



LogMeIn Pro

Review From A Customer



From IT Central Station, the leading review site for enterprise technology solutions.

Review by a Real User

Verified by IT Central Station



Chief Technology Officer at a tech services company with 51-200 employees

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WHAT IS MOST VALUABLE?

The number one feature that seems to be the most valuable for us is the ability to assign user access to servers in a decentralized environment. Given that LogMeIn is one of the only ones in this space that can do that, it makes it a very important tool. They recently included the Kaspersky Security Suite as part of their Central Product.

HOW HAS IT HELPED MY ORGANIZATION?

We are a very decentralized infrastructure. Though there are plenty of Remote Management tools available on the market, having a tool like LogMeIn Central proves invaluable, as it can connect from anywhere, with no required firewall adjustments. Having this functionality allowed us to create proactive and self healing alerts by using this product. Having a remote control solution that is reliable, and a way to allow authorized users into our servers while maintaining close audit trails.

WHAT NEEDS IMPROVEMENT?

Unfortunately, LogMeIn is a long ways from being perfect. It has a lot of really great features, though they don't always work well. For instance, they have a Windows update feature, which is a great value-add when you have a large fleet of servers. However, Windows updates have a lot of quirks, and often times force you to go back to the individual servers and address these updates manually. Things like excluding updates from installation, or controlling that aspect of updates altogether is not possible. Controlling the settings of windows updates (i.e., installing automatically vs download and waiting to install, etc.) rarely work, if ever. Self-Healing features are another great idea, but they are given very little attention in development. In this day and age, you would expect that native support for PowerShell would be included, yet these features and tasks are stuck in triggering scripts with batch files. File storage and sharing is another point of improvement. This was introduced a few months ago, and again, with very little development, and was also poorly implemented. We have started using it for a couple months, and it was so frustrating that we abandoned it. The Kaspersky product was a welcome change. We have tested it for a while, but were reluctant to put it in production, given its potential drastic effect on the operation of our servers, and the bad history of quickly addressing problems. This one was too much of a risk, and we still opted to pay for a third party product for a security suite. General UI issues are also a problem, there are inconsistencies in the UI between one screen and the other, and some weird Flash Bugs while performing certain actions.



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FOR HOW LONG HAVE I USED THE SOLUTION?

Eight years.

WHAT WAS MY EXPERIENCE WITH DEPLOYMENT OF THE SOLUTION?

The deployment is quite simple. A simple installation of the agent will get you up and running.

WHAT DO I THINK ABOUT THE STABILITY OF THE SOLUTION?

Stability with the product itself is not much of an issue. Every once in awhile, remote access to some of our remote users gets stuck, and requires the restart of the agent, but for the most part, the actual service is pretty stable. The same cannot necessarily be said about some of the accompanying services, like Windows updates, files, self-healing actions, etc.

WHAT DO I THINK ABOUT THE SCALABILITY OF THE SOLUTION?

This product seems pretty scalable. We are currently only running about 200 servers on it. The only issue with scalability is the UI itself does not handle some bulk actions, but other than that, it works ok.

HOW IS CUSTOMER SERVICE AND TECHNICAL SUPPORT?

Customer Service: This is a very weak point with LogMeIn. Their customer service is very scripted and almost mindless. It takes forever to escalate to get some actual help. When escalated, issues are looked at, but very rarely is a solution fully-provided. Typically, the answer is, we see it, we will work on it, then we never hear from them again. This has driven us to really rethink the LogMeIn service altogether. Unfortunately, we are not able to find something that offers the same feature set and is competitive. Technical Support: Technical support is lacking, despite our multiple complaints about the low quality of customer support; very little is ever done on it. This is over the span of three to four years of usage. Unless some really drastic decisions are made, I would not expect much from support.

WHICH SOLUTIONS DID WE USE PREVIOUSLY?

I have used TeamViewer (not the enterprise version), and it was a very good remote control solution, but last I checked, it did not have the feature sets that LogMeIn offered, such as allowing users with specific permissions and managing fleets of computers, updates, running scripts, and self-healing actions. Those are valuable LogMeIn features. Unfortunately, with no competition in the market. (Perhaps that could explain their lack of care on improving or addressing issues, since they have monopoly on this feature set.)

HOW WAS THE INITIAL SETUP?

The initial setup was extremely simple, when it comes to the agents. Other aspects, like setting up healing actions and alerts take a bit more time, but are also not too hard to work with.



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WHAT ABOUT THE IMPLEMENTATION TEAM?

We did the implementation in-house

WHAT WAS OUR ROI?

The ROI is almost instantaneous, in that it aggregates multiple functions into one, and allows for proactive actions that could otherwise cause some downtime or inconvenience.

WHAT'S MY EXPERIENCE WITH PRICING, SETUP COST, AND LICENSING?

The pricing is not too bad. However, there is one very important point to keep in mind regarding the Central Licensing. We have advised our reps about this many years ago, with no change, so our guess is that this will be in place for a while. LogMeIn currently has Central plans that cover incremental agents. (I.e, 100 Agents, 250 Agent, 500 Agents, 1000 Agents, etc.) If you subscribe the package of 100 Agents, but install 5, you are still paying for the 100 agent package. When you reach the 101, you have to upgrade your package to 250, even though you're only using 100+1. The cost you have to absorb until you hit a breakeven point is quite big (depending how fast you are adding agents). We have asked to create smaller increments of plans so that it is more cost effective, but so far, it has fallen on deaf ears.

WHICH OTHER SOLUTIONS DID I EVALUATE?

TeamViewer. Though we could not really find any other products out there with the same feature set, unfortunately.

WHAT OTHER ADVICE DO I HAVE?

LogMeIn is a great product, and unfortunately, is a necessary evil. We use it now, because we need it. It does some things well, but causes a lot of frustration in usage. If there was a product on the market that does what LogMeIn does, but better, we would consider it very seriously.

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