



How Arup eliminated 95 data centers and scaled IT operations to 5,000+ monthly instructions

Arup is a global collective of designers, consultants, and experts operating across 140 countries. Dedicated to sustainable development and founded on principles of both humanity and excellence, Arup collaborates with clients and partners to shape a better world through imagination, technology, and rigor.

Arup first became a TeamViewer customer when they were looking for a technology partner that could deliver measurable ROI, align with their culture, and support long-term strategic goals around cloud transformation and sustainability. Sixteen years on, the partnership continues to evolve alongside their business.

“TeamViewer has made a massive difference”

– **Mark Burford**
Operations Engineer, Arup

Challenge**Moving to cloud-first without bringing operations to a halt**

With 95 physical servers spread across offices globally, Arup's infrastructure was costly, difficult to scale, and at odds with their cloud-first ambitions. Decommissioning those servers without disrupting day-to-day work for 18,000 employees was a critical constraint.

“With our ambition to become a cloud-first firm, we needed to reduce 95 servers, one in each office. We needed a solution to replace these servers.”

- **Mark Burford**
Operations Engineer, Arup

Solution**TeamViewer DEX Content Distribution for Microsoft Configuration Manager**

TeamViewer DEX Content Distribution for Microsoft Configuration Manager replaced the need for distributed physical infrastructure. Using only available bandwidth, Arup could self-manage complex content distribution without relying on local servers. Thus, maintaining a healthy endpoint estate while reducing overhead.

“It allowed us to decommission those servers without any operational impact.”

- **Mark Burford**
Operations Engineer, Arup

Outcome**All servers decommissioned and no disruptions**

Arup's cloud-first goal was a resounding success. All 95 servers were decommissioned and there were zero operational disruptions. Arup achieved its cloud-first goal while preserving an uninterrupted digital experience for every employee.



Challenge**Achieving device compliance across a global hybrid workforce**

Arup's cloud-first goal was a resounding success. All 95 servers were decommissioned and there were zero operational disruptions. Arup achieved its cloud-first goal while preserving an uninterrupted digital experience for every employee.

“We had a strong focus on improving our compliance, but the big challenge was the time it took to manually update everyone's device, particularly with hybrid working.”

- **Rob Asher**
Global Head of Service Management, Arup

Solution**TeamViewer DEX Endpoint Automation**

TeamViewer DEX Endpoint Automation enabled Arup's Digital Technology Group to remotely manage and automate device compliance at scale without disrupting the user experience. Instructions can be deployed to any device, regardless of location, ensuring the right patches, disk space, and security settings are always in place.

“TeamViewer's technology has been instrumental in transforming how we manage device compliance, enabling us to efficiently ensure all devices are compliant.”

- **Rob Asher**
Global Head of Service Management, Arup

Outcome**Global compliance achieved**

Arup achieved full device compliance across their entire estate without the inefficiency of doing so manually. What would have been a time-consuming and intrusive process for the end user has become much faster and less disruptive.



Challenge

How to move away from age-based device management

Replacing devices on a fixed 3–4 year cycle sounds simple, but across 20,000+ machines, data into device performance was limited. Perfectly functional devices were being retired unnecessarily, while struggling machines flew under the radar. The result was unnecessary cost and missed opportunities to resolve issues before employees even felt them.



Solution

Device Refresh

Using TeamViewer’s DEX experience data, Arup can now deep-dive into memory usage, CPU performance, disk throughput, and crash patterns for every device. The brand can use this data to move away from age-based to experience-based device management

“TeamViewer DEX us to intelligently evaluate the end user computing estate and save the cost in replacing computers where it’s not really necessary.”

– **Rob Asher**
Global Head of Service Management, Arup

Outcome

Data-driven device lifecycles

Arup extended device lifecycles, reduced unnecessary hardware spend, and shifted to a proactive IT model. This led to catching performance issues before they became employee problems. The same data also powers their sustainability programme, supporting responsible device disposal and carbon credit benefits.

Making data-driven decisions around device refresh helps us be more proactive. We’ve used the information that TeamViewer DEX has given us to help us address issues before users report them.”

– **Mark Burford**
Operations Engineer, Arup

Challenge**Scaling service desk operations without scaling headcount**

For a global organisation with 18,000 employees, digital disruptions are constant. Resolving them manually, especially where virtual desk-side support is involved, is slow and pulls IT teams away from more strategic work. Arup needed to close more tickets faster, without adding friction for the people experiencing issues.

Solution**TeamViewer's DEX ServiceNow Integrations**

TeamViewer's DEX integration with ServiceNow allowed Arup's IT teams to investigate incidents and push remediations directly from within the ServiceNow platform. No context-switching, no separate tools. Simplified rules and processes mean tickets can be closed faster with less manual effort at every step.

“We hit 5,000 instructions issued when a year before that was a couple of hundred... that's probably the most significant thing we've achieved to date.”

– **Rob Asher**
Global Head of Service Management, Arup

Outcome

Arup went from issuing a few hundred instructions per month to over 5,000 — a 25x increase. This reduced the mean time to resolution (MTTR), removed friction from the employee experience, and freed up their IT team to focus on higher-value initiatives.



From eliminating physical infrastructure to transforming the daily employee experience, Arup's 16-year partnership with TeamViewer has delivered results that span cloud strategy, device security, sustainability, and frontline IT operations. The common thread: using data and automation to make IT less visible to employees and more valuable to the business.

TeamViewer DEX helps IT teams improve end user experience, tighten security, reduce costs, and evolve IT operations from cost center to strategic enabler. Over one-third of the Fortune 100 rely on TeamViewer.

Take a tour at [TeamViewer DEX | TeamViewer](#)

About TeamViewer

TeamViewer is the digital workplace company. We empower people to make work work better through technology. Whatever their workplace, industry, and location, and no matter the size and IT maturity of their business.

From reactive troubleshooting to proactive management to predictive IT. With TeamViewer, customers can digitalize and automate their workflows, transforming them into a strategic advantage.

Operating at the edge, TeamViewer enables IT support experts to find and fix issues in milliseconds, not minutes. And with the TeamViewer intelligent agent, Tia, they can document sessions, automate tasks, and capture knowledge continuously, with minimal manual effort.

The result? A frictionless digital experience that just keeps getting better. Increased employee satisfaction, efficiency, security, and compliance. And ultimately: higher employee engagement, greater business resiliency, and lasting business performance.

As challenges in global digital transformation, skilled labor, and data analysis intensify, businesses can count on one thing: whatever their digital workplace, they can make work work better, with TeamViewer.

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