Common customer questions	Helpful answers
What is RealVNC?	RealVNC provides remote access technology used by organizations for troubleshooting problems, maintaining headless servers in racks overseas, and logging into work devices from home. Additionally, RealVNC has been helping organizations reduce their carbon footprint for 20 years.
What problems does RealVNC solve for small businesses?	RealVNC enables cost-effective remote working for those small businesses that do not have the funds to supply the correct mobile working setup for their employees.
What does RealVNC solve for large enterprises?	1. Single interface access for entire device estate – Linux, Windows, or Mac 2. Granular access control and permissions 3. End-to-end encryption & authentication both onsite and in transit 4. On-domain or cloud connectivity options 5. Interaction with OS (platform-native), network (federated), or hardware (smartcard) authentication mechanisms for regulatory compliance
How secure is RealVNC?	RealVNC is the most secure in the market due to the technology and policy choices. **Example:** If cloud credentials are compromised, this does not automatically mean that the bad actor has unmitigated access to all your devices. Each device has its username and password as well.
What makes RealVNC so secure?	**A combination of its ethos and priorities:** RealVNC is proud to note that it has never faced a security breach to date.
How quick is installation?	Five minutes to about a week for large complex installs like the NHS - an easy process & our onboarding team provides support throughout the entire setup. **Example**: Using policy and integrating with your domain controller makes it simple and easy to install on a large scale.
What common objections do we hear about remote access, and how are they overcome?	
My customer is already using XYZ for remote access	We won't be beaten on price! Ask your customers to look at us at renewal time.
Do you support mobile devices?	We only support connections from mobile devices, not to.
Do you integrate with our other RMM and ITSM solutions?	Not currently. However, this is on the roadmap for 2022.
We heard you have major security vulnerabilities and are black-listed by our organization.	Our open-source competitors may have their vulnerabilities; we don't. Perhaps your team confused RealVNC with open-source VNC and blocked any VNC-based technology
What sort of support is available?	Every paid subscription comes with email/ticket support. It's often possible to get an engineer on the telephone for particularly complex queries.
What are the three advantages against TeamViewer?	The solution is "right-sized" – RealVNC's VNC Connect may not have all the features of some competitors, but it has the ones you need, with competitive pricing. VNC Connect is more reliable than TeamViewer when comparing incidents. Faster, thanks to an engineering pedigree that values avoiding using bloated frameworks, consuming unnecessary CPU cycles, or memory/disk footprint. It offers on-domain direct connectivity straight out the box without any heavy configuration. It has complete backward compatibility, where TeamViewer does not. The first version of the VNC Server still connects with the latest version of the VNC Viewer.
Who uses RealVNC that partners can tell customers about?	Trusted by Disney, NASA, Intel, Apple, Shell, Siemens, Phillips – your customers will be in good company.