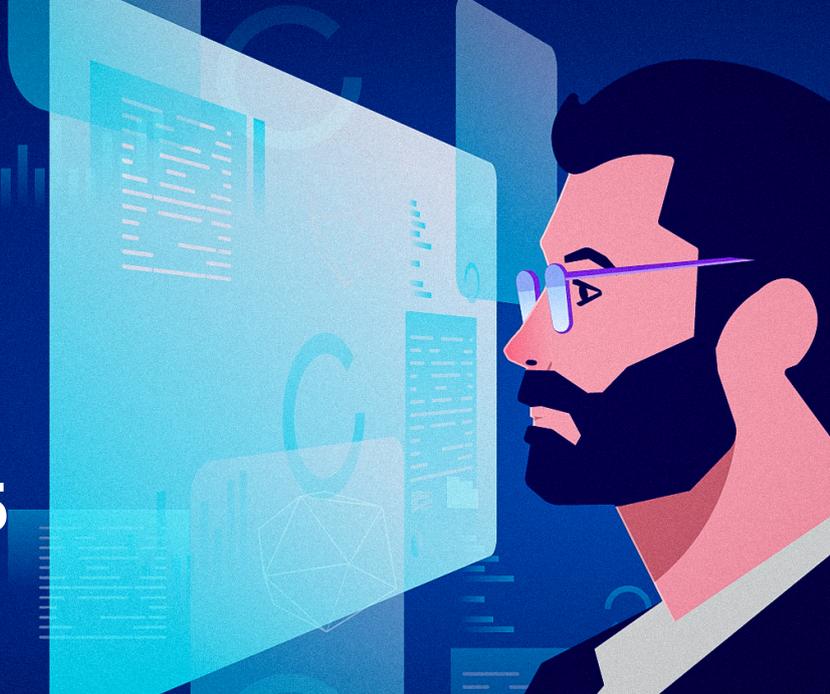# TeamViewer

The autonomous enterprise: Key takeaways from Microsoft Ignite 2025

At Microsoft Ignite 2025, TeamViewer showcased how AI-powered connectivity is transforming the way global enterprises operate. Across three sessions and two booths, we demonstrated how TeamViewer enables organizations to scale innovation, eliminate digital friction, and prepare for an autonomous IT future. From connected retail to smart eyewear, and from real-time IT automation to proactive self-healing systems, our vision for **agentic AI**—driven by **Tia, the TeamViewer Intelligent Agent**—sets the stage for a new era of intelligent IT operations.

The IT leader's agenda:
Four imperatives for an autonomous future

✓ **The future of IT is agentic**
The next era of IT operations is defined by intelligence and autonomy. TeamViewer AI enables IT environments that detect, diagnose, and resolve issues proactively, freeing teams to focus on innovation instead of intervention.

✓ **Leverage data for decisions in real time**
The modern digital workplace thrives on responsiveness. With TeamViewer organizations can turn live operational data into immediate, automated action, delivering faster resolutions and a seamless employee experience.

✓ **Scaling innovation without boundaries**
Global enterprises like EssilorLuxottica are using TeamViewer to connect and manage thousands of devices securely, from smart eyewear to connected retail. This scalability fuels consistent performance, customer engagement, and growth across every market.

✓ **Building the foundation for the autonomous enterprise**
TeamViewer is shaping the blueprint for the future of IT where systems are intelligent, adaptive, and self-optimizing. Through deep expertise in connectivity, automation, and AI, we empower enterprises to work smarter, faster, and with less friction than ever before.

Recognized. Proven. Ready for what's next.

Named a leader in the 2025 Gartner® Magic Quadrant™ report for digital employee experience (DEX) management tools

Trusted by 640,000+ organizations worldwide

Native integrations with Microsoft Intune, ServiceNow and Salesforce

Secure, scalable support across IT, OT, and frontline environments

TeamViewer AI: Turning every session into actionable intelligence

TeamViewer's AI capabilities transform operational data into measurable business impact helping IT leaders predict, prevent, and resolve issues faster.

Real-time device intelligence: Through Tia, the TeamViewer Intelligent Agent, IT teams receive live device insights and smart recommendations that accelerate mean time to resolution (MTTR).

Generative insights for IT leaders: Synthesizes complex telemetry into clear, actionable intelligence to guide decisions, investments, and optimization.

AI-generated session summaries and insights: Automatically captures key outcomes and performance metrics from every support session, turning activity data into strategic visibility. Cut 5-10 minutes off the time is takes to resolve every support session.

Predictive health monitoring: Detects early warning signals and initiates preventive actions before service disruptions occur.

Automated remediation: Executes corrective measures autonomously to resolve recurring issues without manual oversight.
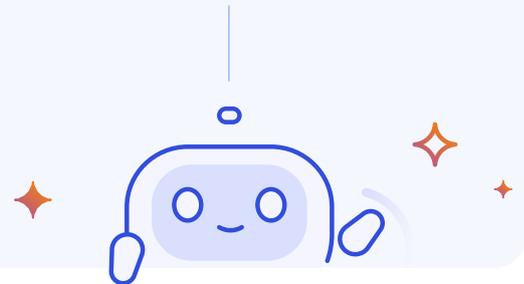
Start your digital workplace journey with TeamViewer AI

Discover how AI-driven intelligence is transforming IT from reactive support to proactive, experience-led operations. **Explore these resources to go deeper:**

Access the full Gartner Magic Quadrant report to see the latest insights on digital employee experience (DEX) leadership.

Watch our on-demand webinar: "From Firefighting to Fireproofing" to learn how leading organizations are using predictive analytics and AI automation to build more resilient IT operations.

Learn more about TeamViewer's digital workplace solutions and how they can help future-proof your business.

[Get in touch]