



# Enabling future ready governments with an enhanced approach to connectivity

How TeamViewer Tensor is helping State and Local Governments to digitally enable their agencies, create smart cities, and engage the citizens that live in them.

# The need for a **future state**

**From license approval offices to mental health institutions and public utility providers, governments struggle to enhance efficiency while meeting the needs of a vast and varied set of state agencies.**

**Connected infrastructure, agile agencies, engaged citizens.**

This eBook delves into how the interconnected components of a state can leverage our connectivity solutions to help them shape the government of tomorrow.

The future state and its smart cities leverage data and technology to improve efficiency, sustainability, and quality of life for residents across the core components of government.



## 01 Infrastructure

Smart cities. Their critical systems and vital services operate and function securely and with less down time no matter how large they are.

## 02 Services

Enhanced service capabilities for agencies so they're more agile, responsive and efficient so that constituents are better engaged.

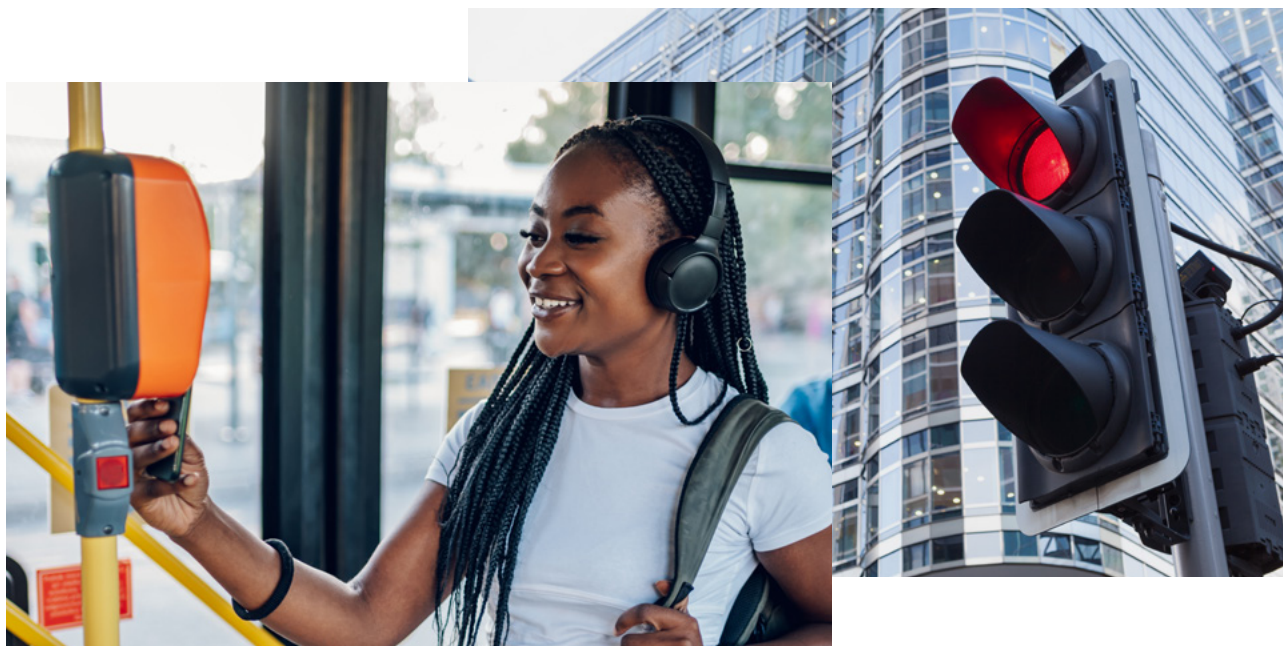
## 03 Constituents

The highest level of security protocol ensures citizens and their personal data is secure so it can be used to deliver enhanced civic experiences.

# 01 Infrastructure, always up and running

**A city's infrastructure is vital for citizen safety and wellbeing while keeping revenue generating systems operating at their highest performance levels.**

**Access and fix any touch point, device, and system without costly and time consuming travel to keep cities running and meeting the expectations of citizens.**



## **Safeguard vital utilities**

Avoid potential threats to a city's core function by maintaining the highest level of security standards and monitoring incoming connections to avoid malicious attacks.



## **Stay ahead of issues**

Monitor the health of a city's infrastructure from afar and immediately identify areas that need expertise or attention to avoid issues.



## **Maintain city systems**

Safely grant access for technicians to keep a city's most vital systems maintained, controlled and operating.



## **Streamline user access**

Integrate Single Sign-On (SSO) with existing providers like Google, Okta, Azure for simplified and secure way to connect.



## 02 Agency response, revolutionized



### Elevated efficiency

Remote connectivity lets our most critical services operate with efficiency by reducing the time it takes to get to connect to the service needed.



### Anywhere access

Agencies are connected with a top-level industry platform that keeps them connected and accessible no matter what devices they're running on.



### Collaboration in one click

In critical moments, waiting for expertise and guidance is just seconds away by delivering connectivity and the ability to share screens across iOS and Windows devices.

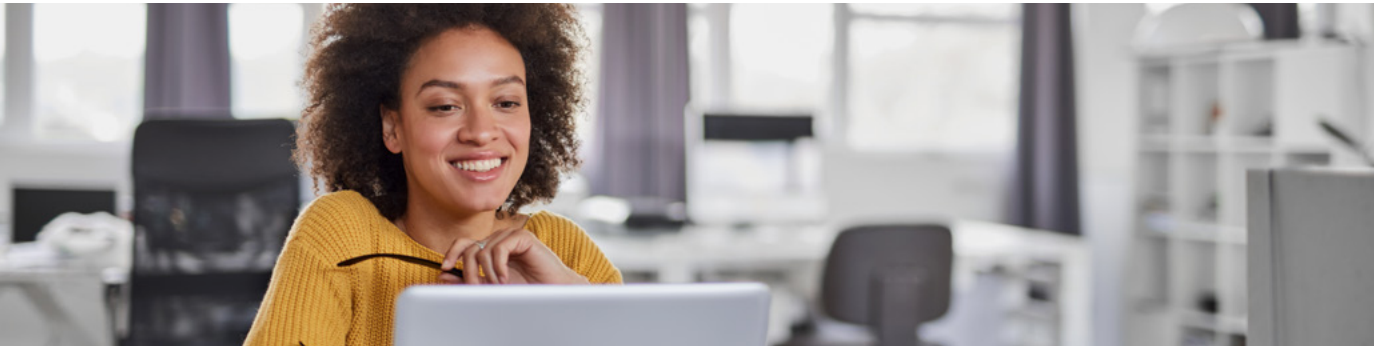


### Recorded interactions

Moments where participants are connected can be recorded for training, documentation, accountability, and service quality assurance.

## 03 Supported staff, satisfied citizens

**TeamViewer Tensor transforms the way state and local governments work, for the benefit of their citizens.**



### **Improve service with secure use of data**

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



### **Support your staff with remote work**

With TeamViewer Tensor, agencies can improve efficiency by enabling remote work capabilities.



### **Elevate IT support for agency teams**

Remote access, control, one click collaboration, and screen sharing keeps agency staff up and running so they can continue to meet the needs of constituents.



### **Implement industry-leading security**

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



### **Protect agencies from maliciousness**

Incoming connections can be monitored to safeguard against cyber attack and other malicious behaviors.



### **Keep operational revenues flowing**

Access and fix any touch point, device, and system without costly and time consuming travel to them to keep cities running and meeting the expectations of citizens.

# Improved efficiency for state and local and agencies



## **Integrates with your existing Help Desk**

TeamViewer integrates with Microsoft Teams, InTune, and Help Desk.



## **Keep systems up to date**

Use automation to evaluate, test, and apply OS and third-party application patches to ensure doors aren't left open.



## **Hand over repetitive tasks to scripts**

Set up custom batch, CMD, and PowerShell scripts to free up even more time so your IT teams can focus on priority issues.



## **Increase agency uptime**

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



## **Grant access to unattended endpoints**

Computers, devices, POS terminals, and displays can be accessed without human interaction or presence.





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

People trust you to fix their IT problems. You need a powerful and secure tool to come through for them. Especially in the face of a complex tech stack and constantly changing landscape.

That's why TeamViewer remote support is secure by design. It's also why we innovate continuously — to make sure you're always one step ahead.



**256-bit AES encryption**



**Brute force protection**



**Scam protection**



**Allow-and-block-list**



**Two-factor authentication**

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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.”

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

# 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.

## Stay Connected



[www.teamviewer.com](https://www.teamviewer.com)