

# TeamViewer Enables 24/7 On-Call Operations at China Unicom Shanghai Branch



The Wireless Network Operations Center is responsible for the planning, construction, operation, and optimization of the wireless network of China Unicom Shanghai Branch. It is also tasked with the construction, maintenance, and implementation of key projects, including supporting corporate customers and controlling the life cycle of base stations.

As the COVID-19 pandemic spread, many people switched to working from home, which led to an increase in demand for data services on the wireless network, requiring prompt support.

## TeamViewer Solution

The TeamViewer Tensor™ solution supports staff with secure remote connectivity, enabling them to quickly access internal company data and resolve issues in a timely manner.

TeamViewer uses secure 4096 RSA public/private key exchange and AES 256-bit end-to-end session encryption for all remote connections and data transfers. TeamViewer Tensor applies strict and reliable conditional access, allowing enterprises to securely manage and control access.

TeamViewer supports mobile devices and remote control of unattended computers, letting them work remotely 24/7, reviewing and dispatching work orders at any time to accelerate response times to customer issues.

## Business Challenge

- ➔ Due to data security controls of Unicom, corporate data is only accessible from the office – not from home – thus requiring a secure remote access solution.
- ➔ Audits of network optimization demand are time-sensitive, and auditors can't log in to the computer-based audit system on weekends or during holidays, reducing the efficiency of order dispatching. Therefore, a convenient and mobile solution was needed to reduce response times.

## Results

TeamViewer Tensor™ ensures **secure, reliable, and flexible remote connectivity**, meeting the demands of the Wireless Network Operations Center of China Unicom Shanghai Branch for remote work and support.

Using Conditional Access ensures that no unauthorized connection is allowed, keeping them **compliant with their company's security policies**.

In addition, TeamViewer supports mobile devices with fast and reliable performance, which improves workflows and shortens response times. This helps save time and costs, while **enhancing work efficiency by more than 50%**.

## Safe and Reliable for Better Collaboration

TeamViewer provides secure, reliable, and fast remote connectivity for individual users and businesses of all sizes. „I started to use TeamViewer in 2018, after comparing several products and found that TeamViewer stood out in terms of security, reliability, and user experience. So, I chose TeamViewer for personal use to solve my issue at the time,” recalls Xu Li, Optimization Engineer at the Wireless Network Operations Center of China Unicom Shanghai Branch. “For remote connectivity, I personally pay great attention to security. TeamViewer uses secure RSA public/private key exchange and AES 256-bit session encryption for all remote access and data transfer, which makes it secure and reliable to use,” Li shares.

Remembering the start of close collaboration with TeamViewer, Xu Li remarks: “The COVID-19 pandemic increased the need to work remotely in 2020. I also needed to work long hours from home or out of the office. However, the network resources and system servers remain deployed in the intranet of our company, and no external network is allowed to access them remotely. Given the reduced number of staff working in the office, it was difficult for us to obtain the necessary data for work. Therefore, we needed to use remote connectivity technology to improve our efficiency, and to make sure that we can access the internal company systems securely via the Internet, from outside the office. In 2020, China Unicom Shanghai Branch started to work closely with TeamViewer by using the TeamViewer Tensor solution for our Wireless Network Operations Center, in order to meet the drastically increasing need for telecommuting and to support customer problems with fast solutions.”



” TeamViewer provides us with a secure, reliable, and trustworthy bridge for 24/7 collaboration.

**Xu Li, Wireless Network Optimization Engineer,  
Wireless Network Operations Center, China Unicom  
Shanghai Branch**

## Flexible, Connected Workplace

TeamViewer Tensor, as an enterprise remote connectivity cloud platform, enables organizations to deploy remote access and connectivity solutions for many scenarios, thus creating a flexible, connected workplace. Li explains: “We are using TeamViewer Tensor to set up a private cloud-like architecture for each account, managing multiple terminals on the cloud, or sub-dividing them into small workgroups for safe and secure communication within the workgroup.

I can manage and control access to all the terminals. The connection is very stable and there is nearly no delay in the operation. Very powerful solution and I have good experience with it.”

Regarding other application scenarios in his work, Li further reveals: „Previously, many work tasks needed to be carried out via the company’s internal network, with a dedicated server to process large amount of data. As a result, it was very inconvenient to work outside the intranet. That was the case for routine and preventative data maintenance, for example. By installing TeamViewer on the server, it is now possible to access it remotely and use the resources to easily extract and process network KPI data. In addition, remote collaborative processing is also made possible across the company with the help of TeamViewer. For example, I need to connect multiple terminals for data processing operations. TeamViewer has made it much easier to connect and share data among multiple terminals.”



## Boost Efficiency with 24/7 On-Call Support

China Unicom provides services to both corporate and private users. In order to ensure uninterrupted connection, 24-hour shifts are put in place from time to time. According to Li, "In the past, when a user's network was down and needed support, it could take a long time to go through the entire process internally. With TeamViewer Tensor, we can analyze and process issues and feedback in real time between departments, which simplifies the communication process and shortens our response and handling times. The workflow improvement has in turn enhanced our efficiency. Despite the workload increase, we spend less time dealing with issues and are becoming more efficient."

Remote access to files or applications on unattended computers and servers is made secure and reliable by TeamViewer Tensor, with its intuitive interface, clear image, and easy-to-use functions. It enhances flexibility and real-time remote operations, improving work efficiency.

"When we receive a work order, we need to review and dispatch it. The dispatch process is time-sensitive, so I may need to do it at any time. Auditors are not able to log on to their computers during weekends or holidays.

This can lead to untimely dispatching of orders. By installing TeamViewer on mobile devices, they are able to optimize and streamline the process, shortening response times with better efficiency. Sometimes our projects require data from multiple terminals for comprehensive analysis and processing, which could only be done by logging in to the company internal terminal in the past. But now we can share files and collaborate through TeamViewer installed on our mobile phones, which significantly reduces the time to solve the problem and increases efficiency by more than 50 percent," Li asserts.

The Wireless Network Operations Center of China Unicom Shanghai Branch plays a key role in wireless network planning, construction, operation, and maintenance. Its functions also include key project optimization and base station life cycle control. With the secure, flexible, and stable remote connectivity of TeamViewer Tensor, the Center is ready to offer 24/7 support, responding quickly to requests and solving technical issues – all while guaranteeing data security.

## Questions?

Connect with us at [www.teamviewer.com/support](http://www.teamviewer.com/support)





## About Wireless Network Operations Center of China Unicom Shanghai Branch

The Wireless Network Operations Center is a specialized agency for wireless network business operations of China Unicom Shanghai Branch, undertaking multi-level resource dispatch and integrated network flow. Its functions include: coordinating internal planning and technical management within departments, optimization and support of key scenarios, promotion and standardization management of overall wireless project progress, construction and maintenance of key projects, unified command of emergency communications, construction and maintenance management within the wireless network area, wireless network optimization, mobile network user perception improvement, group customer support, on-site handling of user complaints, and base station life cycle control.

## 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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