



With TeamViewer Tensor, Cielo Promotes Centralized Management, Remote Access and Support for Over 4,000 Connected Devices in Brazil



As the only Brazilian company in Forbes' list of the 100 most innovative companies in 2018, and voted one of the best employer brands in the business and economics magazine's 2019 ranking, the leading provider of electronic payments segment in Brazil and Latin America, Cielo uses the enterprise cloud-based platform TeamViewer Tensor for centralized remote management, remote access and support for devices, and active machine inventory.

Cielo was founded in 1995, by VisaNet International and several other Brazilian financial institutions. Within 26 years, it experienced impressive growth and went through several changes before reorganizing under the Cielo brand, now consolidated as the largest in Latin America. In Brazil, the company has more than 1.3 million customers, with R\$ 190 billion in processed payments in 2020, which represents more than 6,000 credit card or retail debit transactions per second by connecting banks, card brands, commercial establishments, small entrepreneurs, and consumers.

To support this massive volume of daily transactions in a fast, efficient, and secure way, Cielo constantly invests in its technology infrastructure. Recently, the company has deployed the remote connectivity platform TeamViewer Tensor for centralized remote access, support, and control of thousands of connected devices, including Windows desktops and notebooks, plus MacBooks running iOS.



Challenge

Securely support more than 4,200 Windows, MacOS, and Android devices



Solution

TeamViewer Tensor enterprise remote connectivity with Single Sign-On (SSO) authentication



Results

A team of 50 IT professionals at Cielo support all internal employees – whether in-office or working from home – to maintain a high level of productivity and customer satisfaction

TeamViewer Tensor was deployed in 2019, replacing PCAnywhere, a remote access solution discontinued by Symantec. "The migration to TeamViewer Tensor was needed to facilitate the management and support of our inventory of active machines in a more skillful and secure way, enhancing the IT management on a large scale," says Luís Felipe Croce Kapp, Coordinator of Technology Development, Service Desk and Digital Workplace.

Cielo chose TeamViewer Tensor over other competing solutions because of the broad range of features for the corporate environment, compatibility with the many types of devices used at the company (Windows, MacOS, Android), the flexibility to apply customized policies to the implemented modules – which allow efficient control and protection of all data flow involved in connections, control and auditing of connections – and other features for larger organizations, such as single sign-on (SSO), compatibility with BYOD (Bring Your Own Device) IT infrastructure, and silent deployment.



With SSO authentication, Cielo can automatically enforce its security policies by allowing TeamViewer Tensor users to log in with their corporate SSO credentials, preventing unauthorized remote access to Cielo's machines and enabling the admin to provision and deactivate user accounts. As TeamViewer Tensor also integrates via SAML 2.0 protocol with the Azure Active Directory SSO identity provider, the system is highly secure and traceable, which means that the internal support, and user teams, and Cielo customers do not have to worry about hacking or unauthorized access to the remote sessions.

” **TeamViewer technology is completely secure by today's standards, comparable to https/SS. The system allows us to remotely observe everything that is happening within our corporate devices, preventing the end user from being a gateway for hackers.**

Dalvan Cruz Rodrigues, Supervisor of Digital Area at Cielo Brazil

Rodrigues also points out that, due to the implementation, the large-scale distribution of the TeamViewer Host module and the massive zero-touch deployment of TeamViewer Tensor, Cielo can now manage all devices in a centralized manner (users, connection permissions, and machine groups), with remote access, defined rules governing outgoing and incoming connections, and data sharing limitations from the corporate environment to the external networks and devices. “With improved control over devices and financial transactions in the workstations, via Service Desk, TeamViewer Tensor allows the connections to be attributed and audited, helping to raise the levels of security and data protection that are vital to our business.”

Currently, a team of 50 professionals within Cielo Brazil are using TeamViewer Tensor daily to provide remote support to internal users on more than 4,200 registered devices. The teams, which have been mostly working from home offices during the pandemic, perform an average of more than 100 support sessions per day via Service Desk and through in-person interactions with professionals in the field. The support team can also efficiently access end customer devices to solve any issues they might be having, helping to avoid the idleness of



payment machines. Simultaneous use is scalable, according to Cielo's needs.

Using TeamViewer Tensor, Cielo has experienced a boost in business as the economy reopens after COVID-19 shutdowns. Additionally, they have seen a decrease in expenses, driven by improved operational efficiency. The net result is that Cielo Brazil registered a profit of almost R\$ 190 million (~ USD 38 million) in the second quarter of 2021, representing 33 percent growth compared to the first quarter of the year.

“We are very happy to be part of the success story at Cielo Brazil, as they leverage TeamViewer Tensor to remotely support their business for an even more powerful experience for Cielo's customers and employees across devices and platforms,” shares Andreas Kiessling, Manager of Channels and Business Development at TeamViewer Brazil and Latin America.

Powered by the world's largest remote connectivity infrastructure, spanning 200 countries and deployed on more than 2.5 billion devices, the remote enterprise connectivity platform TeamViewer Tensor is cloud-based and scalable to serve businesses of all sizes and industries, providing fast and reliable connectivity, and real-time support tools in a secure, instantly deployable SaaS environment.

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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