

Software Risk is Business Risk. It's Time for the C-Suite to Act.



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PETRONAS Formula
One Team

Steven Riley, head of IT Operations and Service Management at the Mercedes-AMG PETRONAS Formula One Team, and Oliver Steil, CEO of TeamViewer, discuss their partnership in helping Mercedes-AMG Petronas Formula One Team to deliver world-class IT support and connect track and U.K.-based teams to collaborate on race weekends.

Q: What were some of the challenges you faced before working with TeamViewer?

Steven Riley: Formula 1 racing teams can leave nothing to chance, with pole position and starting positions on the grid decided by fractions of seconds. There is little margin for error, and in the fastest lab on earth, the challenges of remote working became an impediment to the Mercedes-AMG Petronas Formula One Team's ability to continually deliver peak performance. We were also looking for ways to reduce CO₂ emissions.

In May 2021, TeamViewer commenced a five-year partnership with the Mercedes-AMG Petronas Formula One Team. The team's Brackley, U.K., factory has 1,000 staff members working on the racing car's chassis and another 1,000 on the engine. And with only 60 engineering staff permitted onsite during any race weekend, the right expert cannot always be present. TeamViewer enables engineers in the U.K. to provide support to colleagues at the racetrack as if they were there in person.

Q: What was the specific business or technology challenge you needed to solve?

We faced four distinct challenges. We needed to:

1. Provide world-class IT support to our distributed workforce to mitigate the risk of any downtime due to IT issues.
2. Provide remote monitoring capabilities for the Test & Development team

to ensure that tests and labs ran effectively and efficiently.

3. Provide remote connectivity between the trackside crew and our U.K.-based engineering team.
4. Establish a remote connectivity solution across departments to reduce CO₂ emissions due to travel.

Q: How did you come to choose TeamViewer, and how has it helped speed up the way you work?

We were confident that with TeamViewer our operations would continue seamlessly despite the mandatory shift to remote work. TeamViewer's remote monitoring capabilities were a game-changer for Test & Development, enabling tests and labs to run faster and more efficiently at the Brackley factory.

Q: In what way has it changed the way you collaborate across teams and time zones? Have you been able to quantify those changes?

TeamViewer's remote connectivity functionality is used to provide remote IT support across our entire operations — from quickly mobilizing the team when remote work became mandatory to now supporting our race team during events. Not only can we provide remote IT support to the traveling team but we can also provide an essential connection between the track team and the U.K.-based designers and engineers. By reducing personnel travel, the partnership also supports our sustainability goals.



WORLD CHAMPIONS
2014 | 2015 | 2016 | 2017 | 2018 | 2019 | 2020 | 2021

Solutions for a Digital Workplace Across the Entire Value Chain



Oliver Steil

Chairman of the Executive Board and CEO of TeamViewer

As organizations grapple with the challenges of supporting a distributed workforce, they require remote technology that can provide secure and stable access and monitoring between people, data, and devices across their entire value chain.

Q: What impact has the pandemic had on the way businesses work?

Oliver Steil: Many companies worldwide suddenly realized that they still have a lot to do in terms of digitalization, especially regarding remote operations. Remote work does not just refer to the home office, but work from any location. It's not just about online meetings or writing emails from home — it's about accessing business-critical devices around the world, troubleshooting, repairing devices from anywhere, and delivering services 24x7 globally. Remote connectivity is not only a matter of internal working culture but also crucial for business success.

"Remote connectivity is not only a matter of internal working culture but also crucial for business success."

Q: What are some of the challenges and opportunities of remote work and digitalization?

Classic office jobs have benefited greatly. And while 80% of the global workforce does not work in an office, they can still benefit from digital transformation. For example, through remote access solutions, machines in production halls are controlled and configured without an onsite technician. If needed, onsite technicians can access remote support. For example, TeamViewer manufacturing customers use our augmented reality (AR) solutions, which run on smart glasses, to guide workers through assembly processes, with step-by-step instructions displayed directly in their field of view.

Q: How are organizations using remote work and digitalization tools differently?

TeamViewer customers can digitalize processes along their entire value chain with our solutions, from logistics to manufacturing to corporate functions to sales and service. Our connectivity solution works across all platforms, meaning use cases are basically unlimited.

Q: Do you think sustainability issues are also changing the way we work, and how?

Sustainability is at the core of TeamViewer's offering. Our products were born out of the need to reduce the necessity for travel and physical presence, which naturally leads to reduced CO₂ emissions. TeamViewer's solutions help avoid approximately 37 megatons of CO₂ emissions annually — the equivalent of a fully booked A380 flying 7,000 times nonstop from Singapore to New York or the emissions of 11 million average cars in one year.

Q: What does TeamViewer bring to the market that others don't?

TeamViewer provides solutions for a digital workplace across the entire value chain, no matter the company size, industry, or location. Our remote access and collaboration software and AR-based solutions support product development, sales and service, logistics centers and supply chain management, manufacturing and assembly, and more.

[Learn more about this partnership.](#)