

# TeamViewer DEX



	TeamViewer DEX Standard	TeamViewer DEX Enterprise	TeamViewer DEX Enterprise Plus
Device-based License	Device-based License	Device-based License	Device-based License
<b>Features</b>	<b>Start solving digital experience challenges step-by-step with foundational capabilities.</b>	<b>Address digital experience problems comprehensively with enhanced platform capabilities.</b>	<b>Solve complex digital experience problems with advanced platform capabilities.</b>
<b>Security</b>			
Two-factor authentication	✓	✓	✓
Role-based access controls	✓	✓	✓
Single Sign-on (SSO)	✓	✓	✓
<b>Enhanced Functions</b>			
Audit log	✓	✓	✓
API Access	✓	✓	✓
<b>Data Access via Delta Sharing</b>	<b>Gives governed access to the data you generate, so you can unlock deeper insights, faster.</b>	✗	✓

Software Integrations			
3rd party Integrations	Available as "Service Desk Augmentation for ServiceNow" (Add-On) and "Automated Self Service for ServiceNow" (Add-On)	Available as "Service Desk Augmentation for ServiceNow" (Add-On) and "Automated Self Service for ServiceNow" (Add-On)	Available as "Service Desk Augmentation for ServiceNow" (Add-On) and "Automated Self Service for ServiceNow" (Add-On)
<b>TeamViewer Tensor integration</b>  Delivers enterprise-grade remote support connectivity access through the DEX platform. Integration can be activated upon purchase of both TeamViewer DEX platform and TeamViewer Tensor platform.	✓	✓	✓
AI Services			
<b>TeamViewer DEX Intelligence: Intelligent Insights</b>  Leverages predictive and generative AI processes to analyze trends and offer actionable insights. Equips IT teams with the clarity and foresight to proactively address issues, enhancing system reliability and user satisfaction.	✓	✓	✓
User and Device Management			
<b>Endpoint Troubleshooting</b>  Accelerate troubleshooting, respond rapidly to security threats, and enhance the employee experience.	✓  Functional scope is limited to executing instructions within the "QuickStart DEX Pack."	✓	✓
<b>Endpoint Automation</b>  Modern, automated, real-time configuration and compliance for the entire IT estate.	✓  Deployment is restricted to a single, mutually agreed automation use case.	✓	✓
<b>Experience Analytics</b>  Get a complete view of the end user experience by tracking stability, responsiveness, performance, and sentiment.	✓	✓	✓
<b>Employee Sentiment</b>  Combine endpoint analytics and software monitoring data with direct sentiment feedback from end-users to see the complete picture of their digital employee experience.	✓	✓	✓

<b>Business Impact</b> Access key metrics that showcase the platform's value to easily assess its impact and effectiveness.	✗	✓	✓
<b>DEX Instruction Scheduling</b> Schedule and automate DEX instructions to proactively detect, investigate, and resolve issues before they impact users.	✗	✓	✓
<b>Prebuilt DEX Automation Library</b> Access a library of 3,000+ ready-to-use automations to start resolving common IT issues immediately.	✗	✓	✓
<b>Instruction Management Studio</b> Create tailored automations to handle any use case, from routine tasks to complex edge cases, so you can adapt to your environment's exact needs.	✗	✓	✓
<b>Diagnostics</b> Helps IT teams detect, investigate, and resolve device performance issues before they impact users. By combining live metrics with up to two weeks of historical data, Diagnostics allows teams to pinpoint when and why problems occurred, identify recurring patterns, and address root causes.	✗	✓	✓
<b>Patch Management</b>			
<b>Patch Insights</b> Monitor patching progress across all Windows devices.	✗	✓	✓
<b>Force Deploy Patches</b> <b>Force deploy Microsoft patches when needed to ensure complete coverage.</b> <b>Patch directly from the Patch Insights dashboard using MEMCM (formerly SCCM) or WSUS.</b>	✗	✗	✓

Application Management			
<b>Content Distribution for Microsoft Endpoint Configuration Manager</b>  Prevent employees from being impacted by distributions by intelligently using spare bandwidth for all IT content distribution.	✓	✓	✓
<b>Inventory Insights</b>  Know everything about your inventory with timely, accurate reporting, and normalized records for easy review, confident decisions, and fast action.	✓	✓	✓
<b>M365 Monitoring Powered by Exoprise</b>  Get visibility into Microsoft 365 performance and outages with proactive alerts, deep network path analysis, usage and license insights, security event correlation, and seamless integration with tools like ServiceNow, Splunk, and BigPanda.	Dashboard, Crowd Data	Customizable Dashboards, Alerts, Web and Email Hooks	Full M365 Integration, Dashboard Embedding, SAML Integration for SSO
<b>Application Experience Management (AXM)</b>  Real-time insights into local and web application responsiveness and stability, enabling rapid detection and resolution of issues.	✗	Local Apps	Local and web apps
<b>Unified Communications</b>  Supports smooth collaboration by proactively monitoring, detecting outages, and providing full visibility of Unified Communication tools across audio, video, and network activity for quick troubleshooting and better employee experience.	✗	✗	✓
<b>Software Reclaim</b>  Gain clear insights into software and hardware usage to reclaim underused resources, extend device lifecycle, and support more sustainable IT operations.	✗	✗	✓
Network Management			
<b>ISP Benchmarking Powered by Exoprise</b>  Gain real-time insights from a broad base of global data to compare network and ISP performance—measuring latency, speed, and reliability while offering recommendations to improve digital experiences.	✗	✓	✓

<b>Network Connectivity Status, Visibility, &amp; Performance</b>  Helps quickly spot issues and ensure consistent access across locations by monitoring network health and performance.			
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## Definitions

Unless otherwise stipulated herein below, capitalised terms in the Product Description shall have the same meaning as defined in the [TeamViewer EULA](#).

**Named User License:** Access to and use of the Product is exclusively granted and bound to the specific individuals designated by Customer (each a licensed User). Group or shared logins are strictly prohibited. Re-assignment is limited to two (2) times per User per calendar year.

**Capacity-based License:** The usage right granted to Customer as well as the calculation of license fees are based on the capacity of resources used, such as the amount of data processed or stored.

**Credit-based License:** This model uses AI credits as the primary licensed unit, where one credit is consumed for each instance of AI service usage within a remote session. Where applicable, the license provides a monthly allocation of AI credits at no additional cost, as specified in the Contract; these credits are non-transferable and expire at the end of each calendar month. Additional AI credits are available as an annual subscription Add-On, co-termed to the main license; these annual subscription credits reset upon the date of renewal, and any unused credits expire and do not roll over to the subsequent term.

**Device-based License:** The right to access and use the Services is designated and tied to specific computing devices (each a licensed device) as licensed units. The license fee is determined based on the total number of licensed devices. Customer is responsible for the management and control of remote connection access to its licensed devices. The total number of licensed devices is defined in the Contract or the Product Description, and may be increased by additional order or in-product purchase. Unless otherwise stipulated in the Contract or in the Product Description, the number of remote connections to/from the licensed devices is not contractually limited; however, such use is subject to fair-use principles and may not materially degrade performance, circumvent technical safeguards, or impose unreasonable demand on the Service infrastructure.

**Endpoint-based License:** The right to access and use the Services is designated to specific managed targets (“Endpoints”), regardless of whether a TeamViewer software component (e. g. client, agent) is installed on them. Endpoints may include physical devices, virtual systems, or network services that are reachable through supported access mechanisms (e.g., via an Agentless Access Gateway). The license fee is determined based on the total number of designated Endpoints, including any required access components such as Gateways. Customer is responsible for the management and control of remote access to its licensed Endpoints.

**Add-On:** Add-On refers to: i) additional licenced units (e. g. Users, Endpoints, etc.) purchased to extend the scope of License; ii) specific features and/or functionalities of the Product that may be activated by purchasing an additional Add-On License. Unless otherwise stipulated in the Contract, Add-On(s) will be added and co-termed to the existing Subscription License.

**Channel:** A Channel represents one active remote connection under the License. Within a single Channel, a User can open multiple sessions in separate tabs. The total number of Channels determines how many Users can connect simultaneously.

**Managed Devices:** A Managed Device refers to a computing device (e. g. desktops, notebooks, tablets, smartphones, workstations, servers, point-of-sale terminals, printers or handhelds; examples not exhaustive and subject to the operating system requirements) assigned to a specific TeamViewer account or company profile, and centrally manageable in the TeamViewer Management Console. Under the Device-based License model, each Managed Device designated by Customer to use the Services counts as one licensed device, whether actively used or not.

**Integration** refers to the application that integrates the respective TeamViewer Product as embedded function of a third party solution or platform and enables Customer to use the TeamViewer Product via such third party platform or solution, for which Customer also needs additional license from the third party provider.

**User:** A User is a natural person identified by a personalized login and designated by the Customer to use the applicable TeamViewer Product within the scope of the acquired License. Each User must, at all times during the designation, meet the requirements of an Authorized User as defined in the EULA. For multi-user licenses, at least one User must be designated as a company administrator to manage Users in the TeamViewer Management Console on the Customer's behalf. Under the Named-User License model, each designated User counts as one licensed user.

**Light User/Tensor Licensed User:** A Light User is a Licensed User with limited amount of connections under the TeamViewer Tensor license. Each Light User is allowed to establish up to the maximum amount of connections as set out in the Contract or, in case no amount is stipulated, up to 20 connections within a calendar month.

**Unlimited:** When used in reference to the licensed items such as Users, user accounts (Seats), or sessions, “unlimited” (or “no limitation”) means there is no contractual cap imposed on the number of such licensed items under the applicable License type, unless otherwise stated in the Contract. Nevertheless, such use remains subject to the technical limitations of the Service, which currently supports e. g. approximately 10,000 Seats without additional scaling. “Unlimited” is further subject to fair-use principles and does not permit any activity that materially degrades performance, circumvents technical safeguards, or imposes unreasonable demand on the Service infrastructure.