Speakers today

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TeamViewer
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Agenda

Cyber Security 2021

Covid19 and Work From Home has created new threats

- Organizations were challenged to quickly and securely get their staff to work from home

- The adoption of digitalization in many enterprises has accelerated - resulting in new risks:

  - Remote workers not (always) connected to the company network

  - Use of potentially insecure collaboration solutions

  - Lack of co-worker conversations increases success rate of phishing mails

88%	**8 out of 10**	**68%**	**$3,68 Mio**
of organizations experienced phishing attempts	companies say they have no cyber security expert	of business leaders feel their cyber security risks are increasing	Average cost of a data breach
(Source: State of The Phish 2020 Report)	(Source: Hiscox Cyber Readiness Report 2021)	(Source: Accenture Cost of Cybercrime Study)	(Source: IBM Cost of a Data Breach Report 2020)

> Security support for Remote Work is here to stay

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1 TeamViewer

TeamViewer is the global leader in remote connectivity
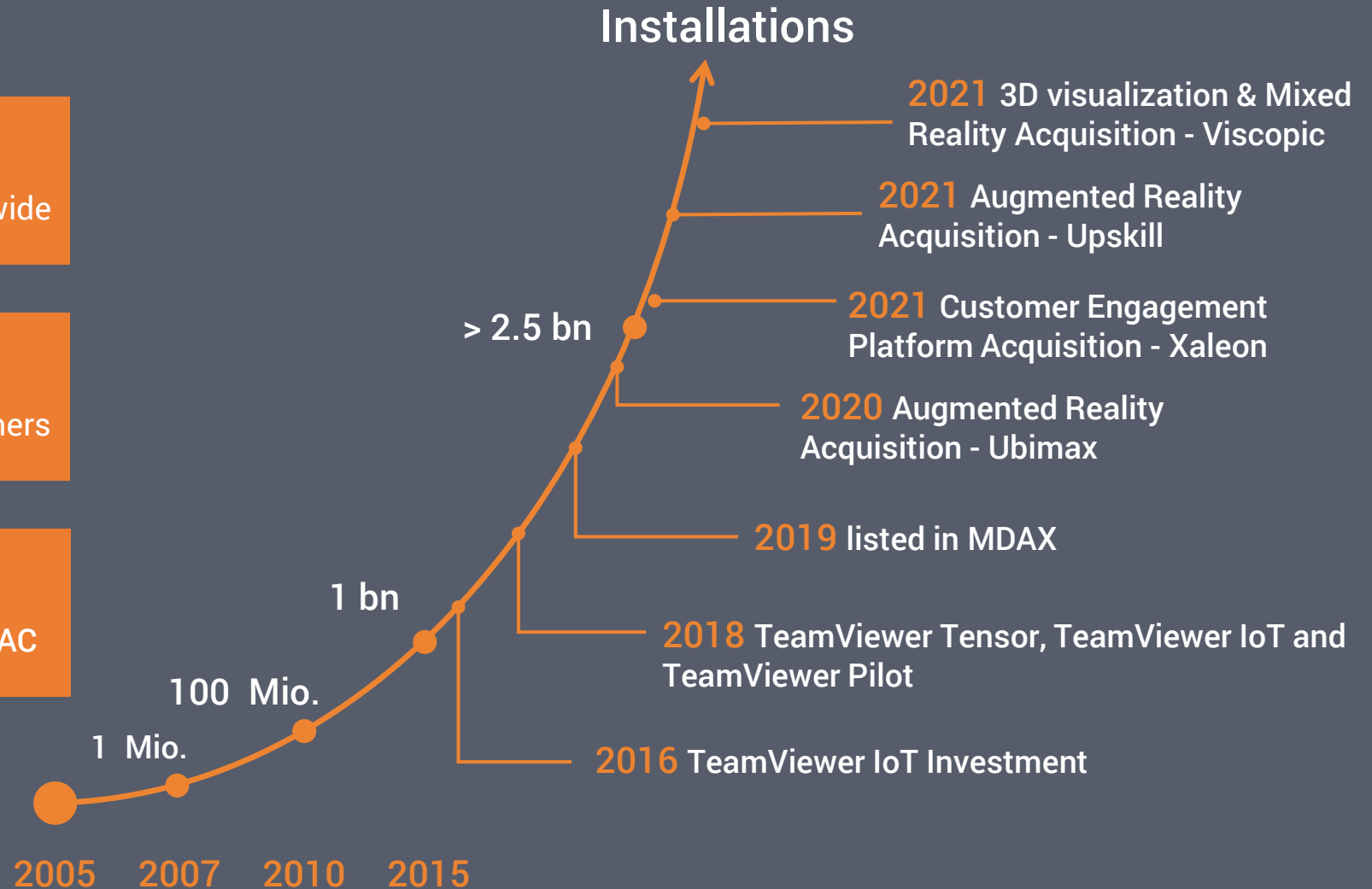
Installations

>320m
Active Endpoints

>1,400
Employees worldwide

>600k
Subscribers

> 1,650
Enterprise Customers

Headquarter
Göppingen, GER

Offices in
EMEA, USA & APAC

2021 3D visualization & Mixed Reality Acquisition - Viscopic

2021 Augmented Reality Acquisition - Upskill

2021 Customer Engagement Platform Acquisition - Xaleon

2020 Augmented Reality Acquisition - Ubimax

2019 listed in MDAX

2018 TeamViewer Tensor, TeamViewer IoT and TeamViewer Pilot

2016 TeamViewer IoT Investment

> 2.5 bn

1 bn

100 Mio.

1 Mio.

2005   2007   2010   2015

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TeamViewer Solutions Suite

Connect. Engage. Support. Enhance. Manage.
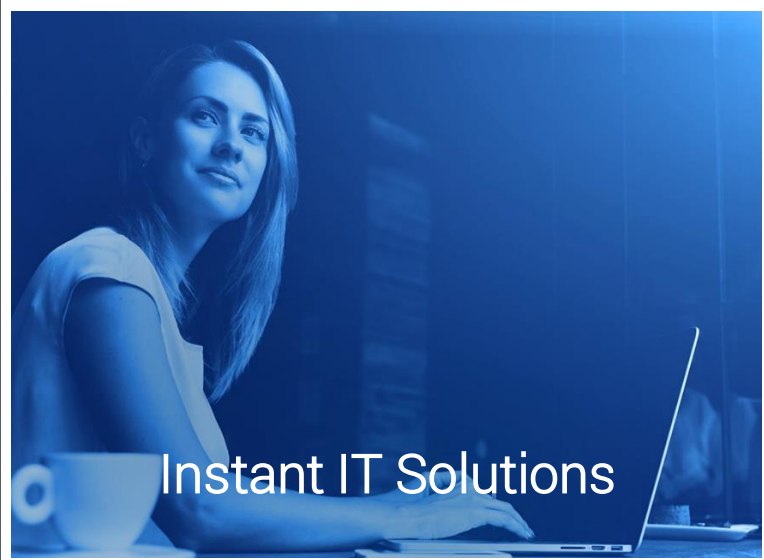
Instant IT Solutions

Boosting productivity with out-of-the-box remote access and support, secure videoconferences, remote IT management, and AR assistance.
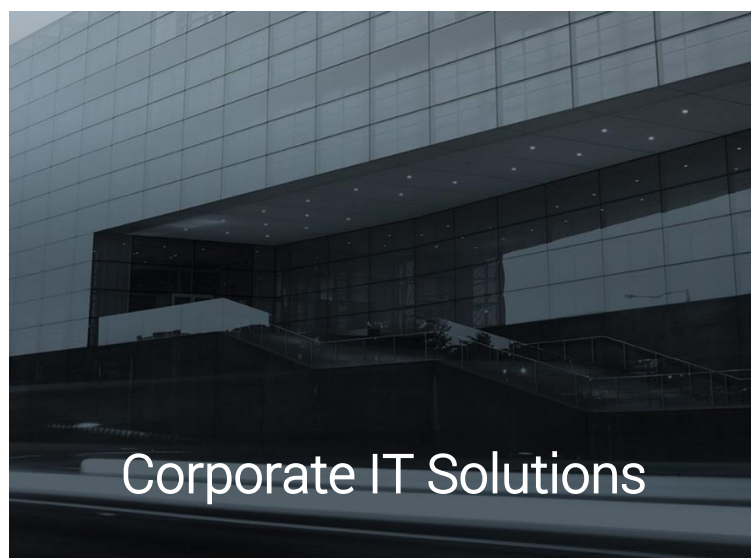
Corporate IT Solutions

World-class services with cross-platform IT support, universal remote access, and seamless customer-first engagement solutions.

Industry 4.0 Solutions

Digitally enhance, support, and transform industrial processes and workflows across the entire value chain with AR and IoT solutions
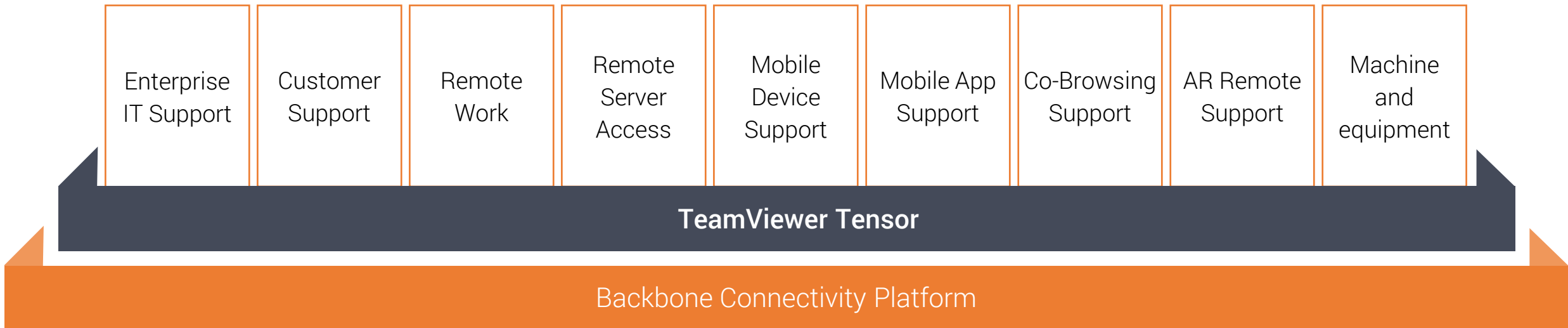
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Secure, highly reliable, truly global connectivity platform

| Enterprise IT Support | Customer Support | Remote Work | Remote Server Access | Mobile Device Support | Mobile App Support | Co-Browsing Support | AR Remote Support | Machine and equipment |

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Backbone Connectivity Platform

Large Network
~1,000 routers

100% Cloud
Massively scalable

Zero
knowledge-based

High Security Standard
Two-factor authentication

Highest Quality
5-star quality seal

Reliable
99.9% uptime

Low Latency
connection across

TeamViewer Tensor Use-cases Overview

Remote Support
Keep employees productive and frustration-free, help solve their IT problems faster with real-time remote support across platforms and devices.

Remote Access
Manage, maintain, and remotely control servers, machines or other devices from anywhere, anytime for fast troubleshooting to minimize downtime.

Remote Work
Empower your employees to work securely from anywhere, anytime. Give your teams access to desktops, corporate servers, network files, and enterprise systems — without requiring a VPN.

Remote Monitoring & Management
Boost your IT efficiency and centrally manage, monitor, track, patch, and protect your computers, devices, and software — all from a single platform.

Mobile App Support
Optimize your mobile app support services by integrating TeamViewer remote access and remote control functionalities seamlessly into your mobile apps.

AR Remote Support
Enhance your remote support with augmented reality real-life support and enable experts to solve problems remotely by examining the issue through the smartphone camera.

Customer Engagement
Support your website users with secure screen sharing co-browsing and chat technology.

Videoconferencing & Collaboration
Stay connected to your contacts and teams through secure videoconferencing and VoIP calls, instant chat, screen sharing, and more across devices and platforms — anywhere you meet.

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3 TeamViewer Tensor Security Highlights

TeamViewer Tensor Security

Secure, reliable infrastructure, technology and processes

RSA 4096 RSA private/public key exchange

256 Bit AES session encoding

SOC2 Certified and Compliant

ISO 27001 Certification

HIPAA Compliant

Brute Force Protection

Enforced Password Reset

https/SSL Protocol

Security Screen

Centrally manage TeamViewer products and licenses

Patch Management

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TeamViewer Tensor Single Sign-On

Enforce your password and multi-factor authentication policy

- Apply your corporate password authentication policies and rules

- MFA works the same way for BYOD devices used externally as it works on prem – requiring application authentication

- WFH employee needs to use his company credentials to access any on premise devices and applications

- Grant or revoke access rights instantly for incoming or leaving employees

- Instantly set and re-set account credentials remotely

- IT department can manage the whole company IT infrastructure from at home too

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TeamViewer Tensor Conditional Access

Prevent unauthorized remote access and align with corporate security policies

- Define and enforce access rules at user/account, group or device level

- Central management & control of all incoming and outgoing connections

- Restrict the type of connection (Remote Access, File Transfer, Meeting) down to the individual

- Rule based engine, like a firewall for your corporate network

- Compatible to all the integrations based on session code

- Private, secure cloud, exclusive to the customer, serviced by TeamViewer

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TeamViewer Tensor Enterprise Reporting & Audit

Document all activities and have a complete audit trail

- Log all relevant actions (who, what, where, when) associated with a remote session

- Trace as well all actions taken in the management console (add/delete user, rights management)

- Centrally manage and restrict who has access to captured logs

- Search for specific events (user, data, session, action taken)

- Ability to integrate into existing 3rd party audit environments through API

- Zero-knowledge network ensures data privacy at all points.

TeamViewer Tensor Mass Deployment

Deploy at scale, manage effortlessly, increase end user satisfaction

- Silent rollout with no end user disruption, including unattended rollout

- Complex, multistep tasks can be scripted to eliminate manual processes

- Pass on existing account assignment from systems that leverage MSI packages

- Go beyond the desktop provisioning to mobile devices through RMM systems

- Large-scale deployment to tens of thousands devices in hours, not weeks
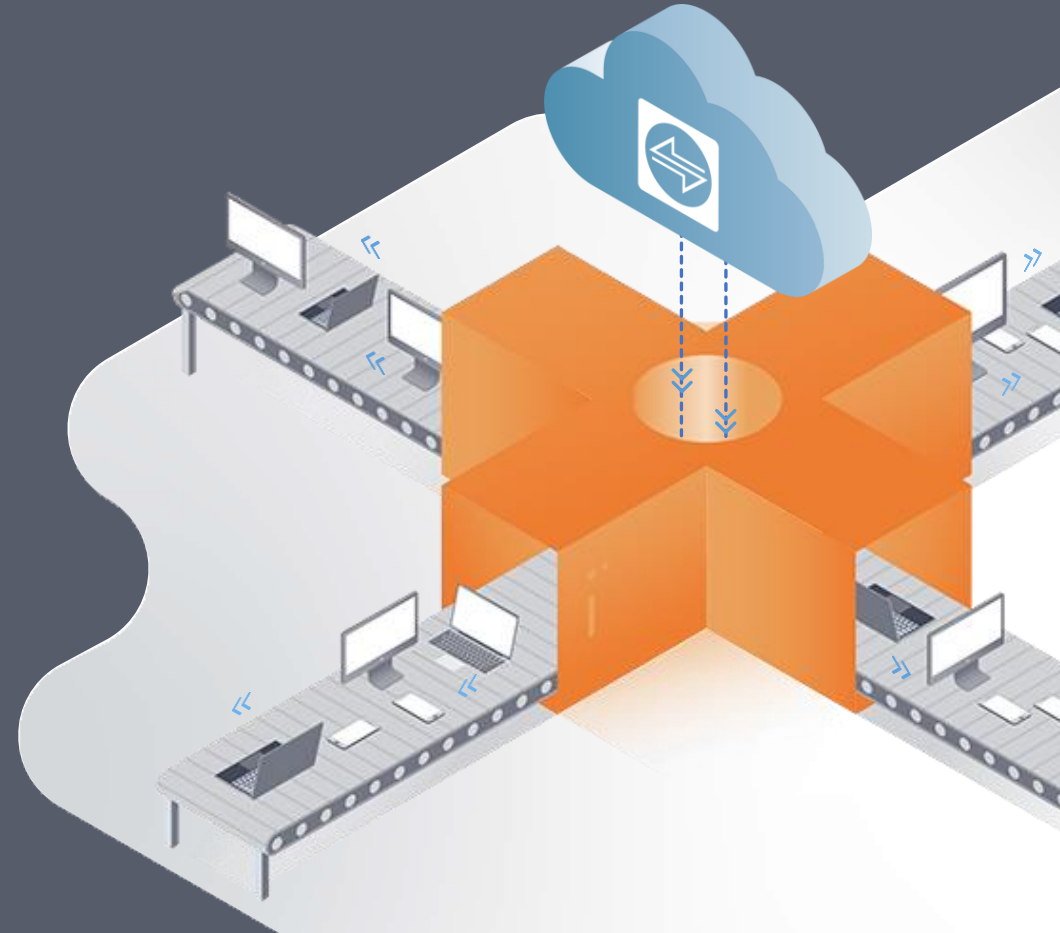
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Endpoint Protection by TeamViewer

Advanced Cyber Defense – powered by Malwarebytes

Advanced cyber defense for SMBs and Enterprises. Forward-thinking malware protection against viruses, trojans, ransomware, as well as zero-day exploits – completely integrated into TeamViewer.

Malwarebytes | TeamViewer

Malwarebytes Endpoint Protection

Malwarebytes Endpoint Detection & Response

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Endpoint Protection by TeamViewer

Malwarebytes Endpoint Protection

- **Complete Malware Protection:**
  Viruses, Trojans, spyware, ransomware, etc.

- **Behavior Based Blocking:**
  Near real-time identification of malicious behavior.

- **Zero-Day Exploit Protection:**
  Protection against unknown vulnerabilities.

- **One-and-done Remediation:**
  Thorough removal of infection and artifacts.

- **Web Protection:**
  Malicious websites, malvertising, scammer networks, suspicious links, download of unauthorized programs and making unapproved modifications

- **Real-Time Protection:**
  Every file that is accessed or modified is checked instantly for potential threats.

Protect your devices and servers against malware, zero-day exploits, suspicious activity and more!

Signature-based + signature-less Malware protection

Zero-day Exploit Protection

Machine-learning

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Endpoint Protection by TeamViewer

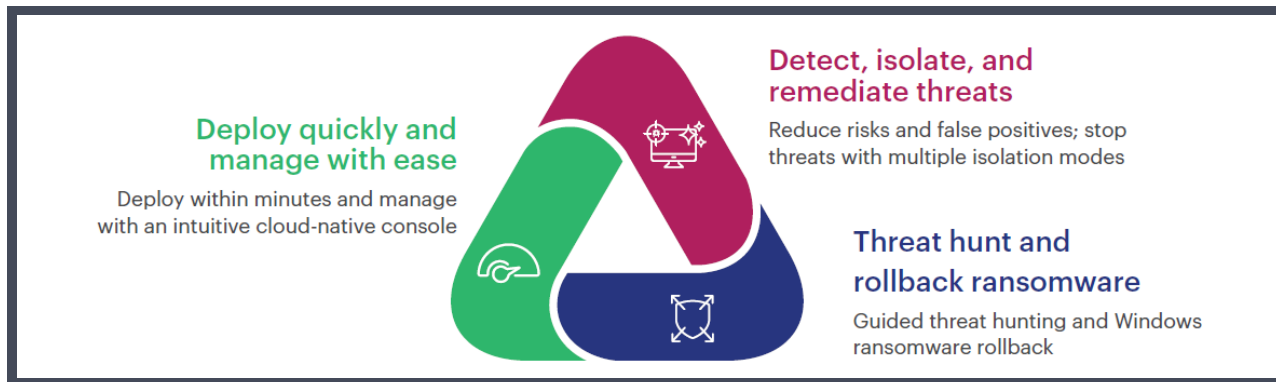## Advanced Cyber Defense – powered by Malwarebytes

- **Attack Isolation:**
  Isolate endpoints to halt the potential spread of threats

- **Automated Remediation:**
  Locate and reverse all changes including artifacts as well as PUMs and PUPs.

- **Ransomware Rollback:**
  Rollback of encrypted, deleted or modified files for up to 72 hours after the infection.

Enterprise-powerful and SMB-friendly threat **detection, isolation, and remediation** to quickly and efficiently respond to threats.

Full Endpoint Protection

Advanced Remediation

Isolation Modes and Ransomware Rollback

Deploy quickly and manage with ease
Deploy within minutes and manage with an intuitive cloud-native console

Detect, isolate, and remediate threats
Reduce risks and false positives; stop threats with multiple isolation modes

Threat hunt and rollback ransomware
Guided threat hunting and Windows ransomware rollback

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Patch Management

Automatic Software Vulnerability Detection and Patching

Detect Vulnerabilities

Gain visibility into your network by automatically detecting vulnerabilities due to outdated software.

Deploy Patches

Deploy patches for Operating Systems and 3rd party applications policy-driven and automated.

Integrated in TeamViewer

Effortlessly roll-out your new patch management solution to your entire network with a few clicks.
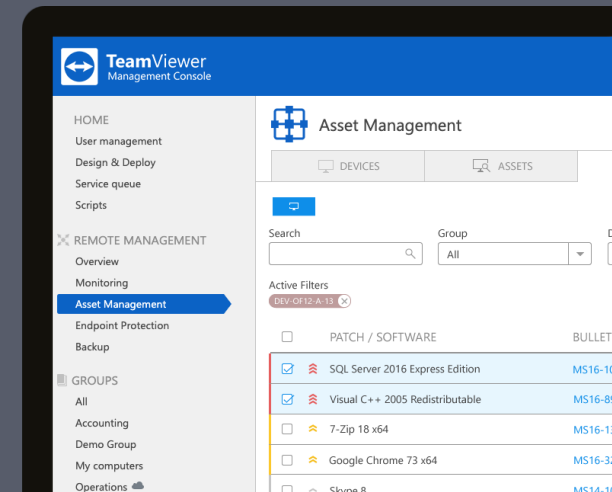
Windows Updates

3rd Party Applications

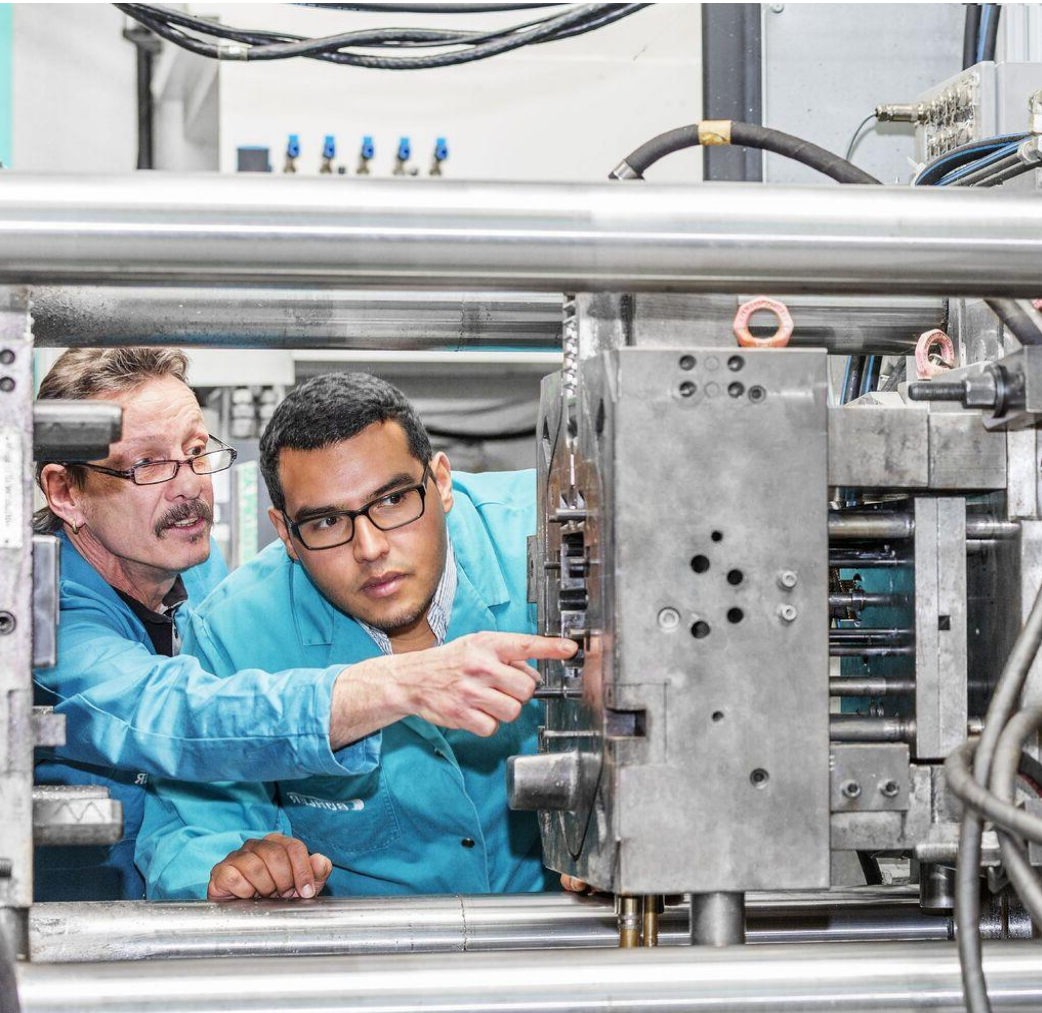Custom Policies

Automation

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4 **TeamViewer Tensor Customer Examples**

Always close to the customers:

Worldwide start-up and support of plants

BÜHLER

With TeamViewer Tensor the Bühler Group ensures the food production for two billion people up and running.

- ✓ Remotely install and operate plants globally

- ✓ Customer remote support with > 1,000 technicians in 157 locations (>140 countries)

- ✓ Reliable + fast troubleshooting = reduced downtimes for customers.

- ✓ Extra layer of security with Conditional Access

- ✓ Significant savings in travel costs

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Establish VPN-independent help desk:

Keep business running in pandemic

Sharp keeps employees and the company productive with remote IT Support

- IT support for staff (>2,500 employees) 100% working from home

- Keep user accounts up-to-date, enforce security policies and simplify log-in for users with Single Sign-On

- Improved security: All remote connections are centrally managed and fully controlled.

- Service requests can be quickly and efficiently resolved remotely, regardless of the status of the VPN connection.

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Leading global car manufacturer:

360° Support platform

- Support of mobile apps: Provide convenient and immediate support to car owners directly in the mobile app > Reduced call time from 20 minutes to 7

- Website support: Use Co-Browsing to offer secure and instant support for websites (e.g. car configurator)

- Remote and augmented reality assistance: Support of mechanics at car repair shops and remote support of diagnostic devices

- Internal IT support: Improved problem resolution time

- Future outlook: In-Car Support directly on the dashboard of the cockpit

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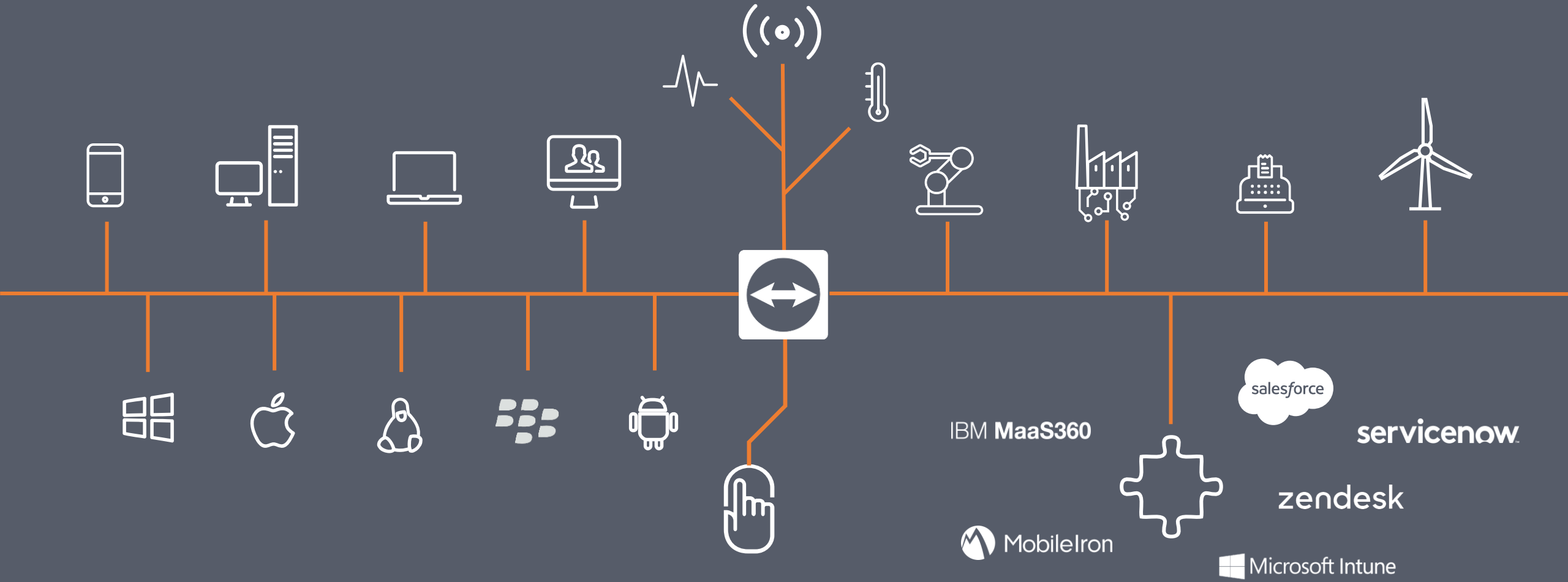Tensor

Multinational retail group:

IT support of stores & storage facilities / Managed registers at POS

- ✓ Support of devices: access and manage > 100,000 devices (PCs, phones, tablets) in headquarter and stores

- ✓ Assistance of workers: Augmented Reality to assist in storage facilities and stores

- ✓ Remote control of POS terminals: IoT to control, monitor and manage registers globally (> 45,000)

- ✓ Control of advertising screens: Central management of s creens in stores

- ✓ Remote monitoring and alerting of system states for > 5,000 devices

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We Deliver Business Connectivity Across The Enterprise

Connecting Anyone, Anything, Anywhere, Anytime

IBM **MaaS360**

salesforce

servicenow

zendesk

MobileIron

Microsoft Intune

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