



# Are you fully protected from cyberthreats today?

June 20, 2023 | APAC



# Welcome & Introduction

Rajat Gambhir  
Enterprise Account Manager, ASEAN

# Agenda

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## Welcome & Introduction

Rajat Gambhir  
Enterprise Account Manager, ASEAN



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Andrew Probert  
Senior Sales Engineer, CISSP, Malwarebytes



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Enterprise Account Manager, ASEAN

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Govindu Kakinada,  
Enterprise Solutions Engineer, ASEAN




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## Quiz

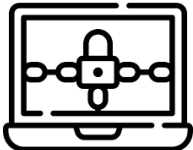
All

# Are you fully protected from cyberthreats today?




**↑ 48%**

- **Phishing attacks** H1'22
- **11,395** incidents
- **\$12.3 mil** business loss



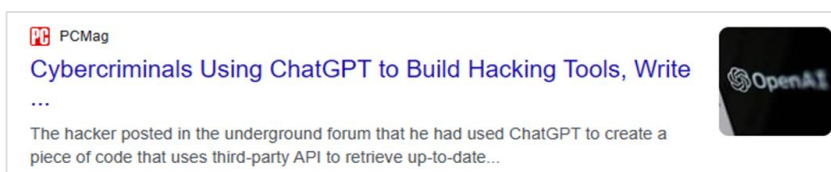
**↑ 41%**

- **Ransomware attacks**
- **49 days longer** than average for remediation



**↑ 358%**

- **Malware attacks** in 2020 as compared to 2019



Sources:  
<https://connect.comptia.org/blog/cyber-security-stats-facts>  
<https://aag-it.com/the-latest-cyber-crime-statistics/>



# Attacks are not just limited to Enterprises

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- 46% of all cyber breaches impact businesses with **fewer than 1,000 employees**
- 82% of ransomware attacks in 2021 were against companies **fewer than 1,000 employees**
- Small businesses receive the highest rate of targeted malicious emails at **1 in 323**
- Employees of small businesses experience **350% more social engineering attacks** than those at larger enterprises.

# Impact to SMBs by the numbers

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40%

Report they loss critical data as a result of an attack

95%

Cyber security incidents cost between \$826 and \$653,587

50%

Report that it took 24 hours or longer to recover from an attack

51%

That fall victim to ransomware pay the money

# What if Cybercrime was a Country

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**USA GDP \$21 Trillion**



**China GDP \$15 Trillion**



**Cybercrime GDP \$11 Trillion (Expected by 2025)**

# Common challenges organizations face

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Security staff  
resource and  
skills shortage



Inadequate tools &  
limitations in detecting  
advanced malware  
attacks



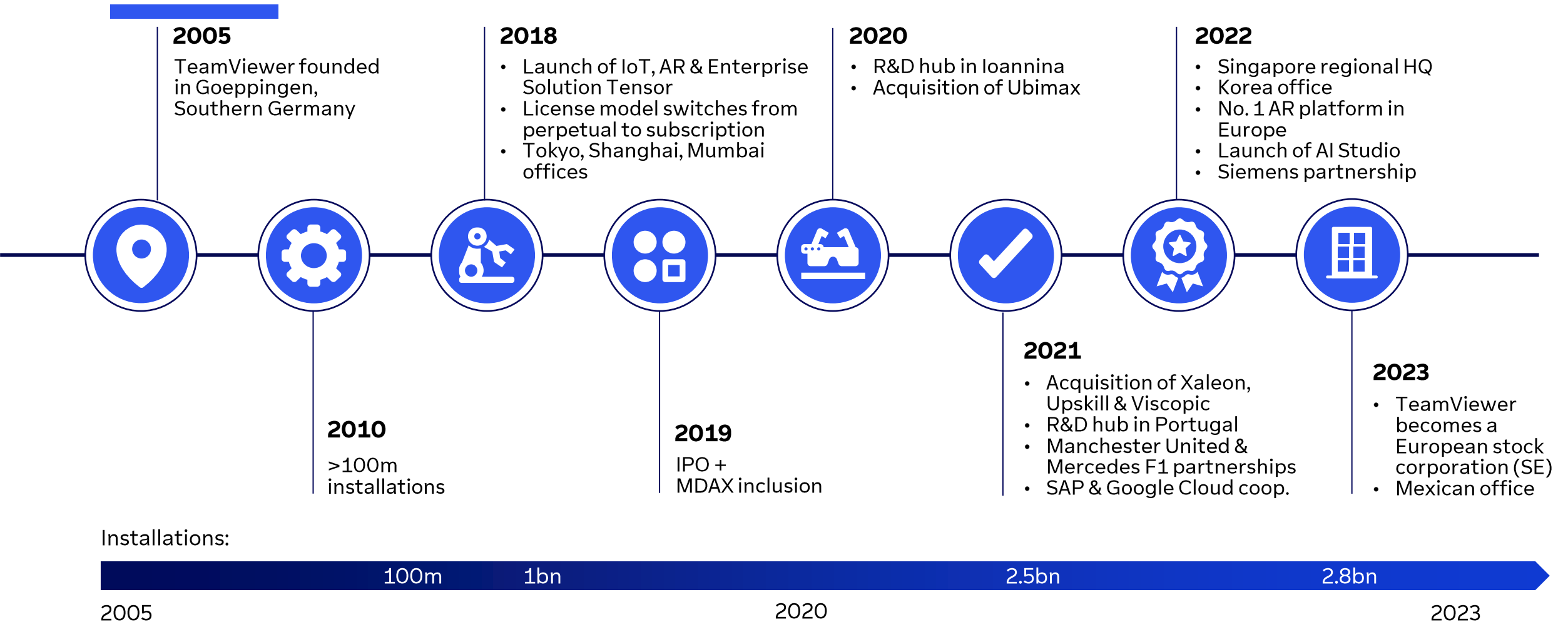
Time consuming  
alert management  
and triage



Customer Churn



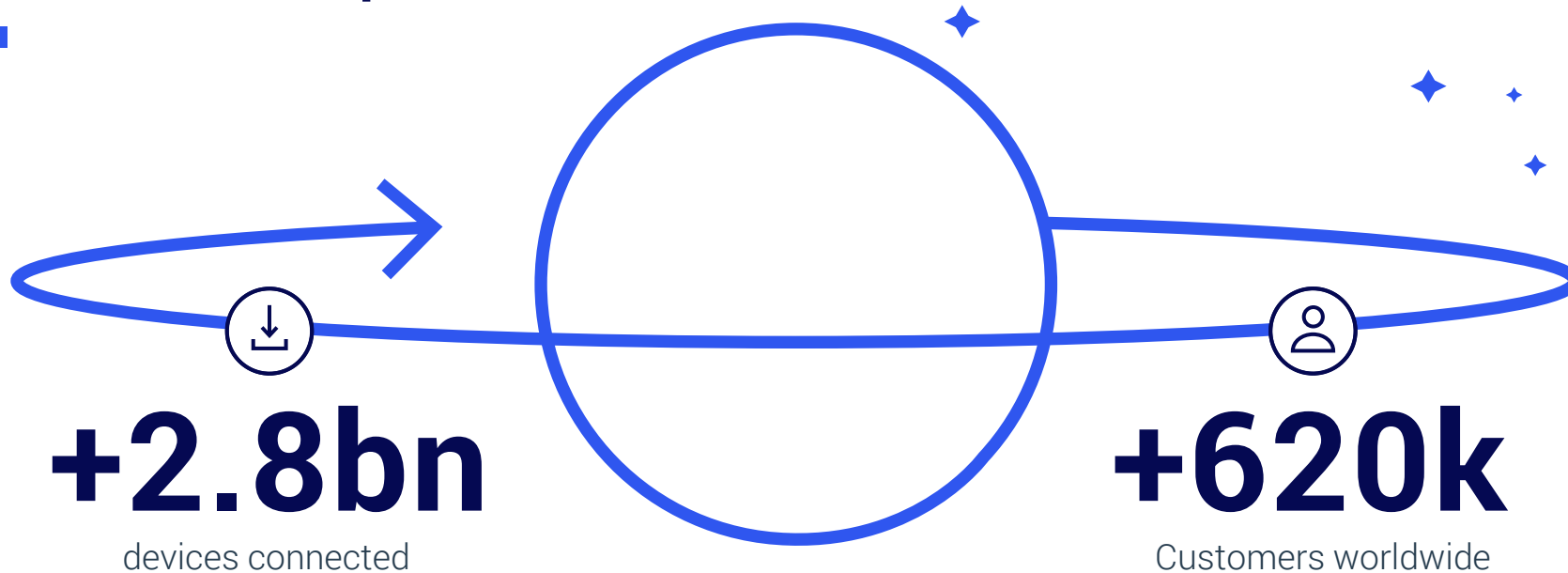
# Why TeamViewer?



Installations:



# The numbers speak for themselves



## Up to 45m

devices online at the same time

# Our product offering



## Remote Support Solutions

Remote access, control and management solutions for IT departments

- ✓ Remote Support
- ✓ Remote Monitoring & Management
- ✓ Endpoint Protection

**TeamViewer Remote**



## Enterprise Connectivity Solutions

Advanced remote support, control and management of enterprise IT, smart devices and industrial equipment

- ✓ Enterprise IT
- ✓ Co-Browsing
- ✓ Smart Devices
- ✓ Industrial Equipment

**TeamViewer Tensor**



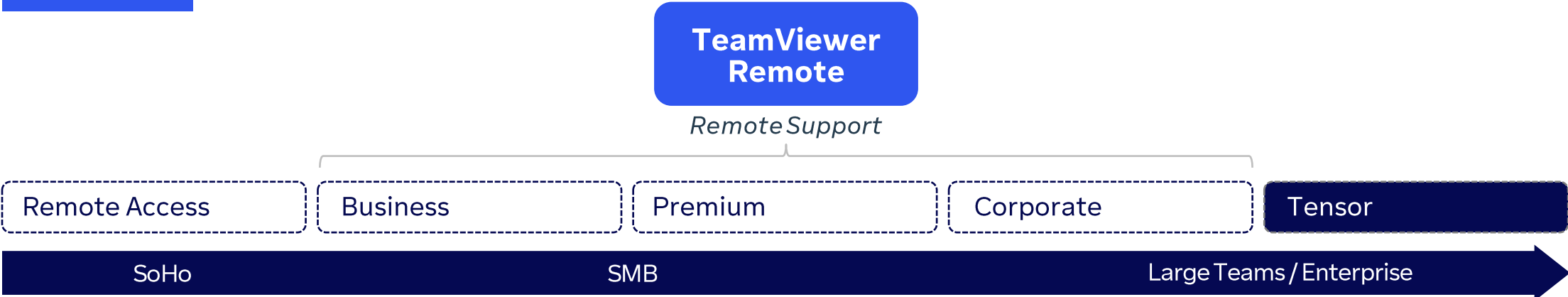
## Frontline Productivity Solutions

Digital workflows, instructions and assistance for smart frontline operations

- ✓ Digital Workflow
- ✓ AR Assistance
- ✓ AI/Image Recognition
- ✓ Digital Twin

**TeamViewer Frontline**

# Remote Connectivity Platform From SMB to Enterprise



**Remote Support**  
Keep employees productive and frustration-free, help solve their IT problems faster with real-time remote support.

**Remote Access**  
Manage, maintain, and remotely control servers, machines or other devices from anywhere, anytime for fast troubleshooting to minimize downtime.

**Device Agnostic**  
One solution for all devices and operating systems. Access any device from any device.

**Ease of Use**  
Establish remote sessions without an installation and without tedious pre-configurations.

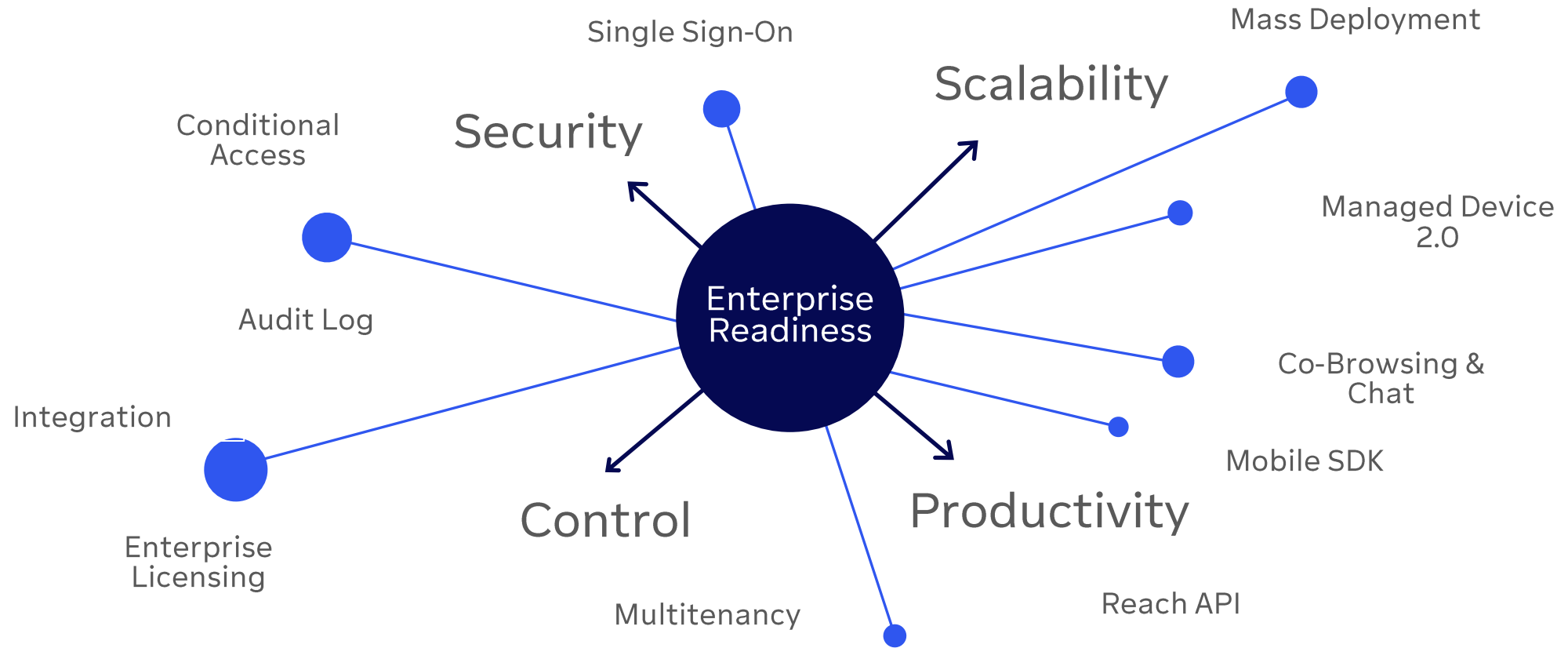
**Scalable and Secure Infrastructure**  
Always enjoy the best possible, lowest-latency connection thanks to TeamViewer's global cloud infrastructure.

**Mobile Device Support**  
Access, manage and support mobile devices, including mobile-to-mobile connection.



# Remote Connectivity for Enterprises

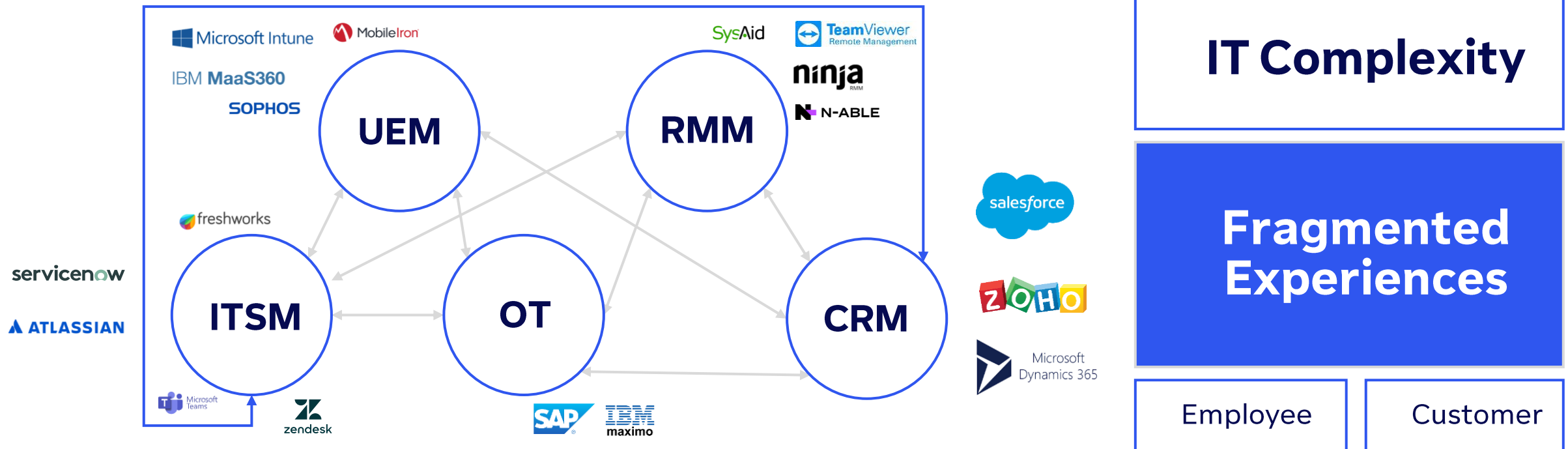
## TeamViewer Tensor





# We can integrate with your existing IT environment

Companies depend on a mix of **ITSM, CRM, UEM, RMM, OT** systems and technologies for their **business continuity** and daily operations...resulting in IT chaos that affects **support experiences** for your customers and employees



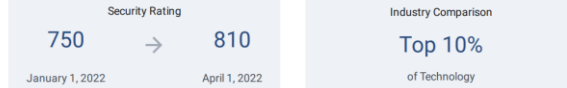
# Our Security Framework





Overarching and applicable to all our products and solutions

TeamViewer GmbH

<http://www.teamviewer.com> · Technology





BitSight Security Ratings range from 250 to 900 and are calculated using externally observable data. The higher the rating, the more effective the company is in implementing good security practices. The following data reflects how TeamViewer GmbH compares to industry averages for each of the risk vectors BitSight evaluates.






How we are assessed
Additional information and proof points
Specific Security Features

**IT Security Assessment**



**Security Reports**

**BIT SIGHT**  
The Standard in SECURITY RATINGS

[Read Report](#)



[Read Report](#)

**Data Protection & Privacy**

TeamViewer recognizes its obligation of accountability for compliance with the principles of data processing according to Art. 5(2) GDPR.

**GDPR Governance**

TeamViewer has established a data protection organization within the company covering governance, policies, and procedures.

**Trainings & Certifications**

TeamViewer rolled out a structured and holistic data protection and privacy training program for enhancing awareness for GDPR and fostering a good data protection culture within the organization.

**Secure by Design**

- 4096-bit RSA End-to-end encryption
- 256-bit AES session encryption
- Two-factor authentication (TFA) for accounts
- Two-factor authentication for connections
- Secure Remote Password (SRP) Protocol
- Brute Force Protection

**Security Features & Management for Enterprises**

- Single Sign On (SSO)
- Conditional Access
- Conditional Access Router

# Some of our customers ...



Agribusiness



Consumer goods



Mercedes F1 Team

The Mercedes-AMG Petronas Formula One Team drives speed and efficiency through its partnership with TeamViewer.

Motorsports



China Unicom

Leading telecommunications provider streamlines work efficiency and improves level of service for customers and staff.

Telco



Manchester United

A winning match – Manchester United partners with TeamViewer to score an all-around remote service provider.

Sports/ Football Club



Cimbali

How Cimbali Group reduces time-to-resolution by up to 20 percent with TeamViewer.

OEM – Coffee manufacturer

- IT team use TeamViewer to manage 60K devices, regardless of manufacturer or OS
- Integration to SNOW, Azure

*"TeamViewer Tensor has made our IT support much more efficient. Our employees around the world use a wide variety of devices and platforms, which we previously had to manage using a variety of different programs. With TeamViewer, we now have a solution in place that covers all our requirements for remote maintenance and significantly improves the workflows for our IT experts. Thus, our central IT support has become **more secure, simpler and faster.**"*

**- Adrian van Zyl, Product Owner Client & Mobility Operations**

A network diagram background consisting of a dark blue field with a complex web of thin white lines connecting various circular nodes. The nodes are of different sizes and colors, including white, light blue, and dark blue, creating a sense of interconnectedness and data flow.

# TeamViewer Remote Management

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# What is TeamViewer Remote Management and What Is it Good for?

**Remote Monitoring and Management (RMM) software**



**Provides customers with valuable insight into their IT infrastructure**



**Helps customers to run, maintain, and protect their IT infrastructure remotely**

**Enables customers to be proactive instead of being reactive**



**Boosts operational efficiency and offers business opportunities for MSPs**





# TeamViewer

## TeamViewer Remote



### Monitoring

Keep an eye on the operational state of servers and workstations and report on it.



### Patch & Asset Management

View and generate reports on all your devices hardware, software and more.

Now also including Patch Management for Windows OS & 3<sup>rd</sup> party applications, as well as Software Deployment.



### Web Monitoring

Monitor, analyze and improve the availability and end-user experience of your websites.

NEW



### Endpoint Protection

Make sure your IT environment is protected from malware, malicious websites and zero-day-exploits.



### Backup

Protect your important business data against human error or system failure.



# Live Demo

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Govindu Kakinada  
Enterprise Solutions Engineer, ASEAN



Malwarebytes

# Deep Dive: Malwarebytes EP & EDR

Andrew Probert  
Senior Sales Engineer, CISSP, Malwarebytes



# Why did TeamViewer partner with Malwarebytes?



Malwarebytes

2022 MITRE ENGENUITY ATT&CK® EVALUATIONS



## Next-generation Primary Anti-Virus

- Malware Categorization
  - 10% Viruses
  - 90% Trojans, Backdoors, Worms, Ransomware etc.
  - Zero-day attacks are new/novel
    - Prevent with algorithms, machine-learning
- Next generation
  - Old guard sleeping at the wheel – new attacks
  - New – many detectors, algorithms, methods
- Efficacy?
  - Independent Testing
  - You don't crash your own car

# 2008

founded

# 500M+

downloads

# 200M+

scans per month

# 8M+

threats detected and  
blocked every day

# malwarebytes™

# Millions

of global customers

# 45,000

Business Customers





# Efficacy and Total Cost of Ownership

The image shows two screenshots of security management interfaces. The top screenshot is the TeamViewer Endpoint Protection console, which displays a dashboard with metrics for Endpoint Protection and Endpoint Detection & Response. The bottom screenshot is the Malwarebytes Nebula console, showing a list of endpoints with columns for Endpoint, Status, Last seen, Last scan date, Protection service version, and Group.

**TeamViewer Endpoint Protection Dashboard Data:**

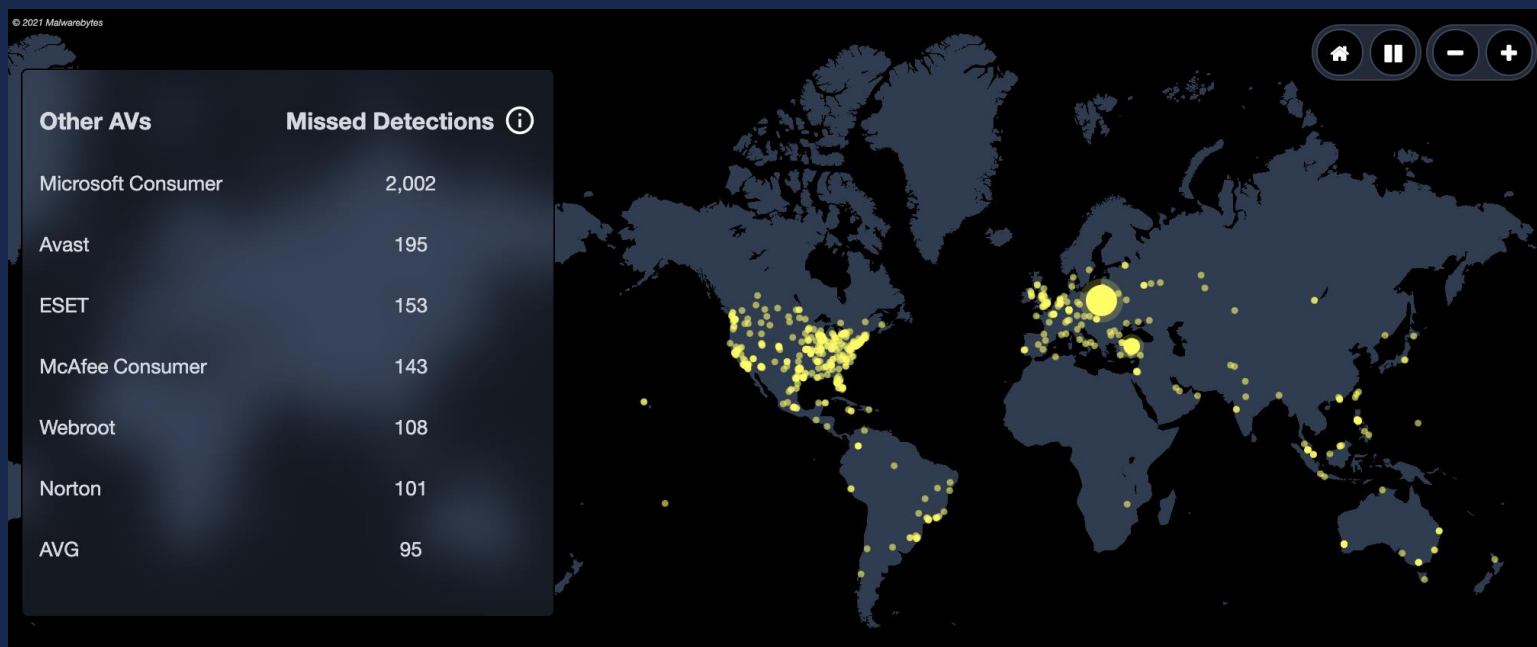
Category	Servers	Workstations
Endpoint Protection	0 / 10	0 / 25
Endpoint Detection & Response	3 / 10	6 / 25

**Malwarebytes Nebula Console Data:**

Endpoint	Status	Last seen	Last scan date	Protection service version	Group
DESKTOP-4DV8KVC	+	2 weeks ago	2023-05-04 12:05:35 PM	4.5.27.262	Test EDR with no EP
VTFPSRVADL0004	+	Today	2023-05-16 12:43:57 PM	4.5.27.262	Endpoint EDR - Default Group
DEMNKADL238.tvdem	+	Today	-	4.5.27.262	YHmwbGroup1
TV-STAFF-TEST	+	4 months ago	2023-01-25 12:47:03 PM	4.5.19.229	Endpoint EDR - Default Group
TechSupport	+	Yesterday	2023-03-07 12:29:51 PM	4.5.27.262	YHmwbGroup1

- Easy to Configure
  - TeamViewer integrated console
  - TeamViewer licensing
  - TeamViewer groups
- Easy to Deploy & Run
  - Integrated deployment & actions
  - Endpoint status and health
  - Malware detection/blocks
  - Suspicious Activity Alerts
- Optional launch Nebula Console
  - Deep-dive

# We Catch What Others Miss

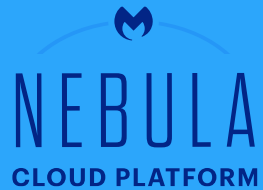


- Massive amount of data; informs research team, current detections and product development
- If we can catch it afterwards;
- we can stop it beforehand

[www.malwarebytes.com/remediationmap/](http://www.malwarebytes.com/remediationmap/)



Powered by



Cloud console

## Endpoint security products



**Malwarebytes  
Incident Response**

Remediate



**Malwarebytes  
Endpoint Protection**

Remediate

Detect & protect



**Malwarebytes Endpoint  
Detection & Response**

Remediate

Detect & protect

Respond & recover



REST API



### Cloud services

- Threat intelligence
- Goodware
- Sandbox



### Management console

- Dashboards
- Visualization
- Reporting



## Unified agent



Mac®



Windows



Linux®



Remediate

- On demand, daily, weekly
- Remediation
- Artifact linking

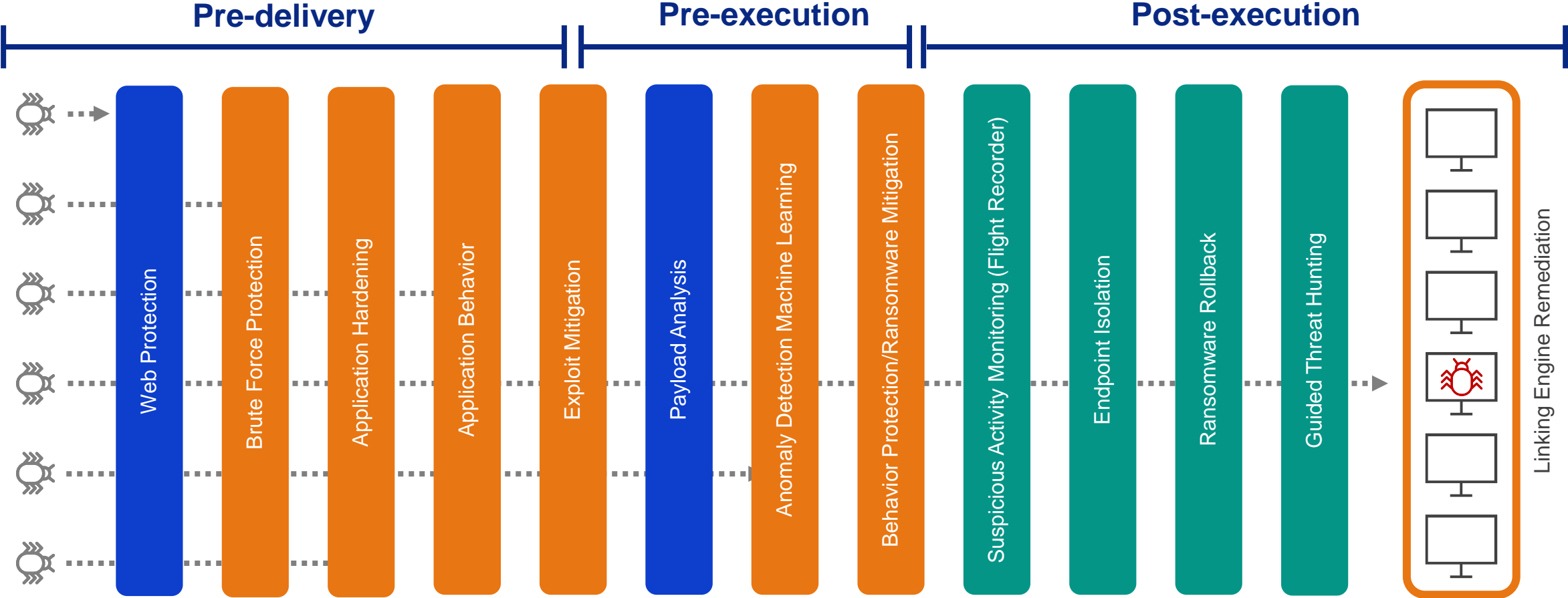
Detect & protect

- Web protection
- Application hardening
- Antivirus - Antimalware
- Ransomware protection
- Office docs, PDFs

Respond & recover

- Suspicious activity monitoring
- Threat investigation
- Multi-mode isolation
- Ransomware rollback

# Multi-vector protection, detection, and response



**Matching-based**   **Behavior-based**   **Response capabilities**

# Incident Response (IR) – Post Infection Scanning

Web Protection

Brute Force Protection

Application Hardening

Application Behavior

Exploit Mitigation

Payload Analysis

Anomaly Detection Machine Learning

Behavior Protection/Ransomware Mitigation

Suspicious Activity Monitoring (Flight Recorder)

Endpoint Isolation

Ransomware Rollback

Guided Threat Hunting



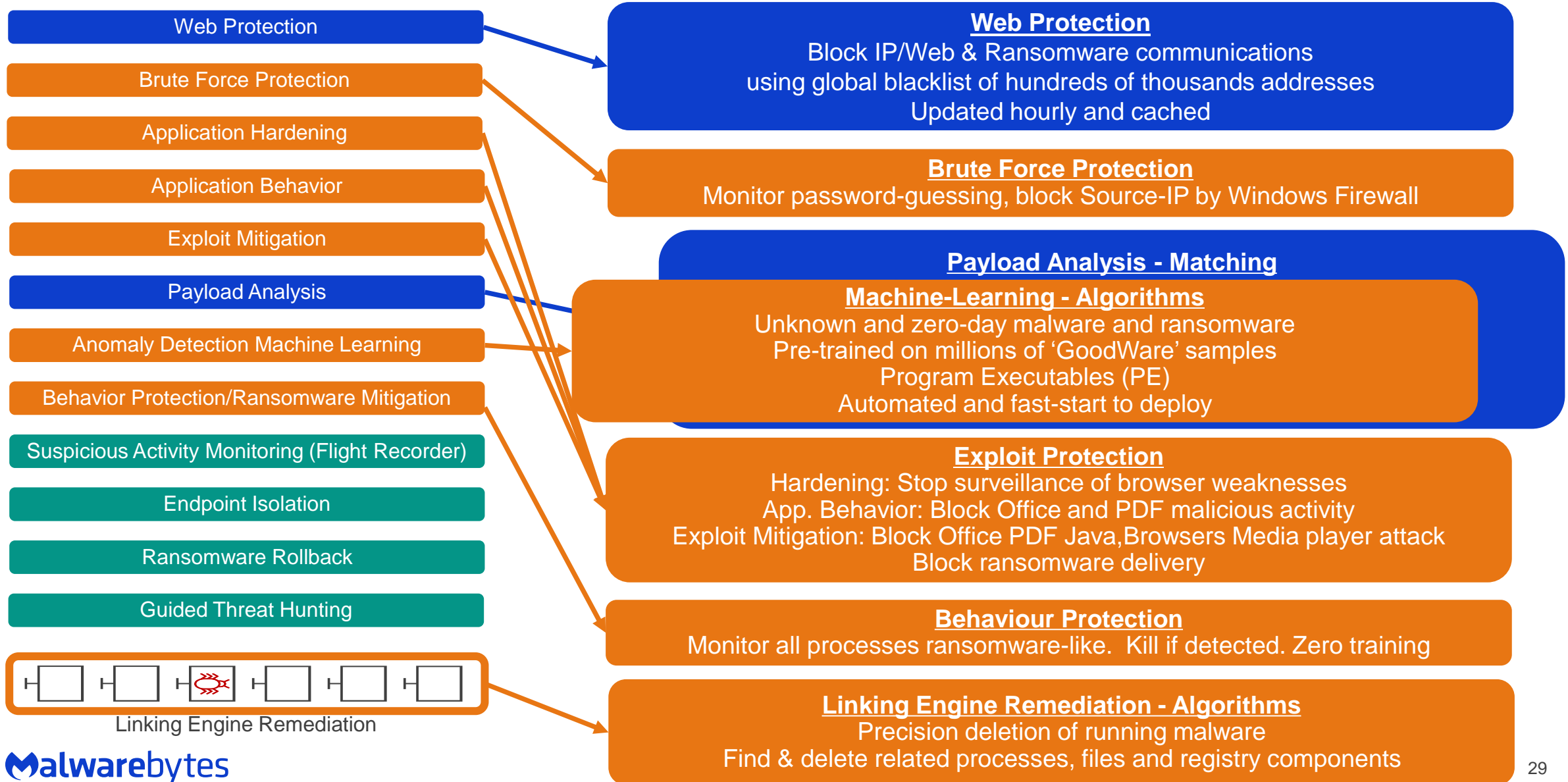
Linking Engine Remediation

**Payload Analysis - Matching**  
Known virus, malware, ransomware, unwanted programs  
Process, file and registry scan  
'Yara' rules & signatures  
Curated/created by Researchers/Intelligence & Threat Feeds  
Updated hourly & cached

**Machine-Learning - Algorithms**  
Unknown and zero-day malware and ransomware  
Pre-trained on millions of 'GoodWare' samples  
Program Executables (PE)  
Automated and fast-start to deploy

**Linking Engine Remediation - Algorithms**  
Precision deletion of running malware  
Find & delete related processes, files and registry components

# Endpoint Protection - Prevention





# Under the Hood

## Anomaly Detection Machine-Learning

- Pre-trained on millions of samples
- Quickly recognise 'Goodware'
- If not probably good, then quarantine
- Zero-day malware !!!!
- Low-false positives
- No training period

Malware



Goodware



# Endpoint Detection and Response – Incl. EP

Web Protection

Brute Force Protection

Application Hardening

Application Behavior

Exploit Mitigation

Payload Analysis

Anomaly Detection Machine Learning

Behavior Protection/Ransomware Mitigation

Suspicious Activity Monitoring (Flight Recorder)

Endpoint Isolation

Ransomware Rollback

Guided Threat Hunting



Linking Engine Remediation

**Suspicious Activity Monitoring**  
Endpoint Flight-Recorder - sends raw events to Nebula Console  
Programs/Tasks, Files, Registry, Net connects  
Nebula Console - displays - Suspicious Alerts & Process Graph,  
Sends Notifications, FlightRecorder Search

**Isolation**  
Prevent malware spread, remote control, exporting data  
Blocks: Network (excl. Malwarebytes), Process starts, User logins

**Remediation & Ransomware Rollback**  
Fast ransomware recovery or undo of malware  
Restores from local protected 72 hour cache

**Guided Threat Hunting**  
Hyper-links to Mitre ATT&CK® Framework  
FlightRecorder Search & Hyperlinks to VirusTotal®

# TeamViewer Console Demonstration

# Subscriptions – EP or EDR (incl. EP)

## Endpoint Protection (EP)

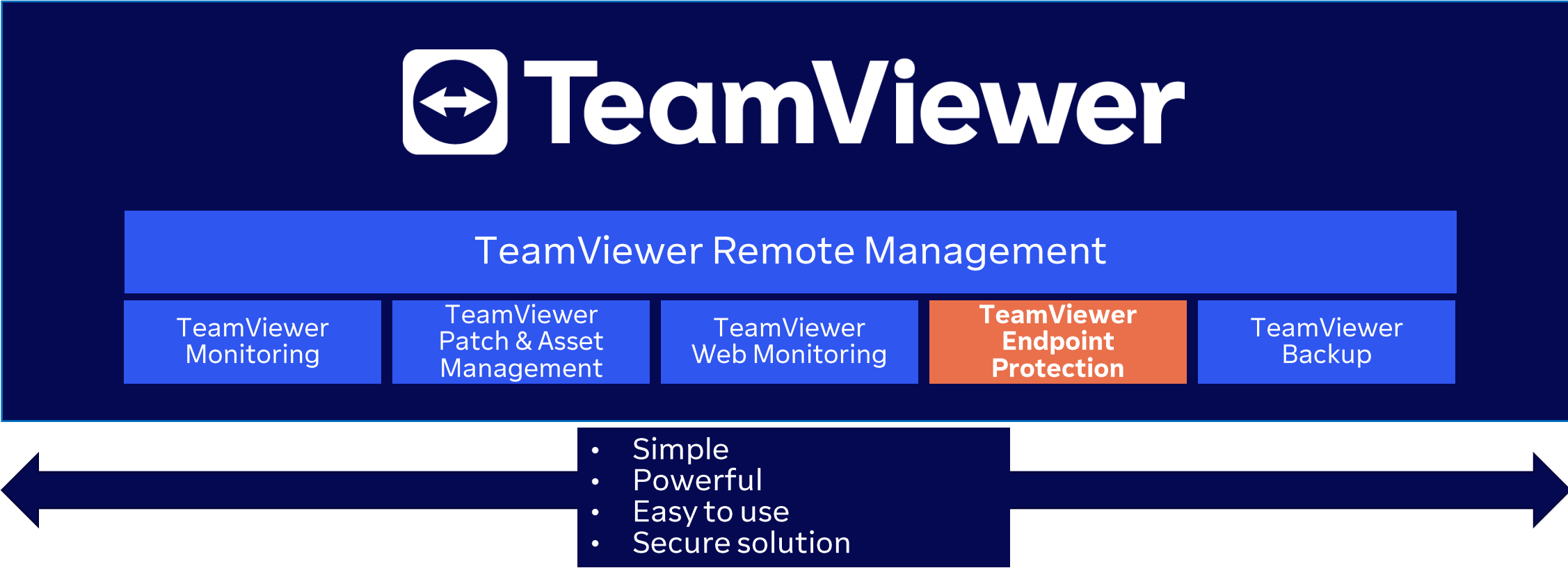
- **Prevention**
- Known malware, bad sites & addresses. Unwanted programs
- Unknown zero-day malware by
  - Algorithms & machine-learning
  - Behaviour monitoring e.g. ransomware-like
- **Retrospectively\*** clean with new knowledge
- Notifications

## Endpoint Detection & Response (EDR)

- **Surveillance**
- Early-warning system
  - Weeks in advance
  - Impostor Administrators
  - Legitimate programs used suspiciously
  - Scripts used suspiciously
  - Suspicious behaviors
- Alerts and Notifications
- Isolation
- 72 hour ransomware rollback

# Multiple challenges, One solution. Fully embedded into TeamViewer

Once TeamViewer is installed on a device, the Remote Management services can be deployed with just a few clicks.





Thank  
You

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