



TeamViewer Tensor: a remote access and support solution for the modern campus

How Tensor transforms the complexity of an educational institution into a streamlined and elevated educational experience.

The need for a **connected campus**

Schools are complex and need harmony to succeed. As centers of learning, educational institutions need to ensure a safe and welcoming place that fosters creativity, critical thinking, and knowledge sharing.

Educational institutions must find ways to improve the efficiency, productivity, and cost of their operations, without sacrifices to the student experience. They must also support the needs of an entire campus community, from institution-wide operational demands to classroom challenges. Exploring a typical campus reveals just some of the moments where TeamViewer's transformative capabilities can shine.

01 Student orientation

Providing students with an accessible and convenient way to engage with their new community from day 1 is critical to their future success on and off campus.

02 Managing facilities

Ensuring the safety and security of students and staff on campus is a top priority, including monitoring access to buildings and responding to emergencies.

03 Managing systems

Facilities' systems such as sprinkler systems and air conditioning are typically manually operated, and device maintenance can be a major cost center.

04 Training staff & faculty

Training staff on new devices, software, or other materials can be extremely time-consuming and logistically cumbersome.

05 Research & lab management

Expensive equipment used in research facilities requires physical interaction to access onsite data, troubleshoot issues, and maintain software.

06 Vendor management

Providing vendors and external parties with curated access to on-site devices, systems, and data as needed is essential to keeping work efficient and effective.

07 Data security

Schools store vast amounts of sensitive data, including student records and financial information—vulnerable to cyberattacks, data breaches, and ransomware threats.

How tensor helps

Remote access and support provided by TeamViewer Tensor addresses four critical categories of needs in the educational industry:



Security & compliance

Rely on industry-leading security protocols to protect data and privacy during remote access sessions, or while accessing records. Help your organizations comply with up-to-date standards.



Productivity

Streamline contracting and administration burden by aligning the entire institution with a one-size-fits-all solution, easily scalable from the classroom to departments.



Access

Ensure all students have equal access to digital resources and learning platforms, regardless of their socioeconomic background. Meet the diverse needs of your campus with a fully accessible solution.



Support

IT staff typically manage an endless backlog of issues and requests due to limited capacity. Reduce the strain on your operations by implementing a highly usable, high performing solution.

“

TeamViewer has saved us precious effort, time and costs ensuring our IT staff bandwidths are freed up for other strategic projects we have ongoing at the campus.”

Jim Hobbs, Supervisor, Client Technology Services at Thompson Rivers University



Improved efficiency

Software and security updates completed automatically, as needed.

Ideal for:

Maintaining a vast ecosystem of devices across the institution from student centers to research labs to administrative offices.



Seamless performance

Review large volumes of data stored offsite, wherever, and whenever necessary.

Ideal for:

Research, athletics, or student teams reviewing extensive data and collaborating on strategic decision making.



Increased uptime

Prioritize, track, and resolve issues in real time in order to improve device uptime, while ensuring staff experience during the busiest days is smooth and seamless.

Ideal for:

IT teams strained for resources, or faculty looking to quickly resolve student requests during remote office hours.



Real-time collaboration

Co-sharing enables individuals to interact on the same device simultaneously.

Ideal for:

Classes large and small can be facilitated through hands-on learning experiences, whether remote or in-person. Teachers can jump into the student's interface to help guide and instruct.



Best-in-class accessibility

A platform supported on all devices, platforms, and operating systems that is designed with accessibility as a core principle.

Ideal for:

Users of any socioeconomic status or ability to remotely interact with no performance constraints.

Security-focused features

01

Conditional access

Protect the campus by controlling all connections, with a dedicated conditional access router provisioned and maintained in your own private cloud by TeamViewer.

02

Single sign on (SSO)

TeamViewer Tensor's Single Sign-On (SSO) integrates with your existing identity providers such as Google, Okta, and Azure, allowing a simplified and secure way of managing faculty, staff, and student access.

03

One-click secure remote sessions

The new way to connect. Forget sharing IDs and passwords. Instead, create individual remote support sessions.

04

Scam protection

See incoming connections in order to safeguard against malicious attacks.

05

Industry-leading security

Security pioneer BitSight Security Ratings ranks TeamViewer as Top 1% in the teach industry.



Support capabilities

Educational institutions can use TeamViewer Tensor to provide a secure support experience across the campus. Here's how:

Remote device access and support

Remotely access, support and fix quick issues on any computer, tablet, or smartphone in a secure manner.

Secure unattended access

No approval needed—with the right permission, approved users can securely access unattended computers, Android devices, POS devices, or displays.

iOS & iPad OS screen sharing

View any iPhone or iPad screen and help others solve issues on their phones.

Session recording

Record your remote sessions for training purposes, quality control, or documentation.

Device monitoring

Stay ahead of issues. Monitor the health of your devices and see alerts as soon as your attention is needed.

Scripting

Cut repetitive tasks by setting up your custom batch, CMD, and PowerShell scripts.

Patch management

Keep your IT systems up-to-date and safe by automatically evaluating, testing, and applying OS and third-party application patches.

Collaborative sessions

Invite more experts to a remote session and work collaboratively or handover the session.

This is Tensor



Enterprise
ready



Secure
and safe



Anything,
anywhere access



Manages &
monitors



Cuts CO
emissions and
carbon footprint

Industry recognized



BitSight Security ranks TeamViewer as top 1% in the tech industry.

Educational institutions need a powerful and secure tool to come through for them, especially in the face of a complex digital ecosystem and constantly changing landscape. TeamViewer Tensor is industry recognized as secure by design. It's also why we're constantly innovating—to make sure educators are always one step ahead of the class.



256-bit AES encryption



Brute force protection



Scam protection



Allow-and-block-list



Two-factor authentication

“

There are so many different types of users in the education space, and not every person is as tech savvy as the next. And when people don't understand how to use something, they'll either not use it or find their own solution, which poses a security risk.”

Chris Harrison, Enterprise Account Executive, TeamViewer

Certified and **trusted**

TeamViewer is certified by major standards authorities and fulfills strict European data protection regulations as well as HIPAA requirements for North America.



Internal IT teams and service providers across the world rely on TeamViewer Remote Support to increase their efficiency and provide better support.

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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