



TeamViewer customer care Professional Services

Leverage proved best practices to get the most out of TeamViewer solutions.

Introduction

TeamViewer Professional Services enables our customers to leverage proven best practices to get the most out of our solutions.

Our multi-disciplinary Solution Engineering team will support you remotely, on-site, or both to ensure that TeamViewer solutions support your application infrastructure and business goals as effectively as possible.

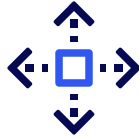
Regardless of the size or industry of your organization, we help you to understand and adopt best practices so you can make the most out of TeamViewer solutions.

Why TeamViewer Professional Services?



Time is money

TeamViewer is easy to use, once correctly deployed. The “Do It Yourself” approach can take up to 5x longer than Professional Services.



Powerful and flexible

TeamViewer is a technical solution, and the same business/tech outcome can be achieved via different approaches.



Ecosystem

Networking, security, cryptography, SSO, API, integrations, and many other skills/concepts are required for a successful deployment.

Key benefits



Reduce costs



Lower risks



Saves time



Faster deliveries



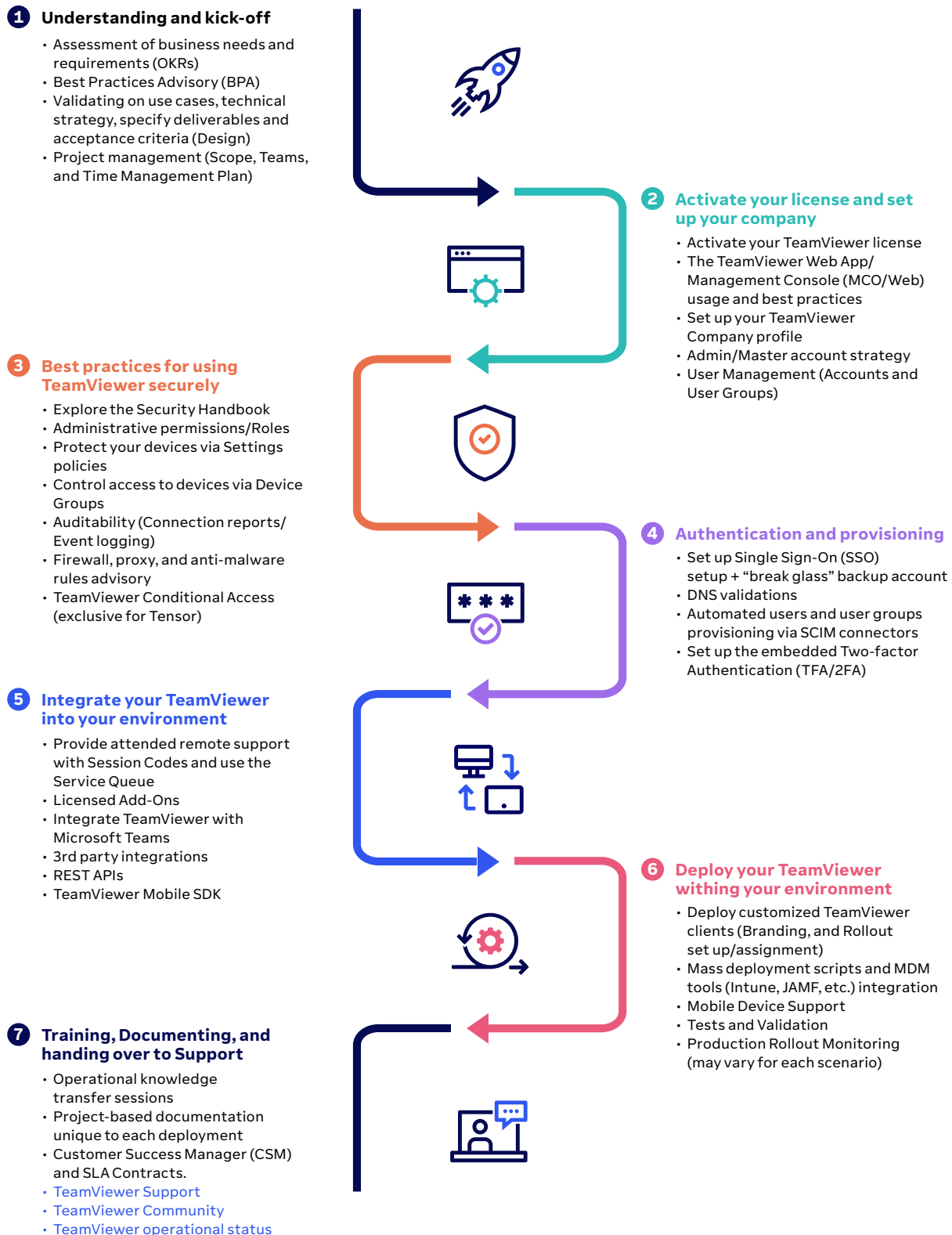
Better experience



Best practices

High-level deployment steps

Through many years of experience deploying TeamViewer solutions for customers of all industries, sizes, and needs, one high-level guide on how to deploy TeamViewer in the most optimized way was designed to help our customers:



TeamViewer customer care

The TeamViewer Professional Services is an important part of Customer Care, that involves all the Customer eXperience inside TeamViewer:



Managed services

- Customer success management (CSM)
- Service level agreement (SLA)
- Monitoring and reporting analytics
- Proactive maintenance

Support services

- Self-Service community and FAQ
- Ticket & license management
- Fix issues in production (post-deploy) environments
- Follow-the-sun specialized support

Professional services

- Project management, deployment and configuration
- Scope-focused professional service packages
- Consulting services, best practices advisory, training
- Demonstrations, ISQs, PoCs, tradeshow & events

TeamViewer Professional Services Packs

TeamViewer Tensor Professional Services will help your team through a structured delivery approach from project kickoff and planning, architecture installation, and configuration of the most common and best-practice use cases. Based on your requirements, you will find scalable tiered packages to meet your needs. Custom engagements are also available in cases where requirements and criteria fall outside the package deliverables.

Our portfolio consists of three packages:

- **Pack One** consists of essential services that are needed by an organization to start using TeamViewer.
- **Pack Two** comprises the most common configurations and provides the organization with a secure Tensor deployment.
- **Pack Three** is a comprehensive package that covers all aspects of deployment and configuration by an experienced staff of TeamViewer administrators and technicians trained in the best practices for their respective use cases.



Professional Services items	Pack 1	Pack 2	Pack 3
1. Understanding and kick-off			
PoCs, multiple Company Profiles consolidation/migration, Multitenancy, Best Practices Adv. (BPA)	Consult a Solutions Engineer		
Assessment of business needs and requirements (Objective and Key Results – OKRs)	✓	✓	✓
Validating on use cases, technical strategy, specify deliverables and acceptance criteria (Design)	✓	✓	✓
Project Management (Scope, Teams, and Time Management Plan)	✗	✓	✓
2. Activate your license and set up your company			
License activation and usage	✓	✓	✓
TeamViewer Management Console (MCO/Web) usage and best practices	✓	✓	✓
Company Profile	up to 1	up to 1	up to 1
Admin/Master account strategy	✓	✓	✓
User Management (Accounts and User Groups)	✓	✓	✓
3. Best practices for using TeamViewer securely			
Administrative Permissions/Roles	up to 2	up to 3	up to 4
Settings Policies advisory and setup	up to 1	up to 2	up to 3
Device Management and Device Groups (Permissions, Easy Access, Policies, etc.)	up to 1	up to 3	up to 5
Auditability (Connection Reports, and Event Logging)	✗	✓	✓
Firewall, proxy, and anti-malware rules advisory	✗	✓	✓
TeamViewer Conditional Access (e.g.: strategy advisory, rules & options configurations, etc.)	✗	Add-on	up to 3
4. Authentication and provisioning			
Single Sign-On (SSO) connectors setup + “break glass” backup account	✗	up to 1	up to 2
Domain Naming Systems (DNS) validations (up to)	✗	up to 1	up to 2
Automated users/groups (SCIM) provisioning connectors (up to)	✗	up to 1	up to 3
TeamViewer-embedded Two-Factor Authentication (TFA/2FA)	Add-on	✓	✓
5. Integrate your TeamViewer into your environment			
Session Codes/Service Queue concepts and usability	✗	✓	✓
Unified Communication with Microsoft Teams	✗	✓	✓
ITSM integrations (e.g.: ServiceNow, Salesforce, ManageEngine, etc.)	✗	Add-on	up to 1
REST APIs (help with API Tokens, automation, migrations, SIEM, etc.)	✗	Add-on	up to 1
Mobile SDKs (help with integration and examples)	✗	Add-on	up to 1
Licensed add-ons (e.g.: Monitoring, Asset, Co-Browsing, MWB, MDM) + Workflow & Automation	Consult a Solutions Engineer		
6. Deploy your TeamViewer withing your environment			
Custom modules, Branding, and Rollout Set-up (assignment)	up to 1	up to 3	up to 5
Mass deployment scripts and MDM tools (e.g.: Intune, JAMF, etc.)	up to 1	up to 2	up to 3
Mobile Device Support	Add-on	✓	✓
Tests and Validation	Add-on	✓	✓
Production rollout monitoring (may vary for each scenario)	Add-on	✓	✓
7. Training, Documenting, and handing over to Support			
Operational knowledge transfer sessions	Add-on	up to 1	up to 2
Project-based documentation unique to each deployment	Add-on	✓	✓
Hand-over to Support services, SLA contracts, and Customer Success Manager (CSM)	✓	✓	✓
Amount of calendar days that project can be closed and invoiced due to customer's inactivity	up to 45	up to 60	up to 90

- **A Solutions Engineer must perform a detailed assessment** to help select the most suitable (or customized) package.
- **Custom engagements/packs** are available if the requirements and criteria fall outside of the standard packages.
- The next Pack will be automatically selected if **more than two add-ons** are required (available for additional costs according to TeamViewer's Terms and Conditions).
- All professional services are **non-recurrent (non-subscription, meaning one-time only)**, and feature **flexible scheduling**: sessions can/may be divided into several days accordingly.
- All services are **executed by the customer with TeamViewer remote guidance/supervision**. On-site services are available for additional costs according to TeamViewer's Terms and Conditions.

About TeamViewer

TeamViewer is a leading global technology company that provides a connectivity platform to remotely access, control, manage, monitor, and repair devices of any kind – from laptops and mobile phones to industrial machines and robots. Although TeamViewer is free of charge for private use, it has around 640,000 subscribers and enables companies of all sizes and from all industries to digitalize their business-critical processes through seamless connectivity. Against the backdrop of global megatrends like device proliferation, automation, and new work, TeamViewer proactively shapes digital transformation and continuously innovates in the fields of augmented reality, Internet of Things, and artificial intelligence. Since the company's foundation in 2005, TeamViewer's software has been installed on more than 2.5 billion devices around the world. The company is headquartered in Goppingen, Germany, and employs more than 1,500 people globally. In 2023, TeamViewer achieved a revenue of around EUR 627 million. TeamViewer SE (TMV) is listed at Frankfurt Stock Exchange and belongs to the MDAX. Further information can be found at <https://www.teamviewer.com/>.

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