

# TeamViewer Tensor: A Remote Access and Support Solution for the Healthcare Industry

How TeamViewer helps healthcare providers transform  
the patient experience



# Introduction



On the list of challenges facing the healthcare industry, improving patient care remains a top priority.

But healthcare providers must also find ways to improve the efficiency, productivity, and cost of their operations.

To that end, you'll find TeamViewer remote access and support solutions deployed in the following use cases:

## **Remote patient monitoring**

Monitor patients' vital signs and other health data from a remote location.

## **Telehealth**

Provide healthcare services remotely, by way of video conferencing, online chat, and other telecommunications technology.

## **Staff training**

Use remote access tools to train staff on new medical devices or procedures. Allow technicians to access the devices remotely and provide training to staff, without the need for an in-person visit.

## **Managing and maintaining medical equipment**

Run software updates, troubleshooting, and preventive maintenance tasks remotely.

## **Double check procedure**

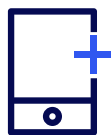
Ensure medications are administered accurately by frontline healthcare staff.

Digitally document everything to bring more trust and reliability in the double-check procedure for high-alert medication administration.



### Remote patient monitoring

RPM improves patient care by allowing healthcare providers to identify and respond to problems early, before they become serious.



### Telehealth

Telehealth increases healthcare access for patients in rural areas, or those who have difficulty traveling to a healthcare facility.



### Staff training

Remote training offers a more efficient, verifiable and affordable method for keeping staff up to date on the latest medical knowledge.



### Remote management of medical devices

Prevents downtime by ensuring that medical equipment is always up and running, anytime and anywhere.

## Solution highlights

From an operational perspective, remote access and support solves four critical needs in the healthcare industry:

### Secure access to patient data

Rely on industry-leading security protocols to protect patient data and privacy during remote access sessions, or while accessing patient records.

### Scalability

Scale remote access and support to meet the needs of a growing patient population—whether you're a small clinic or large hospital.




### Compliance

Comply with a variety of healthcare regulations designed to protect patient data, including HIPAA.

### Cost-effectiveness

Save money on travel costs, training costs, and maintenance costs now and in the long run.



	Features	Ideal for
	<p><b>Reduced travel costs</b></p> <p>By enabling technicians to access and troubleshoot devices remotely, healthcare providers can save money on travel costs.</p>	<p><b>Rural healthcare organizations</b> that may have to travel long distances to reach patients.</p>
	<p><b>Improved efficiency</b></p> <p>Remote access solutions can help healthcare providers improve efficiency by reducing the time it takes to troubleshoot and resolve problems.</p>	<p><b>Healthcare organizations</b> that are facing severe staff shortages. Ensures that experienced staff have more time, leading to improved patient care.</p>
	<p><b>Increased uptime</b></p> <p>Resolve technical problems in real time for increased device uptime, while ensuring patient experience during busy days is smooth and seamless.</p>	<p><b>Organizations that have heavy foot traffic</b> during certain times of the day and cannot afford device or machine downtime.</p>
	<p><b>Enhanced security</b></p> <p>Enhance security by providing a secure way for technicians to access devices.</p>	<p><b>All organizations</b> that have to follow strict regulations pertaining to the healthcare sector.</p>



# Overview



**Enterprise-ready support capabilities**



**Secure and safe**



**Anything, anywhere access**



**Manage, maintain, monitor**



**Cut CO<sup>2</sup> emissions and your carbon footprint**

## Key features and capabilities

Healthcare organizations can use TeamViewer Tensor to provide secure support experiences across their value chain. Here's how:

### Remote device access and support

Remotely access, support and fix quickly 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.

### Collaborative sessions

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

### 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.

# Key security highlights



## Conditional Access

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

## Single Sign On (SSO)

TeamViewer Tensor's Single Sign-On (SSO) integrates with your existing identity providers, such as Google, Okta, or Azure and user directories, giving you a simplified and secure way of managing user access.

## One-click secure remote sessions

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

## Scam Protection

See incoming connections to safeguard against malicious attacks.

## Industry-leading security

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



# Secure by design



## 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 threat 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



Two-Factor  
Authentication



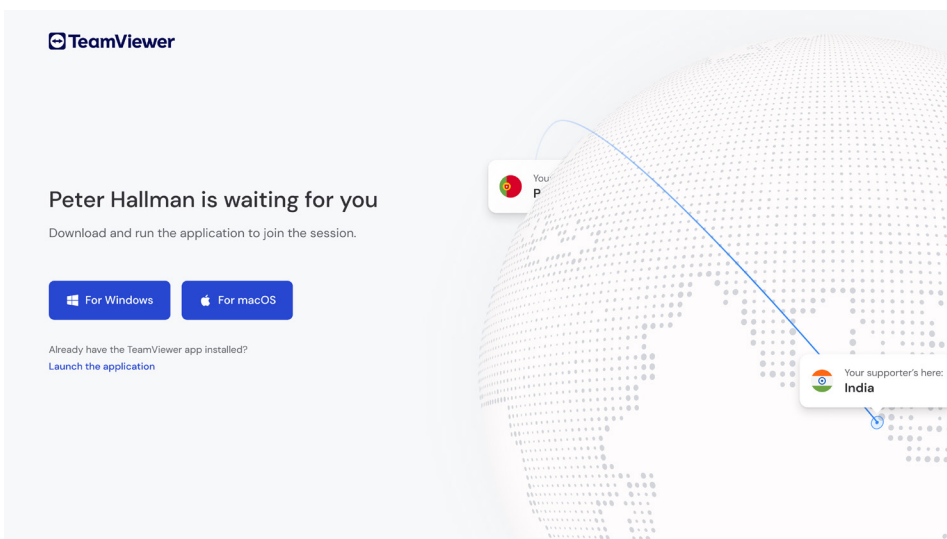
Brute Force  
Protection



Scam  
Protection



Allow- and  
block-list



TeamViewer shows you who wants to connect and where they are located.

# 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)

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