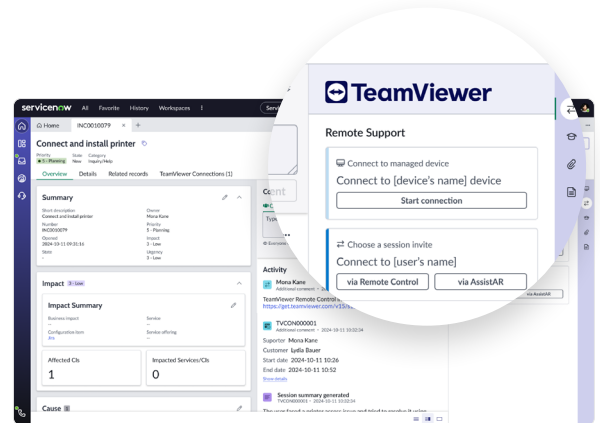# TeamViewer

TeamViewer integration for ServiceNow

Deliver secure, smarter, seamless remote support for enhanced IT workflows and lower downtime.

Combine AI-insights and remote support to elevate your IT efficiency

Empower your IT teams by embedding advanced remote support with enterprise-grade security into ServiceNow. Integrating TeamViewer with ServiceNow is a simple, fast way to get the tools you need to cut resolution times, reduce downtime and optimize costs.

From within their ServiceNow Operations Workspace, your IT staff can remotely support the widest range of devices, connect directly to devices from within a relevant ServiceNow ticket, and use AI-powered insights to find the right resolution, faster.

Why integrate TeamViewer with ServiceNow?

TeamViewer's ServiceNow integration gives IT professionals the most comprehensive understanding of every support session.

Reasons to integrate TeamViewer with ServiceNow include:

Centralize and reduce time-wasting tool switching with one integrated interface	Reduce time to resolution with intelligent, data-powered, AI-driven tools	Simplify compliance with comprehensive logging and audit-ready workflows
Enforce access controls and protect sensitive data easily	Identify root causes of recurring issues, to prevent them from returning	Secure your environment and data, with advanced end-to-end encryption

Secure by default

As well as being protected by end-to-end encryption, an integrated deployment of TeamViewer and ServiceNow also benefits from frictionless and secure authentication via advanced single sign-on (SSO) technology.

The two platforms are certified for compliance with GDPR, HIPAA, ISO/IEC 27001 and other global data-protection standards. This empowers you to meet the highest compliance and data-security standards while delivering exceptional support.

Unique benefits of TeamViewer's ServiceNow integration

Integrating ServiceNow with TeamViewer gives a single, streamlined support and troubleshooting workspace, protected by enterprise-grade security.

Among the advanced capabilities and unique features you only get when you integrate TeamViewer are:

- AI-generated, structured insights for every remote support session
- Real-time system data and targeted remediation suggestions from TeamViewer CoPilot
- Automatic chat log storage for accountability and transparency
- Session recordings automatically linked to the ServiceNow ticket
- Reduce retraining by enabling TeamViewer within your ServiceNow workflows
- Comprehensive session logs for full visibility and traceability
- Augmented Reality (AR) to guide troubleshooting in real time

Contact TeamViewer today to find out how a TeamViewer-ServiceNow integration can help you achieve your business, technology and efficiency goals.

Contact TeamViewer today

Stay connected