

# Expertise and On Hand at all Times

Providing Support to Employees and Customers from Anywhere



## CANCOM

**CANCOM provides IT services for more than 20,000 customers worldwide. For this purpose, the company relies on TeamViewer's enterprise connectivity suite Tensor.**

CANCOM successfully entered the IT market around three decades ago and is now one of Germany's largest IT service providers. As a Leading Digital Transformation Partner, CANCOM supports its customers in reducing the complexity of their IT and expanding their business success through the use of state-of-the-art technologies. At around 60 locations in Europe and the USA, the company offers an IT solution portfolio ranging from consulting, implementation and services to the operation of complete IT systems, relying on a holistic and innovative portfolio. CANCOM also relies on state-of-the-art technologies in its own IT environment.



### Challenge

CANCOM had been using TeamViewer Corporate for quite some time. However, this license was previously limited to a certain number of users and simultaneous remote sessions. This led to several challenges:

- ➔ There were several parallel licenses and administrators and thus no transparent overview of costs, user access rights and remote sessions
- ➔ Single-Sign-On was not possible with this setup
- ➔ It was not possible to document support sessions, which is required to obtain ISO 27001 cyber security certification

### Solution

CANCOM relies on TeamViewer Tensor, the solution for enterprise-level digital service processes. The Enterprise Connectivity Suite Tensor provides a transparent and functional platform that allows CANCOM to maintain an overview at all times.

## Results

With TeamViewer's solution, CANCOM can now benefit from even more advantages and thus support its employees and customers independent of time and location.



**Support for employees and customers** from anywhere and at any time.



**The Tensor Connectivity Platform scales** flexibly with CANCOM's growth.



**Thanks to single sign-on**, employees can use TeamViewer without additional login data.



**Conditional Access** enables CANCOM to centrally manage and control access rights settings.

## CANCOM Relies on State-of-the-Art Technologies

Whether at customers or in their own company: CANCOM stands for agile and innovative digital solutions. When it comes to technical IT support, CANCOM also uses state-of-the-art applications and can thus cover service processes digitally and remotely - and even in real time.

**For the creation of a remote expert, CANCOM found the right solution in TeamViewer Tensor:** In this way, an IT specialist can be made available to employees in the shortest possible time in the event of technical queries by means of remote sessions.

Customers also receive support from customer service remotely within the shortest possible time thanks to the digital support process and can thus minimize their downtimes. Travel distances for CANCOM IT technicians are eliminated, saving time and conserving both the company's own resources and the environment.

## Real-Time Support from a Distance

One of the company's challenges is to always provide its employees with the perfect tools to enable them to perform their daily tasks effectively and productively. Thus, it is particularly important that they can be assisted by internal IT support via remote maintenance in the shortest possible time in the event of problems, in order to ensure that operations always run smoothly.

Customers also need support for complex issues that they cannot handle themselves. Here, it is important to be able to provide fast, uncomplicated and targeted support remotely and to support the customer as simply and securely as possible.

**When selecting the solution, the focus was on the area of functionality.**

The Enterprise Connectivity Suite TeamViewer Tensor offers single sign-on so that employees can use the platform without additional login data. Conditional access ensures the necessary security. In addition, the solution can be integrated into all common applications, such as Microsoft Teams and SAP. Furthermore, TeamViewer Tensor is easy to use via a central admin console, highly scalable and enables even stronger customer engagement than before.





## Reliable Customer Support Anytime and Anywhere

"At CANCOM, we consistently act and think in the interests of our customers," emphasizes Dominic Wiedemann, Partner Account Specialist at CANCOM. "An important success factor here is not only to find and implement the best solution, but also to look after it in the long term and provide support so that our customers can concentrate fully on their core business." TeamViewer is the perfect tool for this, as Tensor can respond to customer inquiries from anywhere and at any time, and problems can be solved in no time at all.

Operation and maintenance of solutions are a central part of product lifecycle management, which is why TeamViewer is also used here. With the solution, CANCOM's IT specialists can actively manage devices at the customer's site - regardless of the type and operating system of the end device. For example, in the area of digital signage, they can access screens in retail stores to install important security updates.



» **At CANCOM, we act and think consistently in the interests of our customers.**

**Dominic Wiedemann, Partner Account Specialist at CANCOM**

## Additional Level of Security with Conditional Access

Security is always in the spotlight when it comes to digitization. To avoid cyber threats, it is essential that all applications always comply with the highest security standards and are continuously maintained at these standards. For this reason, CANCOM relies on Conditional Access. This enables the company to implement its security policies in detail and, among other things, centrally manage and control access rights settings and protect the network against unauthorized access. The settings can be rolled out and enforced on all TeamViewer-equipped devices. This ensures that all remote connections are fully controlled and thus secured. TeamViewer Tensor also made an important contribution to CANCOM's ISO 27001 cyber security certification.

## A Valuable Partnership

"To jointly shape the digital future, we are relying on our partner TeamViewer", Mr Wiedemann points out. The high performance and wide range of functionalities of the Enterprise Connectivity Suite TeamViewer Tensor have impressed CANCOM in the long term. This enables the company not only to offer its customers and employees the best IT services, but also to improve the sales cycle. As a result, the company also wants to introduce potential new customers to the possibilities of TeamViewer Tensor and help them to use the solution as helpfully as they do at CANCOM, thus taking a further step towards digital transformation.



## About CANCOM

As a Digital Transformation Partner, CANCOM accompanies companies into the digital future and supports its customers in reducing the complexity of their IT and expanding their business success through the use of state-of-the-art technology. To meet the IT needs of companies, organizations, and the public sector in a holistic manner, CANCOM offers custom-fit IT from A to Z from a single source. The IT solution portfolio includes consulting, implementation, services, and the operation of IT systems. In 2020, CANCOM generated annual revenues of around 1.7 billion euros with more than 4,000 employees worldwide. The Munich-based IT service provider operates at more than 60 locations in Europe and the USA and serves over 20,000 customers. [www.cancom.com](http://www.cancom.com)

## 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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