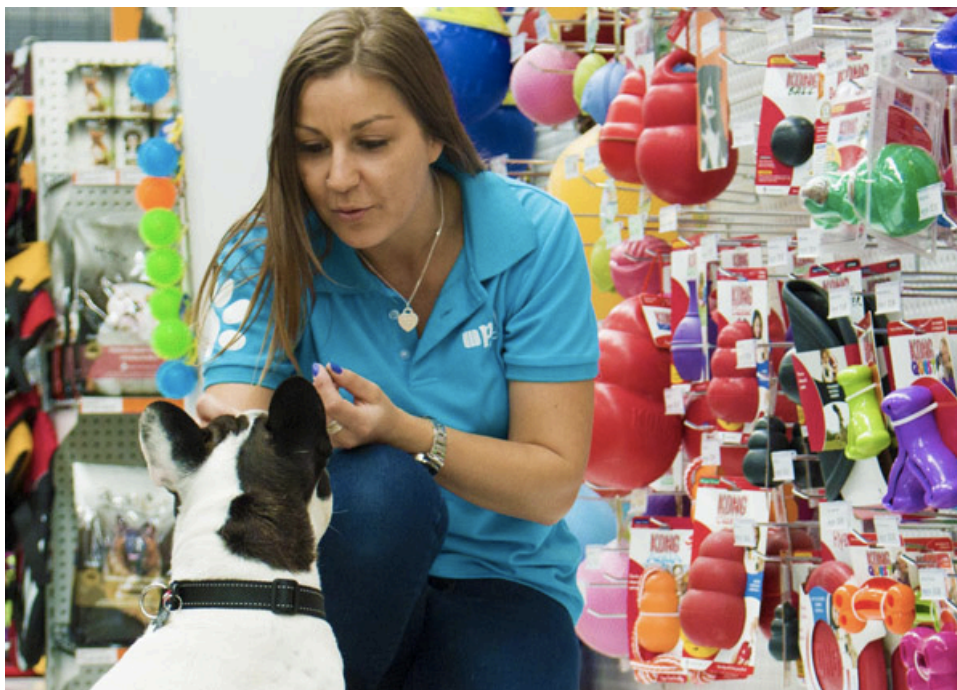




The Splashtop & PETstock Story: PETstock switched from TeamViewer to Splashtop to remotely maintain and support all IT Needs



Summary

Shaun Dunstan, IT Manager of PETstock, explains how PETstock switched to Splashtop to support its IT operational needs. PETstock was previously with TeamViewer but switched to [Splashtop On Demand Support \(SOS\)](#) for reducing operational cost and offering the IT team a user-friendly remote support tool enabled with [SSO](#).

Challenge: Reducing Operational Cost And Computer CPU

As the IT Manager of the support team for PETstock, Shaun and his team were tasked with maintaining and supporting IT operations. To automate processes and increase efficiency, the support team used TeamViewer to perform most tasks.

However, TeamViewer came at a high cost and was heavy on computer resources. “I wanted a product that was a bit lighter to install and easier for management,” said John.

He further explained that anyone who has used TeamViewer will know it has a comparatively heavy client to install. “The policies and configuration options of TeamViewer were a bit hit-and-miss to apply and we had numerous issues upgrading clients as needed,” said John.

PETstock’s IT team explored several tools until they tried Splashtop. John and his team found that [Splashtop On Demand Support](#) not only came with all the right features, but was also quite easy to deploy through the teams RMM.

Case Study

About PETstock



Founded in 2002, PETstock is a 100% Australian, family-owned and operated business, offering the best quality products and services to pets. [Learn more about PETstock here.](#)

Splashtop, Inc.
www.splashtop.com

Splashtop On-Demand Support (SOS)

Splashtop SOS is a complete remote support solution that offers unattended quick support as well as attended anytime computer access with a simple session code.

Designed for IT departments, help desk and support professionals, SOS allows users to perform ad-hoc remote support to unlimited devices.

No matter where the user is or when their problem arises, SOS users can easily remote into their users' Windows, Mac, iOS, or Android device, to fix issues quickly.

SOS reduces the time it takes to support users, keeps customer satisfaction high, and reduces costs for remote support teams.

[Learn more about Splashtop SOS.](#)

About Splashtop's Integration with SSO

With the Single Sign-On (SSO) integration, Splashtop users can authenticate their Splashtop account using their centralized SSO user ID and password.

Splashtop SSO makes use of SAML 2.0 standards and integrates with all major identity providers.

[Learn more about Splashtop SSO.](#)

“We found that Splashtop is a really good alternative to TeamViewer, lighter on resources and nice by default that it doesn't have a client local ID and Pass which anyone can use to connect.”

Shaun Dunstan,
IT Manager of PETstock

Splashtop, Inc.
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The Solution: Splashtop SOS – An Affordable and Easy-To-Deploy Remote Support Solution With the Right Features

Splashtop SOS offered PETstock an easy way to manage all its tech remote support needs. Splashtop offers the same top features as TeamViewer came, came at a considerably lower cost and required fewer computer resources.

Features and Price Comparison	Splashtop SOS	TeamViewer Single User Plan
Starting price	\$199 (per user/year)	€382.80 (per user/year)*
Access and control computers remotely	✓	✓
On-demand Support (QuickSupport)	✓	✓
Unlimited Endpoints	✓	✓
Support iOS and Android devices	✓	\$394.80/year extra
Multiple concurrent sessions	✓	✗
Cross-Platform File Transfer (Drag-and-Drop)	✓	✗
Chat (in-session)	✓	✓
Chat (outside session)	✓	✓
Session recording	✓	✓
Two users can remote into the same computer concurrently (requires two licenses)	✓	✓
Multi-monitor support (multi-to-multi)	✓	✓
Remote print	✓	✓
Remote reboot	✓	✓
User management	✓	✗
Computer and User grouping	✓	✗
Group permissions	✓	✗
256-bit AES encryption	✓	✓

*TeamViewer US Dollar prices from TeamViewer US and Euro currency websites, July 2020. TeamViewer prices may vary by country

“Splashtop is a really good alternative to TeamViewer,” said Shaun. “It is easy to have granular permissions and allow a technician to access a single device only.” Splashtop also comes with robust security features like TLS and 256-bit AES encryptions, device authentication, two-step verification, and multiple 2nd-level password options. And most recently, Splashtop added an extra layer of protection to its remote access solution: [SSO integration](#) which enables users to authenticate their Splashtop account using their centralized SSO user ID and password. This was particularly important to Shaun's team as they used Azure Active directory

The Result: An Effortless Migration to a Lighter, Secure and Reliable Remote Access Solution

PETstock's support team was able to migrate from TeamViewer to Splashtop easily. Shaun's team used an RMM tool to deploy the Splashtop Streamer and, at the same time, disable TeamViewer.

The PETstock IT team followed the Splashtop support team's easy instructions to enable SSO with Azure for 25 technicians supporting about 1,200 clients.

Everything is running smoothly and Shaun and his team are really happy with the reliability and support they are receiving from the support team. And as an added bonus, PETstock saved 20% after switching from TeamViewer to Splashtop.