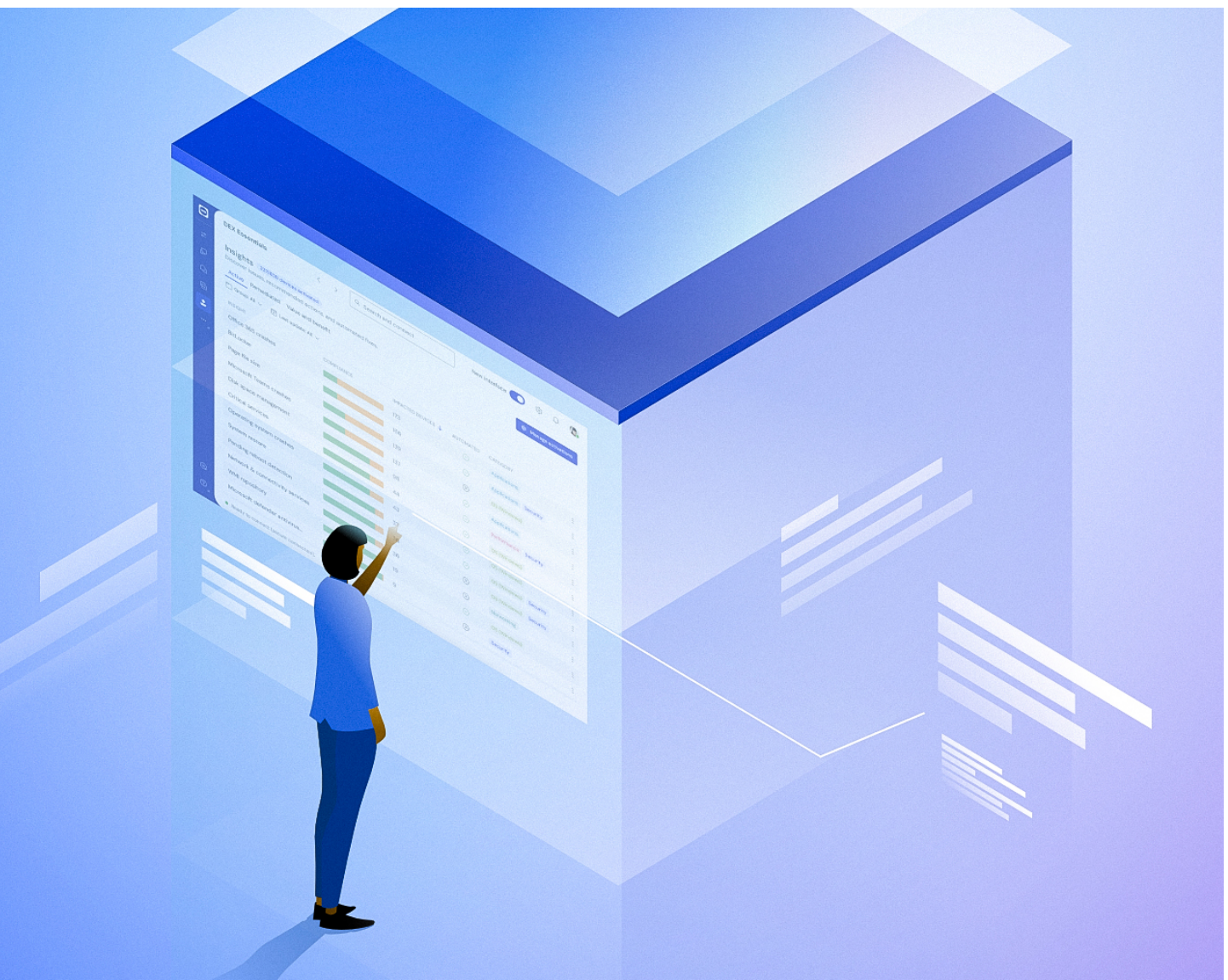**TeamViewer**

Proactively detect and automate resolution of endpoint issues before they disrupt work

TeamViewer DEX Essentials empowers IT teams to stay ahead of disruptions with real-time insights, automated workflows, and built-in validation.

What is DEX Essentials?

DEX Essentials is an offering for modern IT teams looking to eliminate friction and drive efficiency without the need for complex tooling. It enables lean teams to proactively resolve common IT issues across performance, applications, operating systems, security, and networking. With automated remediations and clear value reporting, IT teams can reduce disruption, lower manual workload, and demonstrate tangible impact.

Key benefits

Proactive issue resolution: Spot and fix problems before users report them.

Streamlined IT operations: Automate manual tasks and reduce ticket volumes.

Consistent employee experiences: Prevent slowdowns, crashes, and other disruptions.

Accelerated response times: Reduce mean time to resolution with built-in automation.

Complete visibility: Monitor real-time and historical data across your endpoint environment.

Supported compliance goals: Enforce policy-based automation, even when devices are offline.

Designed for lean teams: Rapid deployment, minimal overhead, and fast time to value.

Core capabilities

Insights

Continuously monitor and detect health issues across your endpoint environment, including:

Performance: Identify bottlenecks and degradation trends early.

Applications: Detect and flag crashing, hanging, or non-responsive software.

Operating systems: Monitor service failures, blue screen events, and configuration issues.

Security: Identify failed antivirus services, and other vulnerabilities.

Networking: Detect connectivity interruptions, slow network performance, and unstable connections across endpoints.*

Insights are prioritized by impact and presented in an intuitive dashboard for faster triage.

*coming soon

Remediation and automation

Resolve today's issues and prevent tomorrow's from even happening.

Performance: Clean up disk space, optimize startup settings, and restore healthy system performance.

Applications: Restart, repair, or reconfigure Microsoft 365, Microsoft Teams, and other apps based on real-time detection.

Operating systems: Resolve system errors, restart critical services, and repair WMI or registry-related issues.

Security: Restart failed security services, reapply protection settings, and maintain compliance.

Networking: Restore stable connectivity and resolve common network disruptions across endpoints.*

Fixes can be executed manually or set to run automatically when conditions are met, allowing teams to scale without added workload.

*coming soon

Validation

Demonstrate the impact of every fix and automation.

- ✓ View the number of issues resolved, both manually and automatically.
- ✓ Track time saved by IT teams and the number of tickets avoided.
- ✓ Estimate cost savings and demonstrate ROI to stakeholders.
- ✓ Use built-in dashboards to support renewals, expansions, or client reporting.

View dashboard with transparent information on your ROI at any time.

TeamViewer

About TeamViewer

As a leading global technology company, TeamViewer offers a secure remote connectivity platform to access, control, manage, monitor, and support any device — across platforms — from anywhere. With more than 600,000 customers, TeamViewer is free for private, non-commercial use and has been installed on more than 2.5 billion devices. TeamViewer continuously innovates in the fields of Remote Connectivity, Augmented Reality, Internet of Things, and Digital Customer Engagement, enabling companies from all industries to digitally transform their business-critical processes through seamless connectivity.

Founded in 2005, and headquartered in Göppingen, Germany, TeamViewer is a publicly held company with approximately 1,400 global employees. TeamViewer AG (TMV) is listed at Frankfurt Stock Exchange and belongs to the MDAX.

www.teamviewer.com/support

TeamViewer Germany GmbH
Bahnhofsplatz 2 73033 Göppingen Germany
+49 (0) 7161 60692 50

TeamViewer US Inc.
5741 Rio Vista Dr Clearwater, FL 33760 USA
+1 800 638 0253 (Toll-Free)

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www.teamviewer.com