

Vendor/Product	How it works	Dependencies/Requirements	Licensing and pricing
Graphon/GO-Global	<p>GraphOn GO-Global for Windows is remote access/application publishing software that allows users to access and run Windows applications installed on a central server/workstation. GO-Global displays the application's user interface on personal devices running a variety of operating systems. GO-Global can be used to web-enable existing applications, without the need to modify existing code. Applications appear on the client device either in a web browser or within a loose window on the desktop.</p> <p>With GO-Global, users can connect to applications remotely - from homes or anywhere internet connectivity is available. Applications are installed on a central server but look and feel like a natively-run, locally installed application. Local and remote users can log on to their company's server and have secure access to all the applications and data they use at work (including email, office productivity suites, management applications and custom software).</p>	GO-Global does not use RDP. Instead it uses a proprietary high performance protocol called Remote X Protocol (RXP). However if the central server is a Windows Server OS, then RDS Cals are required. If it is a Windows Desktop OS no RDS Cals are required. Host Platform can be Windows Server 2008 R2 or higher, Windows 7 or higher. Client support for Windows, Mac OS X, Linux, iOS, Android and most browsers.	Licensing is per concurrent users. Pricing starts at RRP \$227.24 per user. Licensing can start at 1 user.
Ericom/AccessNow	Ericom AccessNow is a HTML5 remote desktop gateway that works from any device with a HTML5 compatible browser. This includes Chromebooks and locked down devices. AccessNow is the market's first high performance HTML5 RDP Client, providing browser based access to; Windows applications and desktops (virtual & physical), running on Windows Terminal Services / RDS / VDI platforms, including Microsoft Hyper-V and other hypervisors. It now supports Windows 10 and Windows Server 2019.	Server Platforms – Windows Server 2008 R2 and above Terminal Services (physical or virtual) or Windows 7 SP 1* and above as remote desktops (physical or virtual).	Licensed by either Named User or Concurrent User. Pricing starts at \$148.04 per Named User or \$266.04 per Concurrent User. Minimum of 10 users per license.
Ericom/Ericom Connect	Ericom Connect is a remote access/application publishing solution that provides secure, centrally managed access to physical or hosted desktops and applications, running on Microsoft Windows and Linux systems. Ericom Connect is desktop virtualisation and application virtualisation software that allows users to run applications remotely, without installing them on the local computer or device. The software is noted for its scalability, ease of deployment, and compatibility with any type of infrastructure, cloud or physical. Ericom Connect uses AccessPad (native client for desktops), AccessToGo (native client for mobile) or AccessNow(as above). Other notable features include performance monitoring, built-in real-time analytics and BI, support for two-factor authentication, multi-tenancy and multi-datacenter support via a single unified web interface. "Launch Simulation" is a feature that allows users to visualise and simulate actual step-by-step user processes directly from within the administration console.	Connect Server Minimum Requirements: <ul style="list-style-type: none"> - Windows Server 2012 R2, 2016, 2019 - 1 GB of free HD space - 7GB RAM - 4 Cores Other Requirements: <ul style="list-style-type: none"> - Microsoft AD - Microsoft SQL/SQL Express 2012 or higher - Windows 2008 R2 SP 1 or higher for TS & RDS - Windows 7 SP 1 or higher for workstation access 	Licensed by either Named User or Concurrent User. Pricing starts at \$197.40 per Named User or \$362.60 per Concurrent User. Minimum of 10 users per license. License for AccessNow is included.
LogMeIn/LogMeIn Pro	LogMeIn Pro is subscription-based remote access and administration software. Provides anywhere, anytime access to all your devices, files, applications and information.	Host can be Windows or Mac PC. Connect to the Host from Windows, Mac OS, iOS or Android device.	Pricing starts at \$634.56 for a 2-device license.
LogMeIn/LogMeIn Central	LogMeIn Central is a web application focused on IT management for remotely managing PCs and servers running on Windows or Mac OS X operating systems. Remotely automate routine IT tasks with the most powerful tool for accessing and managing remote computers anywhere.	Host can be Windows or Mac PC. Connect to the Host from Windows, Mac OS, iOS or Android device.	Pricing starts at \$1,736.36 for a 25-machine license.
LogMeIn/LogMeIn Rescue	LogMeIn Rescue is a remote support (help desk) web application used by large contact centres and help desks for diagnosing and troubleshooting computers, smartphones and tablets.	Multi-Platform Remote Support: PC, Mac, iOS, Android.	Licensed as either Named or Concurrent users. Pricing starts at \$2,361.82 per Named User (minimum 1) or \$3,961.82 per concurrent user (minimum 3).
LogMeIn/RescueAssist	RescueAssist (formerly GoToAssist) is a cloud-based remote support platform for IT support teams and customer support organisations. GoToAssist Remote Support enables users to access and control remote computers and other Internet-connected devices in order to provide technical support. The solution allows a desktop view of a host computer to be manipulated from a client computer. RescueAssist offers a modern approach to remote support. Through a plugin, users can start a live support session from a browser window on virtually any device. It includes chat, remote view, and file transfer features. There's in-channel support for popular messaging apps like Slack and also includes live streaming video through end users' Android or iOS smartphone. This makes it easier for an IT employee to troubleshoot equipment remotely.	RescueAssist supports Mac, PC, Chromebooks, iOS and Android devices.	Licensed per support agent, one license allows up to 3 concurrent sessions. Annual subscription starts at \$2,159.99.
LogMeIn/GoToMyPC	GoToMyPC is remote desktop software that allows users to access computers remotely using a web browser. There are three versions: Personal, Pro, and Corporate.	Host can be Windows or Mac PC. Connect to the Host from Windows, Mac OS, iOS, Kindle Fire or Android device.	Priced per user. Starts at \$305.47 for Corporate annual subscription.
ManageEngine/Remote Access Plus	Remote Access Plus is enterprise remote access software that helps system admins and IT help desks troubleshoot remote computers from a central location. Powerfully built tools like advanced remote access control, system manager, wake on LAN, remote shutdown, remote file transfer and more gives an elite remote support experience. This considerably reduces troubleshooting time from days to minutes.	Available as Cloud hosted or On-premise. For On-premise the "Server" can be a Desktop OS of Win7 or higher or Server OS of Windows Server 2008 or higher. Agent support for Windows, Mac and Linux.	3 Editions: Free Edition supports up to 10 computers. Standard Edition, On-premise starts at \$136.36 for 25 computers and 5 technicians.
SolarWinds/Take Control	solarwinds Take Control is web-based remote control software for IT service businesses who need to solve client problems, fast, with minimum disruption to users. It offers live 2-way chat, average 5 second connection time, responsive remote sessions and great remote support tools like windows event viewer and command line. With Solarwinds Take Control, you can assign techs or whole departments to specific customers or individuals so that support tickets get handled efficiently and on time. Technicians can access the system via the bash shell, transfer files silently, and call the system manager to view CPU usage or kill processes.	100% cloud-based. Support for Windows, Mac, Linux, iOS, and Android platforms.	Take Control is an integral component of SolarWinds RMM (includes monitoring, patch management, etc. – POA). It is also available as a standalone product starting at \$300 p.a. for 1-technician.
Teradici/Cloud Access Software	Built on industry-leading PCoIP technology, Cloud Access Software delivers high-performance virtual workstations from the cloud or your data centre, to the endpoint of your choice. And with PCoIP Ultra, Cloud Access Software now delivers high frame rate 4K/UHD graphics workloads without compromise. Create virtual environments on AWS, Google Cloud, Microsoft Azure, or your own on-premise infrastructure. With simplified multi-cloud support, Cloud Access Software gives you the power to deploy and manage entitlements from any combination of public or private data centres. The PCoIP protocol was specifically designed to deliver interactive applications. It is a multi-codec solution that dynamically adapts, encodes and delivers the most accurate and distortion-free experience regardless of network conditions. PCoIP Ultra, which includes the latest protocol enhancements, provide uncompromised 4K/UHD throughput, efficient scaling across multicore CPUs and support for third-party codecs.	Cloud Access Software supports any mix of private or public cloud environments, Windows or Linux virtual desktops and GPU or non-GPU based infrastructure. Supported on AWS, Microsoft Azure, Google Cloud, VMware, Nutanix and KVM. Compatible with Windows Client OS (Windows 7, 10) and Server OS (Server 2016 and 2008 R2), Linux RHEL7, CentOS 7.2 and Ubuntu LTS 16.04.	Two Editions – Standard and Graphics. Graphics Edition supports GPU-accelerated cloud workloads. Standard Edition is for non-graphics desktops, workloads and applications. Both editions are compatible with a broad range of PCoIP compatible end points, including PCoIP Zero clients. Standard Edition starts at \$224 per user.
10ZiG/Remote Workstation Card	Based on Teradici's PCoIP protocol (10ZiG is a Teradici OEM partner). These powerful host processor Remote Access Cards enable users to move Windows or Linux workstations into the data-centre and connect remotely with a 10ZiG PCoIP Zero Client or Teradici Cloud Access Software, without compromising application performance. This solution meets the needs of demanding power users who depend on graphic intensive applications that typically require a locally situated high-spec PC.	This is a piece of hardware that utilises a PCIe slot in a Windows workstation. 2 models, 1 supports Dual displays the other supports Quad displays. Client side can be a PCoIP based Zero Client appliance or a Teradici Cloud Access software client.	POA