# TeamViewer Tensor™ Professional Services

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

Our staff 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.
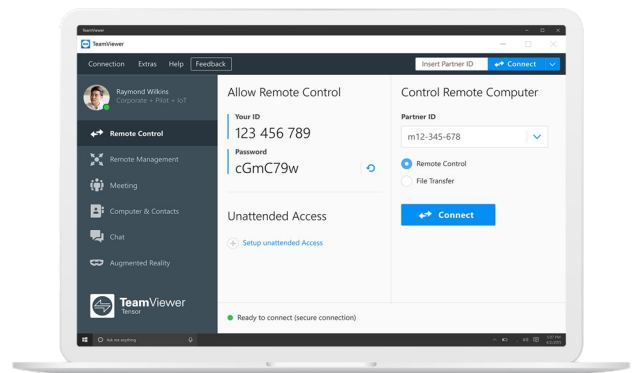
Key Benefits

Reduce Costs

Lower Risks

Saves Time

Faster Deliveries

Better Experience

Best Practices

High-Level Deployment Steps

Step 1: Understanding and kick-off
- Assessment (Business needs & requirements)
- Sync on use cases, plan adaptation
- Project management/Customer Success Management

Step 2: Initial setup
- License activation
- TeamViewer Management Console (MCO)
- Company profile
- Admin/Master Account

Step 3: Security & Management
- Administrative permissions/Roles
- Settings policies advisory and setup
- Device Groups
- Firewall, proxy, and anti-malware rules
- Auditability (Logs, Events, and Reports)
- Dedicated TeamViewer Conditional Access Router

Step 4: Authentication & provisioning
- Single Sign-On (SSO) and Backup Account
- DNS Validation
- Automated users/groups (SCIM) provisioning
- Multi-Factor Authentication (MFA)

Step 5: Deployment
- Custom Modules, branding and assignment
- Mass deployment scripts/tools
- Mobile Device Support
- Tests and Validation
- Production rollout monitoring

Step 6: Integrations
- Unified Communication (MS-Teams)
- ITSM (Service Now, SalesForce, Jira, etc)
- REST API
- Mobile SDK
- Additional TeamViewer solutions based on license features

Step 7: Delivery
- Operational knowledge transfer
- Best practices review
- Project-based documentation unique to each deployment
- Support services and SLA contracts

TeamViewer Tensor Professional Services Tiers

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 of the package deliverables.

Our portfolio consists of three packages:

→ **Tier One** consists of essential services that are needed by an organization to start using TeamViewer

→ **Tier Two** consists of the most common configurations and provides the organization with a secure Tensor deployment.

→ **Tier Three** is the 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 Criteria	Tier 1	Tier 2	Tier 3
Step 1: Understanding and kick-off			
Assessment (business needs and requirements)	●	●	●
Sync on use cases, plan adaptation		●	●
Project management/Customer Success Management		★	●
Step 2: Initial Setup			
License activation	●	●	●
TeamViewer Management Console (MCO)	●	●	●
Company profile	●	●	●
Admin/Master account	●	●	●
Step 3: Security & Management			
Administrative permissions/Roles (up to 5)	●	●	●
Settings policies advisory and setup (up to 5)	●	●	●
Device Groups (up to 5)	●	●	●
Firewall, proxy, and anti-malware rules		●	●
Auditability (Report, Logs, and Events)	●	●	●
Dedicated TeamViewer Conditional Access (e.g., setup, training, up to 5 rules)			●
Step 4: Authentication and Provisioning			
Single Sign-On (SSO) setup (per domain) + "break glass" backup account		●	●
DNS validation (per domain)		●	●
Automated users/groups (SCIM) provisioning (per domain)		●	●
Multi-Factor Authentication (MFA)		●	●
Step 5: Deployment			
Custom modules for endpoints, branding and assignment (up to 5)		●	●
Mass deployment scripts and tools (InTune, MaaS360, etc.)		●	●
Mobile Device Support			●
Tests and Validation		●	●
Production rollout monitoring (may vary for each scenario)		●	●
Step 6: Integrations			
Unified Communication (MS-Teams)		●	●
ITSM (e.g., ServiceNow, SalesForce, etc. – per integration)			●
REST API (e.g., help with automation, migrations, events/logs for SIEM)			●
Mobile SDK (e.g., help with integration and examples)			●
Additional TeamViewer solutions based on license features		★	●
Step 7: Delivery			
Operational knowledge transfer (up to 2 training sessions per project)		●	●
Best practices review		●	●
Project-based documentation unique to each deployment	●	●	●

*An Enterprise Solutions Engineer (ESE) is mandatory to perform the best assessment and help you select the best package.
*This scope shall be consumed within 30 days for Tier 1, 60 days for Tier 2, or 90 days for Tier 3.
*All service packages feature flexible scheduling: sessions can be divided into several days accordingly.
*All services are delivered remotely. On-site services are available for an additional cost per our Terms and Conditions.
*Initiatives involving Multitenancy will always require customized scoping with an ESE involved.
★Available for additional costs per our Terms and Conditions.

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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