

	pcvisit BasicSupport PLUS 12.0	pcvisit EasySupport 12.0	pcvisit ProfiSupport 12.0
Completely revised GUI, new Usability	✓	✓	✓
Trouble-free meeting start, also through routers, firewalls and proxies	✓	✓	✓
Transfer of Windows Vista and Windows 7 UAC dialogues	✓	✓	✓
Compatible with all versions of Windows from Windows 2000 onwards	✓	✓	✓
Compatible with versions of Windows Server from Win 2000	✓	✓	✓
Customers need not install anything	✓	✓	✓
Quick connection via meeting link and start-guest.com	✓	✓	✓
Support as if you were on site - see, remote control & point	✓	✓	✓
Off-road mode for robust connections	✓	✓	✓
Functions			
Remote comfort functions: Customers need not intervene after first-time support start	✓	✓	✓
Transfer of files, folders and clipboard contents	✓	✓	✓
Host-List for a quick and uncomplicated access to PCs of your regular customers or to unattended Remote-PCs - e.g. server or customer PCs after work	✓	✓	✓
Max number of remote-PC installations	3	10	Flat
Activity log	✓	✓	✓
Multi-monitor selection (up to 16 monitors)	-	✓	✓
Show your screen content f.e. for online trainings and presentations; max. number of participants:	2	3	3
Expert mode for a third participant	-	✓	✓
One way chat function	-	✓	✓
Support-Note to leave a customer notice at the end of a session	-	✓	✓
Remote Quick Menue: with one click, access important customer programs	-	-	✓
Taxameter	-	-	✓
Flash-recording function for documentation and presentation	-	-	✓
Remote system data scans	-	-	✓
Possible to integrate with Helpdesk systems, CRM systems and databases through a configurable comment function	-	-	✓
pcvisit SupportJournal	-	-	✓
- Generate service reports and billing reports	-	-	✓

- Sort and filter function for session history in custom format	-	-	✓
- Archive and export session history	-	-	✓
Free support	Standard E-Mail-Support	Premium-Support	Premium-Support
mypcvist - adapt the pcvisit Guest user interface to your CI	pcvisit BasicSupport PLUS 12.0	pcvisit EasySupport 12.0	pcvisit ProfiSupport 12.0
Supporter-picture for more personalized support	-	✓	✓
Logo-picture for brand recognition and product branding	-	✓	✓
Color your Guest-module for brand recognition and product branding	-	✓	✓
myAdScreen to display customer information, hints, advertisements... to your customer at the end of each session	-	to be booked additionally	to be booked additionally
Prices			
Number of pcvisit installations per licence	unlimited	unlimited	unlimited
Number of parallel sessions that can be made concurrent (channels)	1	1	1
Single licence (InstallationFlat/1 channel)	200.00 EUR (clear)	400.00 EUR (clear)	850.00 EUR (clear)
Additional channel	200.00 EUR (clear)	320.00 EUR (clear)	680.00 EUR (clear)
Bonus: Remote hosts incl.	3	10 (Pakete und Flat zubuchbar)	Flat
Customer protection and service			
Satisfaction guaranteed: 30 days refund policy	✓	✓	✓
Service and technology updates	✓	✓	✓
Its your choice: one-time payment without any follow-up costs	✓	✓	✓
.... Or: Full cost control by software rent packages plus update guarantee	-	price on request	price on request
No additional surcharges for pcvisit sessions and server maintenance	✓	✓	✓
Personal customer care	✓	✓	✓

	pcvisit BasicSupport 12.0	pcvisit BasicSupport PLUS 12.0	pcvisit EasySupport 12.0	pcvisit ProfiSupport 12.0	pcvisit BusinessSupport 12.0	pcvisit 4 Remote
Completely revised GUI, new Usability	✓	✓	✓	✓	✓	-
Trouble-free meeting start, also through routers, firewalls and proxies	✓	✓	✓	✓	✓	✓
Transfer of Windows Vista and Windows 7 UAC dialogues	✓	✓	✓	✓	✓	✓
Compatible with all versions of Windows from Windows 2000 onwards	✓	✓	✓	✓	✓	✓
Compatible with versions of Windows Server from Win 2000	✓	✓	✓	✓	✓	✓
Customers need not install anything	✓	✓	✓	✓	✓	-
Quick connection via meeting link and start-guest.com	✓	✓	✓	✓	✓	-
Support as if you were on site - see, remote control & point	✓	✓	✓	✓	✓	✓
Off-road mode for robust connections	✓	✓	✓	✓	✓	-
Functions						
Remote comfort functions: Customers need not intervene after first-time support start	✓	✓	✓	✓	✓	✓
Transfer of files, folders and clipboard contents	-	✓	✓	✓	✓	-
Host-List for a quick and uncomplicated access to PCs of your regular customers or to unattended Remote-PCs - e.g. server or customer PCs after work	-	✓	✓	✓	✓	-
Max number of remote-PC installations	-	3	10	Flat	Flat	-
Activity log	-	✓	✓	✓	✓	-
Multi-monitor selection (up to 16 monitors)	-	-	✓	✓	✓	-
Show your screen content f.e. for online trainings and presentations; max. number of participants:	2	2	3	3	11 further participants possible	-
Expert mode for a third participant	-	-	✓	✓	✓	-
One way chat function	-	-	✓	✓	✓	-
Support-Note to leave a customer notice at the end of a session	-	-	✓	✓	✓	-
Remote Quick Menu: with one click, access important customer programs	-	-	-	✓	✓	-
Taxameter	-	-	-	✓	✓	-
Flash-recording function for documentation and presentation	-	-	-	✓	✓	-
Remote system data scans	-	-	-	✓	✓	-
Possible to integrate with Helpdesk systems, CRM systems and databases through a configurable comment function	-	-	-	✓	✓	-
pcvisit SupportJournal	-	-	-	✓	✓	-
- Generate service reports and billing reports	-	-	-	✓	✓	-

- Sort and filter function for session history in custom format	-	-	-	✓	✓	-
- Archive and export session history	-	-	-	✓	✓	-
Free support	Standard E-Mail-Support	Standard E-Mail-Support	Premium-Support	Premium-Support	Premium-Support	Premium-Support
mypcvist - adapt the pcvisit Guest user interface to your CI	pcvisit BasicSupport 12.0	pcvisit BasicSupport PLUS 12.0	pcvisit EasySupport 12.0	pcvisit ProfiSupport 12.0	pcvisit BusinessSupport 12.0	pcvisit 4 Remote
Supporter-picture for more personalized support	-	-	✓	✓	✓	-
Logo-picture for brand recognition and product branding	-	-	✓	✓	✓	-
Color your Guest-module for brand recognition and product branding	-	-	✓	✓	✓	-
myAdScreen to display customer information, hints, advertisements... to your customer at the end of each session	-	-	to be booked additionally	to be booked additionally	to be booked additionally	-
Prices						
Number of pcvisit installations per licence	1 installation	unlimited	unlimited	unlimited	unlimited	1 Host installation, for every extra host 29.00 EUR (clear)
Number of parallel sessions that can be made concurrent (channels)	1	1	1	1	3	1
Single licence (InstallationFlat/ 1 channel)	30.00 EUR (clear)/Year	200.00 EUR (clear)	400.00 EUR (clear)	850.00 EUR (clear)	1.700.00 EUR (clear)	228.00 EUR (clear)
Additional channel	-	200.00 EUR (clear)	320.00 EUR (clear)	680.00 EUR (clear)	680.00 EUR (clear)	199.00 EUR (clear)
Bonus: Remote hosts incl.	-	3	10 (Pakete und Flat zubuchbar)	Flat	Flat	-
Customer protection and service						
Satisfaction guaranteed: 30 days refund policy	✓	✓	✓	✓	✓	✓
Service and technology updates	✓	✓	✓	✓	✓	✓
Its your choice: one-time payment without any follow-up costs	annual licence	✓	✓	✓	✓	✓
... Or: Full cost control by software rent packages plus update guarantee	-	-	price on request	price on request	-	-
No additional surcharges for pcvisit sessions and server maintenance	✓	✓	✓	✓	✓	✓
Personal customer care	✓	✓	✓	✓	✓	✓