**↔ TeamViewer**

Scalable, secure enterprise access and support with TeamViewer Tensor

Support, access, manage and secure your connected devices, distributed applications, integrations, and remote workforce with TeamViewer Tensor.

2023

Introduction

Enterprises and growing businesses must efficiently support remote workforces, diverse systems, and distant assets in real-time for effective, secure operations. Learn more on how a 360° cloud-based remote connectivity solution enhances support for customers, employees, and partners throughout the value chain.
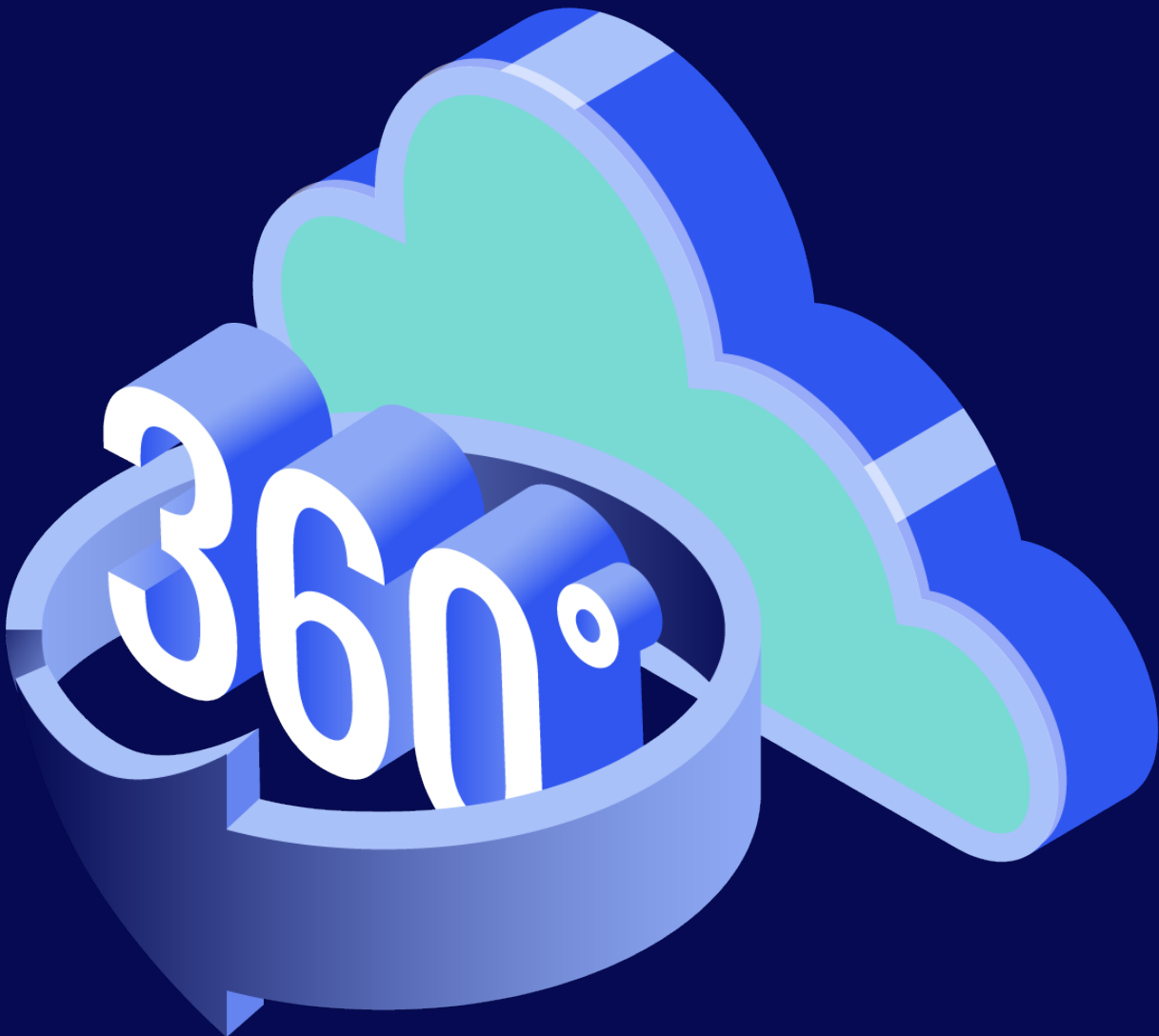
Customer **challenges**

Connected and distributed enterprises operating across vast geographic regions and time zones face challenges such as:

Remote workforce management: Efficiently handling remote employees, branch offices, and field teams is a top priority.

Complex IT and OT infrastructure: Managing diverse systems, servers, and IT and embedded devices across the value chain.

Security compliance: Ensuring secure remote access and data protection as per industry regulations.

Cost-efficient support: Minimizing travel expenses and on-site visits in today's competitive landscape.

Scalability challenges: Adapting to rapid business growth and increased remote support demand, especially at a large scale.

Enhanced user experience: Providing seamless, reliable, user-friendly remote support to boost support center efficiency.

Customization and integration: Tailoring solutions to enterprise needs and integrating with existing applications like ServiceNow and Intune.

Regulatory compliance: Meeting industry-specific regulations governing system and device access and control.

Cost control: Managing growing device fleets efficiently to mitigate data breach risks and potential fines.

Device diversity: Handling an increasingly complex and diverse device ecosystem in both traditional IT and emerging embedded device scenarios.

Solution **highlights**

Remote support efficiency:
TeamViewer Tensor provides instant remote access and support, speeding up issue resolution, reducing downtime, and saving time and costs for geographically dispersed teams or customers.

Streamlined IT management: Simplifying IT management, TeamViewer Tensor offers centralized control for tasks like updates, maintenance, and configuration changes, enhancing efficiency and cutting costs in large organizations.

Robust security and compliance:
TeamViewer Tensor ensures secure remote connections with features like conditional access, encryption, and audit logs, meeting strict compliance requirements while prioritizing data privacy.

Enhanced collaboration:
Facilitating team collaboration with real-time screen sharing, file transfer, and video conferencing, TeamViewer Tensor boosts productivity, especially for dispersed or remote teams.

Resource optimization:
By enabling remote support and device management, TeamViewer Tensor reduces on-site visits and travel costs, optimizing resource allocation and delivering cost savings.

Scalability:
Designed to scale seamlessly, TeamViewer Tensor meets the growing demand for remote support and connectivity as large organizations expand.

User-friendly experience:
With a user-friendly interface and quick connectivity, TeamViewer Tensor improves user satisfaction and minimizes frustration associated with technical issues.

Customization and integration:
TeamViewer Tensor's customization and integration options allow organizations to tailor the solution to their specific needs and seamlessly integrate it with existing tools and systems.
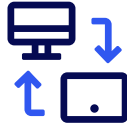
Key features and capabilities

Conditional Access

Single sign-on (SSO)

Remote management

Exclusive Trust Link (BYOC)

User groups and roles

OneAdmin

Task Automation

Ai powered script generator

Multitenancy

Auditability

Conditional Access

Utilizing Conditional Access rule-based engine and the conditional access router, enterprise IT and security managers gain centralized control over TeamViewer access and usage across their organization.

- **Pre-Approved Access:** Schedule pre-approved access within Conditional Access-secured identities, creating designated maintenance windows for specific users.

- **Enhanced security:** Benefit from an elevated security standard, as our system automatically terminates each connection after the pre-approved time-period, ensuring a secure environment.

- **Streamlined control:** Manage all connections through a dedicated conditional access router hosted and maintained by TeamViewer.

- **Rule customization:** Admins can easily select and manage access rules with reuse options.

- **Access expiry:** Set expiry dates for conditional access rules, restricting third-party and temporary worker access.

- **Centralized management:** Efficiently manage access rules within the Management Console.

- **Granular permissions:** Assign permissions for remote sessions, file transfers, and meetings.

- **Flexible configuration:** Configure rules at the account, group, or device level.

- **Beyond on-premises solutions:** Enjoy the flexibility and simplicity of a cloud-based approach, offering scalability and accessibility beyond on-premises solutions.

Single sign-on (SSO)

Experience enhanced control with SSO for streamlined user management in TeamViewer Tensor. By restricting access to users with corporate email addresses, SSO safeguards your enterprise remote access platform against unauthorized usage.

- **Provisioning and deactivation control:** IT gains greater control over user account provisioning and deactivation.

- **Centralized password control:** SSO integration centralizes password control through your identity service provider, reducing the need for IT to manage passwords and minimizing password reset requests.

- **Corporate password policies:** Automatically enforce corporate password policies and identity authentication rules for all authorized TeamViewer Tensor users.

- **Simplified access:** Employees can conveniently access TeamViewer Tensor using their corporate SSO login credentials, enhancing ease of use and security.
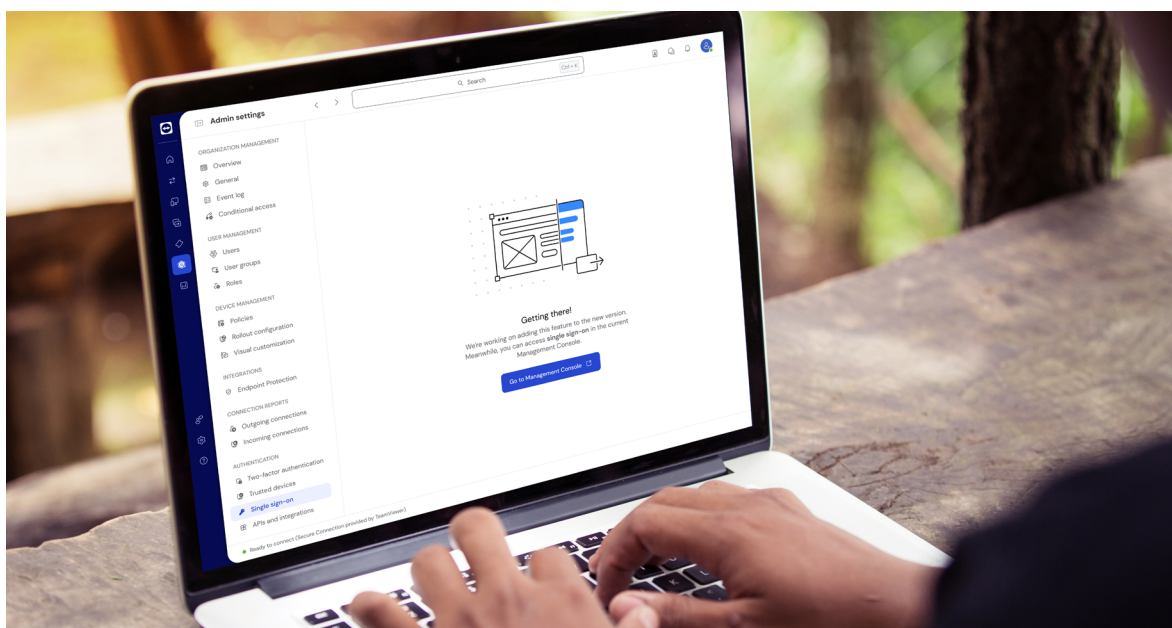
Remote management

Remote management empowers organizations to efficiently oversee and secure their IT infrastructure, ensuring optimal performance and proactive threat mitigation. Key features of remote management include endpoint protection (EPP), endpoint detection and response (EDR), and mobile device management (MDM), asset management, remote monitoring, patch management, and much more.

- **Comprehensive security:** Remote management and monitoring integrate endpoint protection and EDR features, ensuring that all devices within your network are safeguarded against threats. This proactive approach identifies and mitigates security risks in real-time, reducing the likelihood of data breaches and malware infections.

- **Swift threat response:** EDR capabilities empower organizations to quickly detect and respond to suspicious activities and potential breaches on endpoints. This reduces the dwell time of threats, limiting their impact and preventing data loss.

- **Centralized management:** With remote management and monitoring, you gain centralized control over your entire network, including endpoints and mobile devices. This enables consistent application of security policies, updates, and configurations, streamlining IT management tasks.

- **Cost-efficiency:** By combining endpoint protection, EDR, and MDM in a single solution, you achieve cost savings through reduced IT overheads. Fewer resources are required for manual monitoring and maintenance, and the risk of costly security incidents is minimized.

- **Mobile workforce support:** MDM functionality ensures that mobile devices used by your workforce are secure and compliant with company policies. This flexibility allows your employees to work remotely without compromising data security, improving overall productivity and employee satisfaction.

Exclusive Trust Link (BYOC)

With the Exclusive Trust Link feature, you can guarantee that connections adhere to your internal security policies:

- **Custom certificate generation:** Create your own certificates and private keys to be utilized within TeamViewer.

- **Mandatory certificate authentication:** TeamViewer connections will only be established when both client and server certificates are authenticated, adhering to your organization's certificate authority (CA).

- **Active Directory (AD) domain restriction:** Ensure that only devices belonging to your Active Directory (AD) domain can connect using machine certificates provided by the Windows Trust Store. This adds an extra layer of security to your connections.

OneAdmin

TeamViewer usage is now simpler than ever. You can manage all administrative settings directly within the client interface, eliminating the need to access the management console. The new menu encompasses essential TeamViewer settings, including:

- **Organizational management:** Configure company settings, Conditional Access, Event Log reporting, and more.

- **User and device management:** Handle users, user groups, roles, and related settings in addition to managing device policies, rollouts, and customizing module configurations.

- **Add-On management:** Administer add-ons such as Mobile Device Management, Endpoint protection, detection and response and much more.

- **Connection reports:** Access reports on connections for insights.

- **Authentication settings:** Adjust authentication parameters to your preferences.

- **Support case management:** Streamline support case tracking and management.

- **License management:** Easily manage and oversee licenses within the client interface.

Task Automation

Experience the simplicity of Task Automation by setting up routines once and letting the TeamViewer platform handle the rest.

- **Versatile triggers:** Configure triggers based on various conditions, from event-based triggers, like changes in device status (e.g., CPU usage spikes), to time-based triggers, scheduled at specific times or intervals.

- **Comprehensive logging:** All triggers and actions are meticulously logged for traceability, troubleshooting, and reporting of task automations.

- **Diverse triggers:** Choose from a wide range of triggers, encompassing both hardware and software-based events, such as RAM usage, disk space, network traffic, firewall status, or disk health.

- **Dynamic actions:** Define actions, including process termination, ticket creation, API calls, and even automated program installations, tailored to your specific needs.



AI powered script generator

Introducing our AI Assistant, simplifying script creation for troubleshooting, management, and device performance enhancement within your managed device fleet. TeamViewer's AI Script Generator enables you to instruct our AI to craft scripts effortlessly.

- **Craft scripts in natural language:** Create scripts using plain language instructions.

- **Eliminate syntax hassles:** Save time by bypassing the need to research or troubleshoot script syntax.

- **Multi-language support:** Seamlessly switch between Bash, CMD, Shell, or PowerShell.

- **Versatile usage:** Operate within or outside a TeamViewer session and deploy across multiple clients for flexibility and efficiency.

Multitenancy

Multitenancy ensures that central IT gains comprehensive insights into license management of TeamViewer Tensor standardizing secure and scalable support for employees and affiliated business units.

- **License tracking:** Track, monitor, and control Tensor license utilization across central and satellite organizations.

- **Cost-efficient scalability:** Utilize Multitenancy to efficiently scale support experiences without inflating licensing costs across your organization.

- **Efficient license management:** Streamline license administration to avoid both overuse and underutilization of your Tensor licenses.

- **Administrative flexibility:** Empower central IT administrators to effortlessly manage, consolidate, or segregate users, devices, and groups according to business needs and requirements.
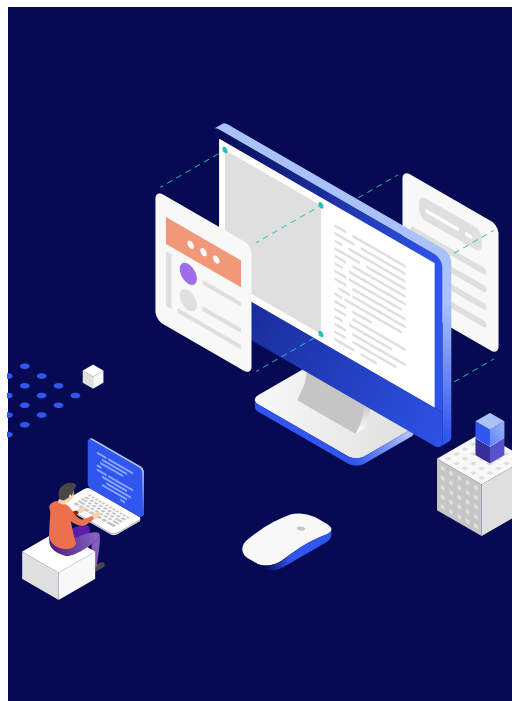
User Groups and Roles

User Groups and Roles empower IT organizations to streamline user life cycle management in TeamViewer Tensor, automating user creation, updates, and deletions. By organizing users into groups, you can efficiently implement bulk changes in permissions, eliminating the need for manual, repetitive end-user management tasks.

- **Automated life cycle management:** Automate the entire user life cycle, including user creation, updates, and deletions.

- **Group organization:** Group users for simplified administration and seamless management.

- **User group flexibility:** Easily move users between groups to accommodate role or departmental changes.

- **Bulk editing:** Apply bulk edits to multiple users and user groups simultaneously, enhancing efficiency.

- **Role-based filtering:** Streamline user management by filtering user based on various roles, ensuring more efficient user administration.

Auditability

Auditability records all activities within remote sessions and administrative settings logging who, what and when a session was taking place or setting that was changed Access to these audit logs is restricted to designated IT administrators with appropriate user permissions.

- **Opt-in/Opt-out control:** Choose whether to enable or disable activity logs for remote sessions and the administrative settings according to your needs.

- **Granular user permissions:** Assign specific user permissions to control access to report viewing, ensuring data security.

- **Accountability and billing precision:** Maintain accountability and generate precise billing records for services rendered.

- **Cost efficiency:** Eliminate the need for third-party logging tools, reducing costs and streamlining operations.

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.

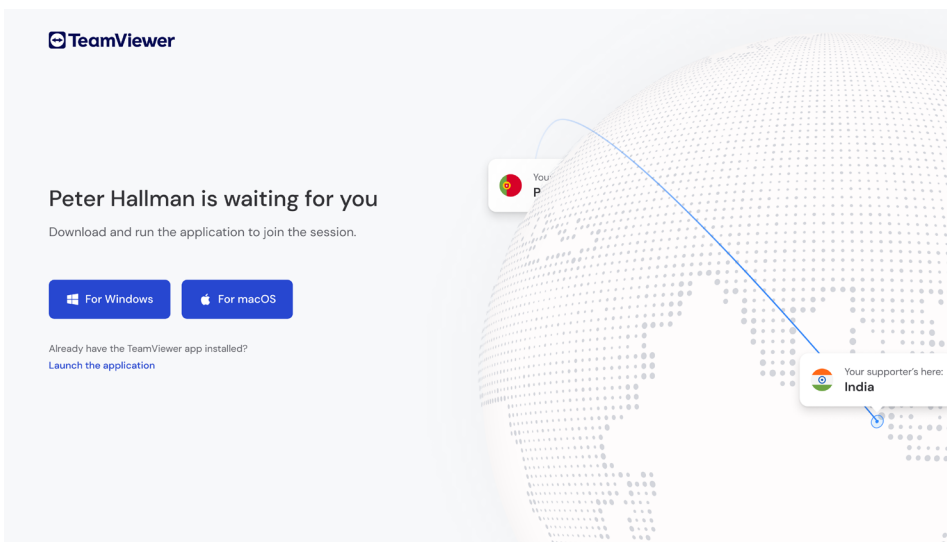| 256-bit AES Encryption	Two-Factor Authentication	Brute Force Protection	Scam Protection	Allow- and block-list

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.

TeamViewer

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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