

Secure Remote Connectivity for Nonprofits

The challenges facing modern non-profits are formidable. Seventy-five percent had difficulty filling staffing positions in the last year alone.¹ Almost all face tight budgets and fluctuating economic conditions.

In the effort to overcome these challenges, digital maturity has proven to be a gamechanger. Today, digitally mature nonprofits are 4x more likely to exceed the goals of their mission and 4x more likely to have highly motivated employees.² In this guide, you'll learn why remote connectivity is such a critical piece.

1. State of Nonprofits 2023: What Funders Need to Know – The Center for Effective Philanthropy.

2. Nonprofit Trends Report – Salesforce.org



Access to game-changing technology shouldn't be off limits for any nonprofit. With the help of the TeamViewer Tensor remote connectivity platform, many kinds of organizations have seen sizeable time savings and cost reduction—even on overloaded teams with shoestring budgets.

Why? Because TeamViewer Tensor is a cloud-based solution. This allows for an adaptable and highly scalable platform design well suited to the needs of a nonprofit. Critically, TeamViewer Tensor doesn't require high upfront implementation cost and long ramp times to

make TeamViewer Tensor their digital hub for collaboration, support, and security.

As a result, the platform can quickly provide centralized access and control for all the applications, systems, integrations and devices that nonprofits rely on to navigate the intricacies of their mission-driven work.

Elevate your nonprofit's mission with a user-friendly remote connectivity platform.

Provide secure connectivity from any platform, device, or location—with minimal implementation and training time.

TeamViewer eases nonprofit challenges effectively.

Keep donor and staff data secure

Industry-leading cybersecurity defense

Agile training and onboarding

Give staff easy access to files, devices, and help

Collaboration beyond borders

Stable and fast connections via global access network

Ease capacity shortages

Support more without adding new staff

When evaluating remote connectivity platforms for your non-profit, it is important to seek a solution that supports your organization's high-performance needs with competitive uptimes and global access and availability for all the people contributing to your important mission.

TeamViewer makes it easy for authorized team members to gain full remote access to their work desktop, network, files, and applications. They can do so right from their mobile devices or laptops, without the need for a VPN. Should issues arise at home, in the office, or on the go, any team member can quickly access services and support at any time. Being a cloud-based remote connectivity platform means less downtime due to service disruptions, as well.

That includes fewer delays in receiving timely IT assistance, and reduced time and travel costs for field visits (updating and patching physical IT infrastructure, for example). Essentially, flexible, secure, and budget-friendly remote connectivity that never cuts corners.

NGOs must protect themselves in what has become a more sophisticated and voluminous threat landscape. During a year-long study of 43 trillion daily signals, 37 billion email threats and 34.7 billion identity threats were blocked. What's more, 710 million phishing emails were blocked—per week.³ In this environment, it's critical to adhere to stringent security standards and protocols.

- ✓ RSA 4096 private/public key exchange
- ✓ 256-bit AES session encoding
- ✓ SOC2 certified and compliant
- ✓ SO 27001 certification
- ✓ HIPAA compliant
- ✓ HTTPS/SSL protocol

Make security your top priority

Protection from brute force attacks

Automatically safeguard against this common attack method. With enforced password reset, TeamViewer increases the time between failed login attempts, and resets only when the correct password is entered.

Dynamic passwords

Create a policy that auto-generates new dynamic session passwords after every TeamViewer service restart or individual session.

Two-factor authentication

Add another layer of authentication requiring a unique code generated each time by an algorithm and supplied from a mobile device.

Conditional Access

Control all incoming and outgoing remote support connections to mitigate risks, boost efficiency, and increase overall IT security.

Encryption





Protect all TeamViewer interactions — including file transfers, VPN, chat, remote access, and more—with 256-bit end-to-end session encryption and a 4096-bit RSA public/private key exchange.

Secure remote password protocol (SRP)

Ensure that passwords are never sent over the internet, even when encrypted, while maintaining optimal protection from outside access. All passwords also receive backend encryption for another layer of protection.

3. Microsoft Digital Defense Report 2022: Illuminating the Threat Landscape and Empowering a Digital Defense.; 2022.

Robust protection for team members, data, and IT infrastructure

 <p>Integrations</p>	<p>Integrations connected through one platform can help you optimize your operations. Use TeamViewer with your mission-critical applications.</p> <ul style="list-style-type: none">✓ Leverage existing software such as Microsoft Teams, Freshworks, and Jira, etc.✓ Improve issue resolution time and increase efficiency✓ Reduce costs and manual errors between applications
 <p>Single Sign-On (SSO)</p>	<p>Limit access to authorized user accounts and provide IT more control over provisioning and deactivation of user accounts.</p> <ul style="list-style-type: none">✓ Centralize password control so IT doesn't have to handle every password-reset request✓ Automatically apply password policies to every authorized user✓ Enable remote login for employees using SSO credentials
 <p>Multitenancy</p>	<p>Always have a detailed overview of existing licenses throughout the platform, while offering secure and scalable support experiences for employees and associated business units.</p> <ul style="list-style-type: none">✓ Track, monitor and control license usage across central and remote organizational units.✓ Scale support experiences without inflating cost✓ Prevent over- and under-use of Tensor licenses✓ Easily group users and devices based on specific requirements
 <p>Conditional Access</p>	<p>Maintain enterprise-wide oversight and centralized control of all TeamViewer connections with a dedicated conditional access rule-based router, fully maintained in a private cloud by TeamViewer.</p> <ul style="list-style-type: none">✓ Assign user and device permissions for remote access, remote control, file transfer, and TeamViewer Assist AR✓ Configure rules at the account, group, or device level, with support for Active Directory Groups✓ Provision and schedule remote access permissions with expiry dates and times for third-party vendors, contractors, or temporary employees✓ Block all incoming and outgoing connections from unauthorized TeamViewer accounts and free users



User group and roles

Automate user life cycle management for TeamViewer Tensor users. Organize users into groups to apply bulk changes in permissions while eliminating repetitive, manual tasks.

- ✓ **Spend less time** creating, updating, and deleting users
- ✓ **Organize users into groups** for easier administration
- ✓ **Move users between groups** for role or department changes
- ✓ **Filter user groups** based on various roles for more efficient user management



Auditability

Built-in reporting log captures all remote session activities and management console actions: who did what, when, and for how long for every incoming and outgoing connection. Designated IT admins can only view these audit logs with appropriate user permissions.

- ✓ **Decide if activity log for remote sessions and management console is needed or not**
- ✓ **Assign specific user permissions** authorizing access to view reports
- ✓ **Maintain accountability** and provide precise billing for services
- ✓ **Track customer satisfaction** with session comments and customer feedback forms to improve services
- ✓ **Cut costs by** eliminating the need for third-party logging tools

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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