere, anytime access to support tools.	Feature
Lacks turnkey solution for IT support/help desk environments	No comprehensive suite offering. No equivalent services to System Management (SM), Service Desk.	Business Products
No UNIX support	Netviewer supports Windows and Macintosh. Cisco WebEx CSR provides comprehensive supports for Windows, Macintosh, Linux and UNIX.	Connectivity
No telephony integration	Netviewer lacks telephony integration. Cisco WebEx CSR can escalate from chat session to phone conference directly from CSR console.	Feature

¹ Available for select largest customers and is an expensive added cost.

Netviewer Weaknesses	Fault-Finding Script	Category
No Click to Chat	No ability for small support teams to emulate larger support organizations. No queue and routing capabilities, no ability to establish hours of operation or leave-a-message, no call-me-back request capability, no management notification emails.	Feature
Downloads an .exe file with every session	Can be an issue for users on corporate networks configured to block .exe downloads. Customer participants will not get access to the session.	Connectivity, Accessibility
No NBR	No ability to capture/archive recordings to a centrally hosted location. Important for enabling compliance with government and industry regulations. Netviewer provides client-side recording only.	Feature
Lacks multi-platform support for support agents	Support agents must be on Windows system. Macintosh can only receive support, cannot host.	Feature
No reboot in Safe Mode	Lacks support for low-level access to Windows machines	Feature
Software maintenance	No automatic notification/deployment of upgrades. Customers must actively request and manually install updates to gain access to latest capabilities.	Customer Support

Netviewer Strengths	Rebuttal Script	Category
Fast join-time performance	Cisco WebEx CSR join times are 40% faster for first time meeting participants when compared to Netviewer.	Performance
One-time license fee with annual maintenance	High up-front licensing costs for NetViewer. Cisco WebEx CSR provides lower upfront costs and a variety of licensing models to match customer requirements.	Pricing
One-time client download	Cisco WebEx CSR provides multiple client download methods including the .exe deployment method (i.e. exe file download is Netviewer's only deployment method.)	Connectivity

Pricing Models (Licensed per workstation – no NHL/ports/minutes)
Netviewer Support – One-time license fee with annual maintenance, or semi-annual/annual plans available.

Capability	Netviewer One2One	Cisco WebEx Support Center
128-bit SSL encryption and/or AES	Limited ¹	Yes
SAS 70 type I and II reports	No	Yes
ISO-17799 attestation	No	Yes
On-screen visual identity of online attendees	Yes	Yes
Single application share	Yes	Yes
View desktop	Yes	Yes

¹ SSL and 128 Bit Blowfish encrypted data exchange.

Capability	Netviewer One2One	Cisco WebEx Support Center
Windows compatibility	Yes	Yes
Mac Compatibility	Limited ²	Yes
Linux Compatibility	No	Yes
Solaris compatibility	No	Yes
Click-to-connect (Cisco WebEx WebACD) inbound session	No	Yes
Rules-based routing	No	Yes
Technical support representative availability status	No	Yes
Leave message forms	No	Yes
Establish hours of operation	No	Yes
Manager alerts	No	Yes
Personal queues	No	Yes
Multi-session	No	Yes
Permissions-based remote control	Yes	Yes
Live video - single point (SP)	Yes	Yes
Remote printing	No	Yes
1-click system diagnostics report	Limited ³	Yes
Instantly save and print diagnostics report	No	Yes
Advanced file transfer	Yes	Yes
Access to network drives in file transfer	Yes	Yes
Create/delete folders in file transfer	Yes	Yes
Send files from remote computer	Yes	Yes
Login as an Administrator	No	Yes
VoIP	Yes	Yes
Auto record	Yes	Yes
Network-based recording and replay	No	Yes
Call center reports	No	Yes
System reboot and reconnect	Yes	Yes
Reboot and auto-reconnect	No	No
Silent monitoring	No	No
Integrated remote access of unmanned computers	Yes	Yes
System management add-on	No	Yes
Post-support survey	No	Yes
Telephony integration	No	Yes
Custom Scripts	No	Yes
Chat-phrase library	No	Yes

² CSR must be on Windows to support Mac users.

³ Only shows information on BIOS, Memory, Processor and OS.