Agenda

1 **Introduction**
TeamViewer and Use Case Overview

2 **Why TeamViewer Tensor**
Scale, Manage, Secure, Enhance

3 **Feature Spotlights and Use cases**
How to get the most out of TeamViewer Tensor

4 **Corporate to TeamViewer Tensor**
Start your C2T journey today!

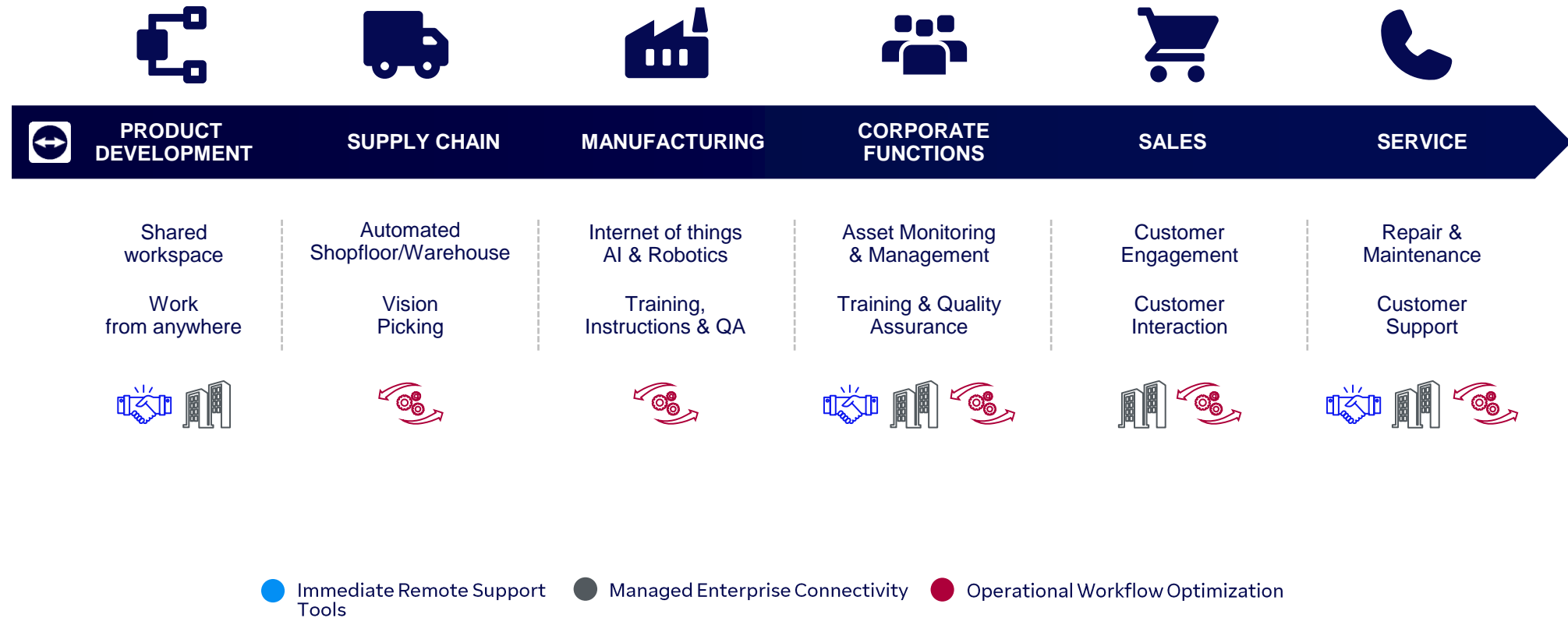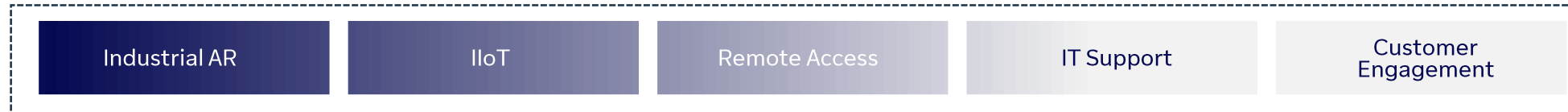**5** **Q&A**
Get in touch, learn more

TeamViewer

Across the Entire Value Chain

PRODUCT DEVELOPMENT	SUPPLY CHAIN	MANUFACTURING	CORPORATE FUNCTIONS	SALES	SERVICE
Shared workspace	Automated Shopfloor/Warehouse	Internet of things AI & Robotics	Asset Monitoring & Management	Customer Engagement	Repair & Maintenance
Work from anywhere	Vision Picking	Training, Instructions & QA	Training & Quality Assurance	Customer Interaction	Customer Support

- 🔵 Immediate Remote Support Tools
- ⚫ Managed Enterprise Connectivity
- 🔴 Operational Workflow Optimization

The Platform

Industrial AR	IIoT	Remote Access	IT Support	Customer Engagement

TeamViewer Enterprise Digitalization Platform
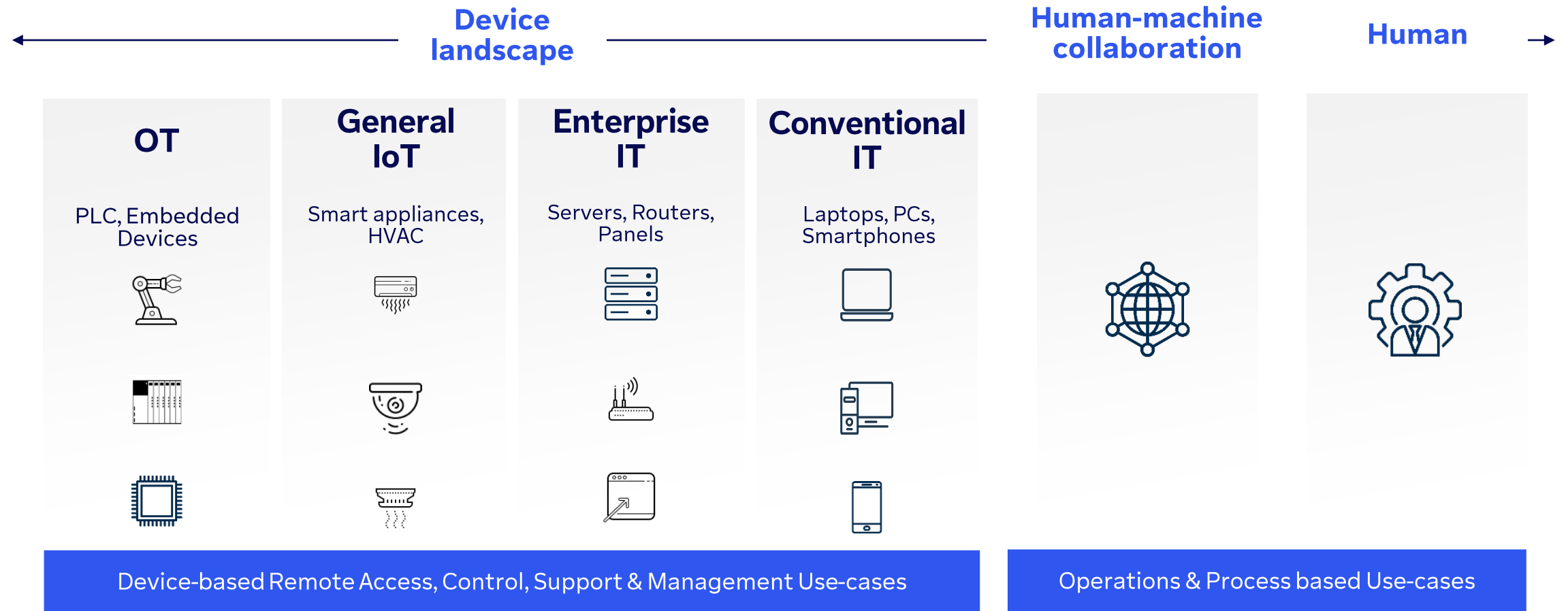
✓ Single-Sign-On   ✓ Conditional Access   ✓ Two-Factor Authentication   ✓ Attended Access   ✓ ISO 27001, SOC
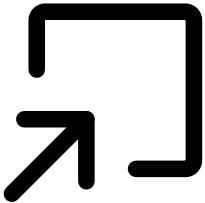
API for Connectivity

Global Access Network

Large Network ~1,000 routers

100% Cloud Massively scalable infrastructure

Secure End-to-end encryption

High Security Standards Two-factor authentication (2FA)

Highest Quality 5-star quality seal
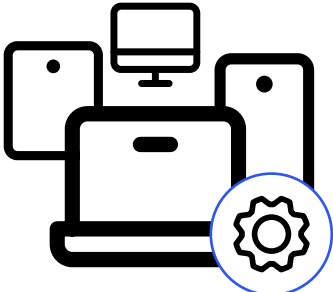
Reliable >99.9% uptime

Low Latency connection across

Support Is No Longer Restricted to Devices

Device landscape ← →

Human-machine collaboration

Human →

OT	General IoT	Enterprise IT	Conventional IT
PLC, Embedded Devices	Smart appliances, HVAC	Servers, Routers, Panels	Laptops, PCs, Smartphones

Device-based Remote Access, Control, Support & Management Use-cases

Operations & Process based Use-cases

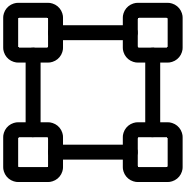# Classical IT & Emerging Use-Cases
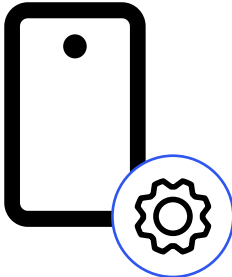
Remote Access
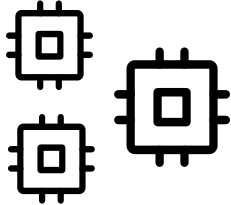
IT Asset Management

End Point Protection

Remote Support

Mobile Device Support

Embedded Devices

TeamViewer Tensor

TeamViewer Tensor enables organizations of all

OT Device support   IT Device support   Human-centric

Embedded Devices   **Enterprise IT**   **Classical IT**   **AR Remote Support**   **Digital Customer Service**

TeamViewer Enterprise Digitalization Platform

🛡 API for Connectivity   🛡 Integrations   🛡 SDK

Global Access Network

Large Network ~1,000 routers | 100% Cloud Massively scalable infrastructure | High Security Standard Two-factor authentication and end-to-end encryption | Reliable >99.9% uptime | Low Latency connection across

TeamViewer Tensor

Single Sign-On

Mass Deployment

Scalability

Security

Conditional Access

Managed Device 2.0

Audit Log

Enterprise Readiness

Co-Browsing & Chat

Mobile SDK

Control

Productivity

Enterprise Licensing

Multitenancy

Reach API
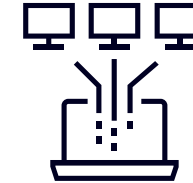
TeamViewer Tensor Features & Benefits

Conditional Access
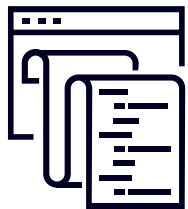Prevent unauthorized connections and create secure support experiences at scale.

Single Sign-On (SSO)
Enable secure and seamless access to TeamViewer Tensor via SSO.

Multitenancy
Simplify license sharing and management across central and satellite IT orgs.

Auditability
Comprehensive logging and reporting of all incoming and outgoing connections for audit, compliance and governance purposes.

Mobile SDK
Ensure you can provide in-app support in a scalable, secure manner with Mobile SDK.

User Groups & Roles
Manage large scale IT groups, departments and employee workforce in an easy, intuitive manner.
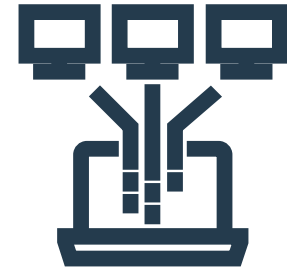
Feature Spotlights & Specific Use Cases

Conditional Access

Single Sign On (SSO)

Auditability

Integrations

Benefits | Conditional Access

Prevent unauthorized remote access and support

Enforce
Define and enforce access rules at all levels

Centralized
Manage centrally and control incoming & outgoing connections

Restrict
Connection types, file transfers at an individual, granular level

Rule-based
Supplement your existing firewall with our rule-based access framework

Benefits | Single Sign On (SSO)

Enforce your password and multi-factor authentication policy

Streamline

Enable users to seamlessly login in with existing SSO credentials

Security

One set of credentials mean less number of attack surfaces for hackers to exploit

Compliance

Greater security and compliance via one set of credentials and tighter control

Employee Satisfaction

Enhance employee satisfaction and improve usability across your application landscape

Benefits | Auditability

Complete audit trail of your support experiences

Compliance

Granular reports and logs on connections ideal for audit and compliance requirements
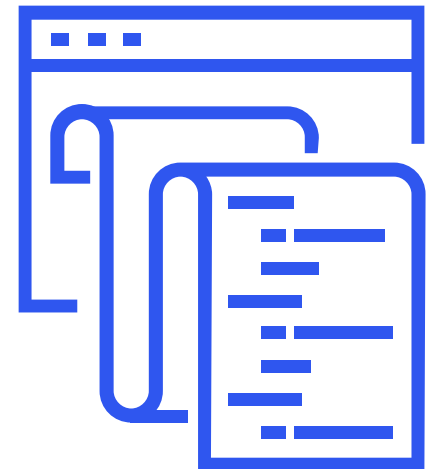
Regulations

Maintain and prove compliance across HIPAA, GDPR, TISAX and many other regulations

Reputation

Safeguard IT departments against inaccurate claims and safeguard reputation

Risk

Identify and prioritize risks through up-to-date information and reports in real-time

TeamViewer Integration Suite

Companies depend on a mix of **ITSM, CRM, UEM, RMM, OT** systems and technologies for their **business continuity** and daily operations...resulting in IT chaos that affects **support experiences** for your customers and employees
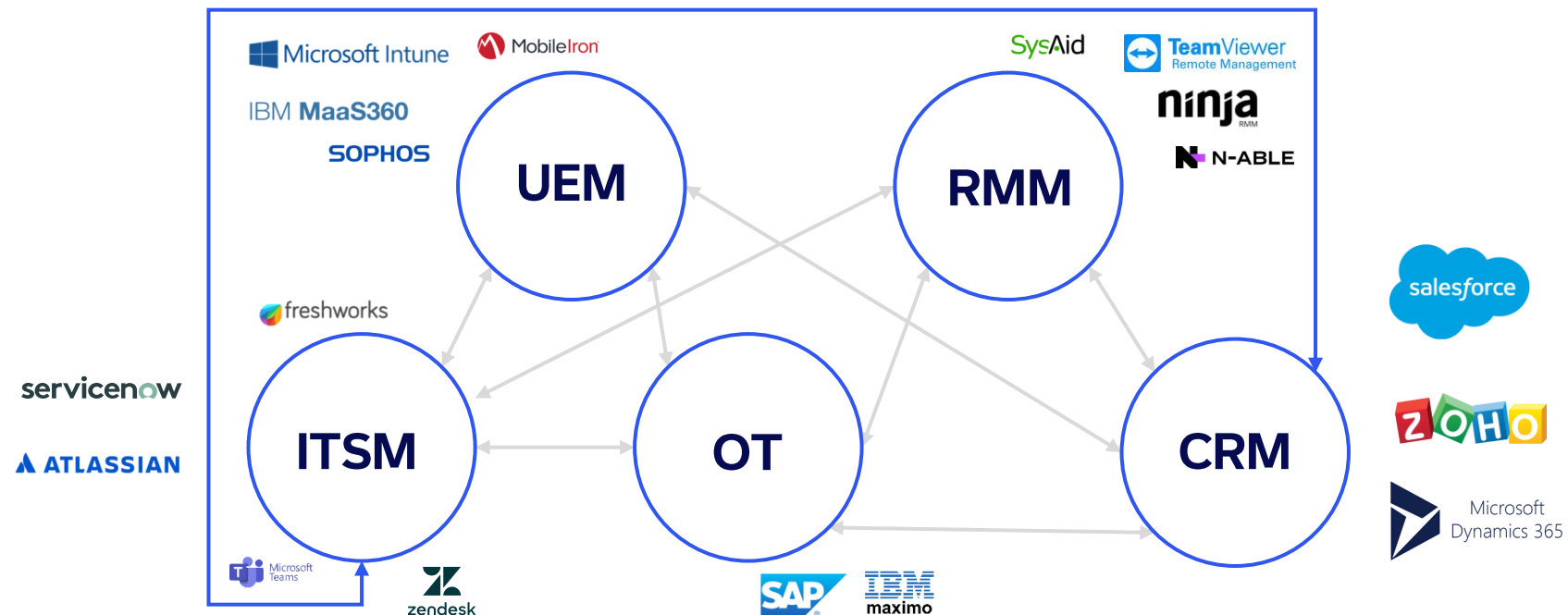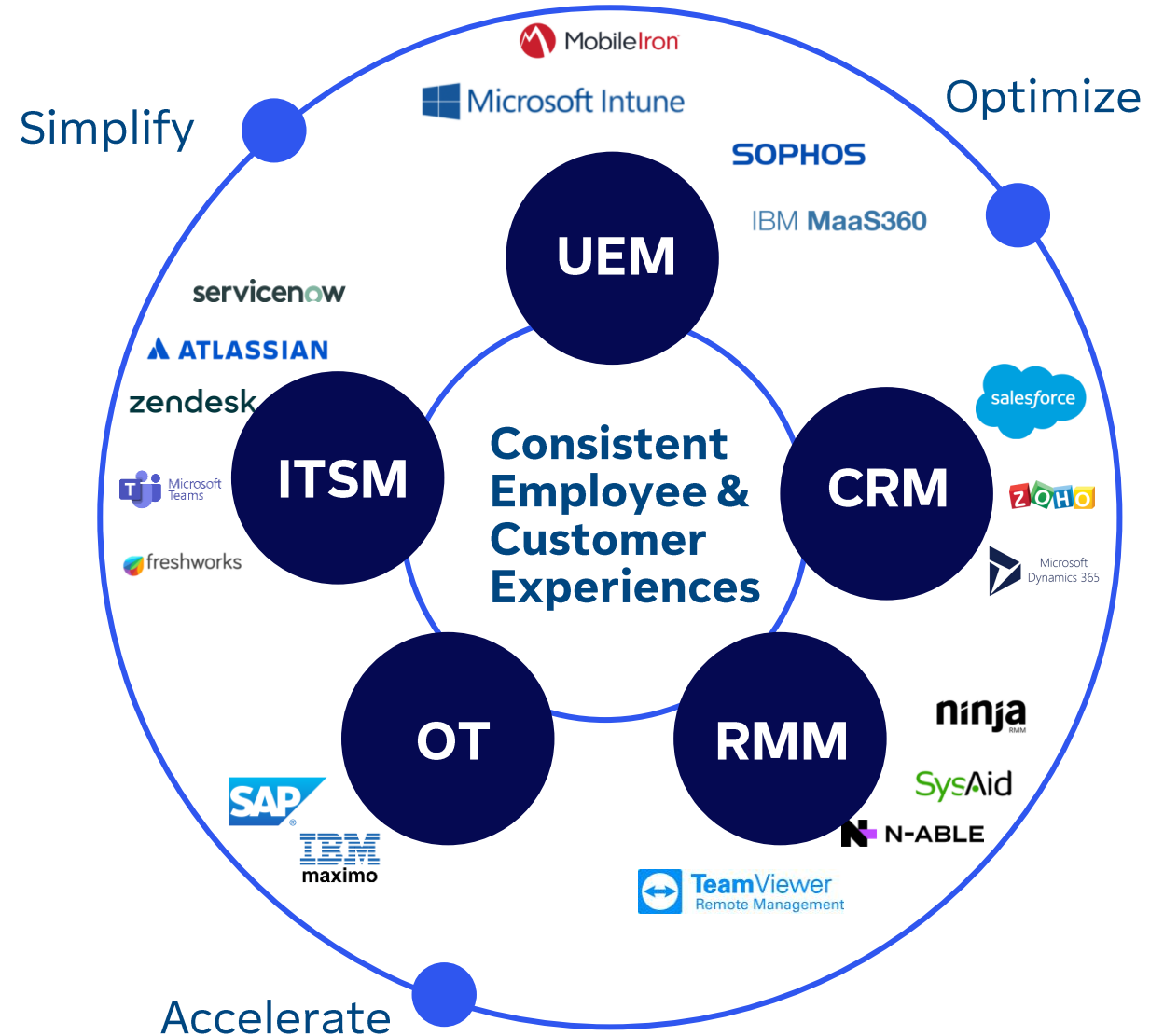
How it works

IT Organizations can **leverage TeamViewer Integrations Suite** that enables them to:

Simplify processes

Optimize operations

Provide **Secure & Fast** support

Across platforms, devices!

TeamViewer Tensor licensing overview

		Corporate	TeamViewer Tensor (Variants)		
License Model	Named user-based licensing with no limitations	Channels based with limitations on concurrent sessions	Named user-based licensing with no limitations		
User Type flexibility	How many users are allowed	N.A.	Full/Light Agent Remote Worker		
Limits	Connected devices	Unlimited	Unlimited	Unlimited	Unlimited
	Managed devices	500	Min. 2,500, 5000 or Unlimited*		
	Managed users	Unlimited	Unlimited		
Functionalities	Conditional Access	No	Standard/Premium routers		
	Single Sign On (SSO)	No	Yes. SAML 2.0 and SCIM.		
	Mobile Device Support (MDS)	only as Add-on	Yes		
	Auditability	No	Yes		
	Mobile SDK	No	Yes		
	Integrations	Standard	Enterprise-ready integrations		

What's included in TeamViewer Tensor?

All of these

Unlimited Channels
Mobile Device Support (MDS)
Same # of (Regular) Users
Same # of Managed Devices

+

Add-ons*

SSO	**Enterprise Integrations**
Auditability	**Conditional Access**
Multi Tenancy	**Mobile SDK**
Managed Groups (MD V2)	**IoT**

*Extend functionality of TeamViewer Tensor with Add-ons. Additional fees applicable.

Why TeamViewer Tensor | Manage Your Scale Securely

1 **Scale**
Support employees at office, remotely or on the move; partners and customers easily and operate at scale with ease.

2 **Secure**
Apart from our secure infrastructure we also have product-level security features such as Conditional Access routers, SSO to protect your people, devices from unauthorized access.

3 **Manage**
Support a wide array of devices, end points, servers across locations by managing scale effectively, efficiently and securely.

4 **Enhance**
Build your access, support, connectivity via existing platforms already in use at your company through our integration suite.

Our Security Framework

Overarching and applicable to all our products and solutions

TeamViewer

How we are assessed	Additional information and proof points	Specific Security Features

IT Security Assessment

TISAX®

A-LIGN HIPAA

ISO 27001 Certified

südcert ISO 9001:2015

AICPA SOC

Security Reports

BITSIGHT The Standard in SECURITY RATINGS

Read Report

AICPA SOC

Read Report

Data Protection & Privacy

TeamViewer recognizes its obligation of accountability for compliance with the principles of data processing according to Art. 5(2) GDPR.

GDPR Governance

TeamViewer has established a data protection organization within the company covering governance, policies, and procedures.

Trainings & Certifications

TeamViewer rolled out a structured and holistic data protection and privacy training program for enhancing awareness for GDPR and fostering a good data protection culture within the organization.

Secure by Design

- 4096-bit RSA End-to-end encryption
- 256-bit AES session encryption
- Two-factor authentication (TFA) for accounts
- Two-factor authentication for connections
- Secure Remote Password (SRP) Protocol
- Brute Force Protection

Security Features & Management for Enterprises

- Single Sign On (SSO)
- Conditional Access
- Conditional Access Router

Thank you for your attention!