



TeamViewer

jamf | PRO

SOLUTION BRIEF

# TeamViewer Integration with Jamf Pro

Extend Jamf Pro mobile device management (MDM) capabilities with TeamViewer, enabling IT to instantly access and remotely support enterprise macOS devices, driving maximum productivity for both end users and IT support professionals.

According to Apple, business use of its products keeps growing, with at least 55 percent of all businesses now using some Apple products, including 100 percent of Fortune 500 companies. And hundreds of enterprises now have over 10,000 Macs, iPhone, and iPads in use.

As part of the Jamf Enterprise Mobility Management platform (EMM) for Apple devices, Jamf Pro is a powerful mobile device management (MDM) solution that provides automated device management for all types of Apple devices – iPad, iPhone, Mac, and Apple TVs.

TeamViewer, a global leader in secure remote connectivity, has partnered with Jamf to enhance Jamf Pro with integrated remote access and remote control capabilities.

The TeamViewer integration with Jamf Pro empowers IT administrators and support teams to access and remotely control corporate devices, so they can troubleshoot technical issues on any macOS device.

Once enabled, remote supporters can reach every macOS device with one click. To activate the TeamViewer integration for the entire organization, your IT admin simply uploads a configuration profile to Jamf Pro by entering a valid licensed TeamViewer account token.

Through the Jamf Device Inventory menu, IT can create a remote control request, triggering an in-app notification shown on the user's Self Service application. Since the supporter sends the remote session invitation through the Self Service app, that provides an extra layer of security to protect corporate data from unauthorized users posing as remote support agents.

The end-to-end process is fast and intuitive, eliminating the need for in-person support services and long, confusing phone calls between IT and employees.

## Solution Highlights

### Remote Control macOS Devices

Resolve technical issues faster and boost productivity by remotely accessing and controlling any enterprise macOS device managed in Jamf Pro, using the TeamViewer remote support integration.

### Exclusive Partnership

Take advantage of this exclusive partnership between TeamViewer and Jamf Pro to remotely support macOS devices.

### Maintain Corporate Integrity

Enable IT to keep corporate devices operating smoothly while simultaneously protecting data.

### Industry-Grade Security

TeamViewer remote sessions are secured by end-to-end 256-bit AES encryption with a 4096-bit RSA public/private key exchange, powered by ISO/IEC 27001 certified data centers. GDPR and HIPAA compliant, TeamViewer security protocols keep sensitive data safe and protected.

## Key Benefits



### Resolve Technical Issues Faster

Accelerate IT issue resolution time and reduce downtime by diagnosing and fixing technical issues with attended remote control, instead of scheduling and waiting for in-person support service.



### Increase Efficiency

Increase IT efficiency by remotely supporting corporate macOS devices directly from Jamf Pro, without toggling between separate applications.



### Reduce Risks

Send remote support requests through a secure Jamf communication channel as an additional security layer for identity verification, eliminating the risk of unauthorized people posing as IT administrators.

## Key Features



### Guided Onboarding

Guide new employees remotely with real-time screen sharing and remote control for faster, more efficient application onboarding and training sessions.



### Plug and Play

Connect your TeamViewer licensed account to Jamf Pro to initiate remote session requests seamlessly from the Jamf Inventory menu – no installation or coding required.



### Intuitive UI

Start remote sessions quickly and easily with a straightforward, intuitive UI – no complex on-boarding or technical training required for end users or support agents.

## TeamViewer Remote Support Sessions Integrated with Jamf Pro

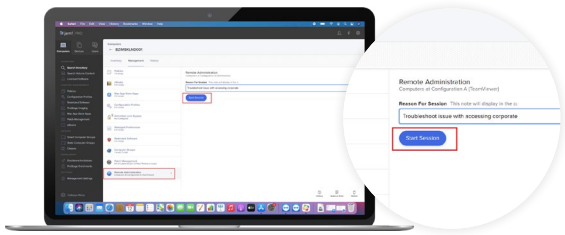


Figure 1: To request remote access from within Jamf Pro, a support agent selects the device they want to control from the device inventory, then selects Remote Management in the Management tab, enters a description of the issue in the text box and clicks Start Session.

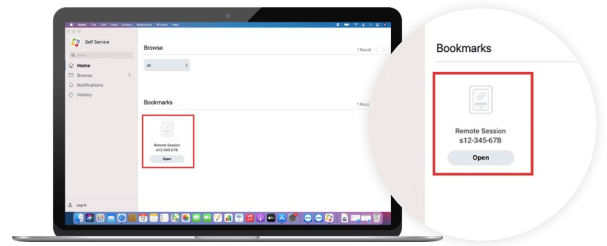


Figure 2: A notification of the request is displayed as a bookmark on the target Mac device. The support agent will not be able to take remote control until the device user approves their request.



Figure 3: After opening the bookmark, the end user double clicks the TeamViewer icon to accept the support request.

## License Requirements

Activating this integration requires Jamf Pro and a valid TeamViewer Corporate or TeamViewer Tensor® subscription license with the TeamViewer Standard or Enterprise Integrations AddOn.

Number of Devices	License Requirements
Less than 500	Jamf Pro + TeamViewer Corporate + TeamViewer Standard Integrations AddOn
More than 500	Jamf Pro + TeamViewer Tensor + TeamViewer Enterprise Integrations

## Resources

[Learn more about the TeamViewer Integration with Jamf Pro](#)

[TeamViewer Integration with Jamf Pro configuration guide](#)

[Get help choosing a TeamViewer plan](#)

## Questions?

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## 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.

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