



Easily access, support, and manage **all your endpoints**

TeamViewer Tensor: The advanced remote connectivity platform that's secure, flexible and integrated.



Devices are everywhere. How do you keep control of them?

In large organizations today, there are so many endpoint devices. From phones and computers to retail POS systems, servers, production machinery, and industrial control systems. Accessing, supporting, and managing such a wide variety of devices across multiple locations is a huge challenge.

Remote connectivity solutions have been a game-changer for IT teams, increasing the visibility and control they have over endpoints, while also saving time and cutting travel costs.

But challenges remain. For example:

- How do you ensure remote connections don't compromise network security?
- How do you handle the increasing diversity of endpoints and their different operating platforms?
- How do you reduce the 'toggle tax' (the need to switch between lots of different applications) for your teams?
- As your needs change or grow, can your remote connectivity solution adapt and scale?



135k

endpoints: the average number organizations manage¹



67%

of IT leaders have trouble balancing security and business objectives²



4h

the time each week workers waste switching between different systems³

¹'Managing Risks and Costs at the Edge' report 2022 — Ponemon Institute (adaptiva.com)

²Salesforce IT report 2023

³Harvard Business Review, 2022: How Much Time and Energy Do We Waste Toggling Between Applications? (hbr.org)

Oversee and protect all your IT and OT environments — from anywhere

Remote connectivity software shouldn't leave you compromising on security or struggling with multiple, disjointed systems. That's why we've unified enterprise-grade security, high-end performance, and deep system integrations into one advanced remote connectivity platform: TeamViewer Tensor.

Experience remote connectivity that is:

Secure

Implement end-to-end security across your remote access infrastructure with a single platform. Ensure consistent, scalable, and reliable protection no matter where or how your teams connect.

BITSIGHT



Flexible

Centralize IT operations by managing diverse technologies in a single, cloud-based platform. Tensor is designed to scale quickly and cost-effectively without the need for extra hardware, and maintain high-quality connections — even when endpoints or users grow rapidly.

Integrated

Unify your UEM, ITSM, CRM, and RMM systems to give your team a 360-degree view of each endpoint and user. Tensor's powerful integration ecosystem means smoother workflows, more accurate root cause analysis, and faster resolutions.

**TeamViewer Tensor is already used by over 4,000 customers.
And 98% of our customers would recommend us.**



Powerful capabilities for complex infrastructures



One platform for everything

With its unique, global network of routers and robust, cloud-based infrastructure, Tensor can handle simultaneous connections to thousands of IT and OT endpoints. It supports all the main operating systems (Windows, macOS, Linux, Android, iOS), enabling you to centrally manage diverse technologies through a single platform.



Easy web-based access

Tensor's web client allows you to start a remote access session right from your browser, without needing to install any software. This means you can deal with urgent issues quickly, even outside regular office hours.

“Thanks to its remote support functionalities, our team can connect to and service all our stores from a single point”

— Specsavers



Your remote access ‘rule book’ — Conditional Access

Stay fully protected while keeping your critical systems operational. You can set precise, granular access rules for every team member and vendor, so you can prevent unauthorized connections from unmanaged or misconfigured devices. With Conditional Access, you ensure compliance, simplify network management, and maintain network integrity.



Simple and secure access — Single Sign-on (SSO)

With SSO, you can reduce password fatigue for your team while also strengthening your security posture and making user management simpler. For instance, you can restrict access to those with corporate email addresses, and centralize password control through your identity service provider.



**Customized connections – Bring Your Own Certificate (BYOC)**

BYOC ensures connections adhere to your internal security policies. Protect sensitive information by creating your own certificates and private keys, and manage and update certificates autonomously without relying on third parties.

**Time-saving integrations**

With over 25 integrations, you can connect data between previously siloed systems to save time and make more informed IT decisions. Tensor integrates seamlessly with popular services and solutions, like ServiceNow, Zendesk, Microsoft Intune, and many more, so you can start a remote session from within familiar interfaces and stop switching between apps.

“TeamViewer is already one of the most famous remote help tools out there. But its integration with Intune is just magic to any support handling their business with MS Intune.”

— G2 customer review

**Full transparency**

Monitor all remote activity so you can quickly identify anomalies, maintain strict compliance, and make data-driven decisions. Tensor’s audit and session log capabilities record all activities within remote sessions and administrative settings, and provide your security team with reports.

**Efficient user management**

Reduce administrative complexity and save time on user management. You can automate user creation, updates, and deletions, and organize users into groups for bulk changes to permissions.

Empower your team to handle the most demanding and complex tech challenges with ease

To find out more about Tensor and how it provides more secure, flexible and integrated remote connectivity, talk to one of our experts today.

Let's talk



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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