



How customers benefit from TeamViewer Integrations

Webinar

Speaker Info



Maximilian Paetsch

Account Executive Enterprise
(DACH)

Specializing in logistics, IT and automotive & manufacturing, we want to give you an insight on how companies benefit from optimizing their processes with the help of TeamViewer integrations.



Silas Seyfang

Enterprise Solution Engineer
(DACH)

With over 5 years of experience, Silas has helped a lot of customers to successfully integrate and deploy our TeamViewer solutions across all areas of their business.



Fabian Schenk

Senior Demand Generation
Manager - EMEA

Fabian's profession lies in educating our customers and the market about TeamViewer's Remote Connectivity possibilities.

He will be our Webinar-Host for today.

Agenda

1

The Value of TeamViewer Integrated Experiences

An integrative approach

2

Customer Success - TeamViewer Integrations Suite in action

TeamViewer unifies global IT support at Henkel

3

So, let's have a look...

Demo time

4

Key Benefits and Takeaways

TeamViewer Integration Suite

5

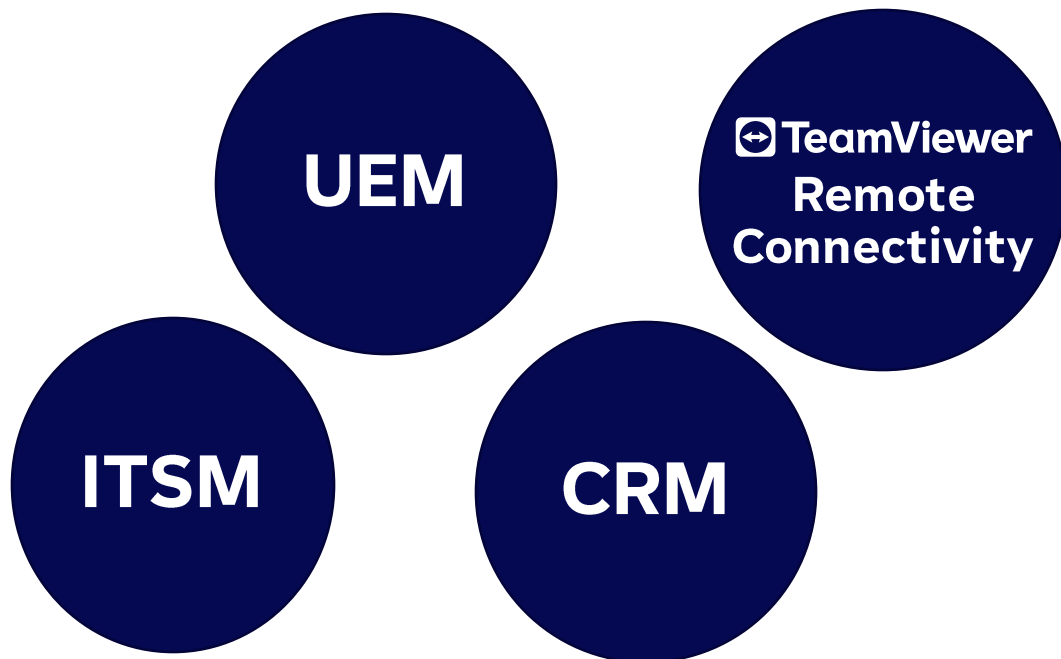
Q&A

We answer your questions

The Value of Integrated TeamViewer Experiences

Increasing complexity in IT operations...

Trending towards digitalization, more and more different kinds of IT applications are being used.



IT Service Management

- End-to-end delivery of IT services (internally and/or towards customers)
- Incident management (Helpdesk & troubleshooting)
- Service requests



Customer Relationship Management

- Document customer communication
- Sales & pipeline management
- Vendor management
- Demand planning



Unified Endpoint Management

- Manage & secure IT assets & applications
- Monitor device function, lifecycle & availability
- Deploy & update software centrally
- Wipe/lock lost or end-of-lifecycle devices

...leads modern organizations to various challenges

**Fragmented
Experiences**

**Organizational
Silos**

**Complicated
User Management**

Knowledge Gaps

**Slow
Processes**

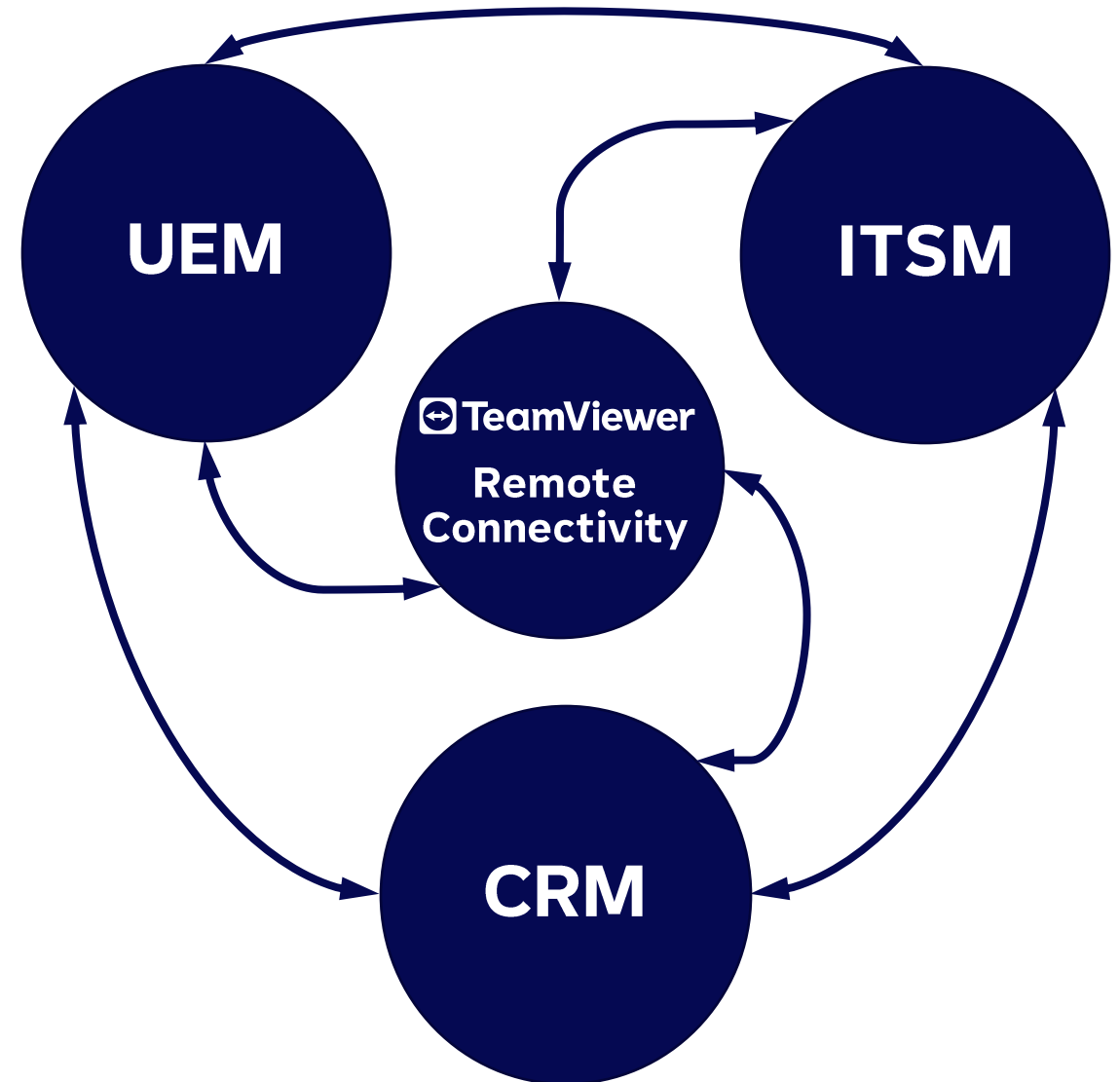
**Unprofessional
appearance towards
customers**

In an ideal IT world...

All these tools are easily accessible and connected to each other (integrative approach)

Benefits:

- Information & data are globally available
- Likelihood of organizational silos is reduced
- Business can operate faster and is more agile



Customer Success - TeamViewer Integrations Suite in action



TeamViewer unifies global IT support at Henkel

TeamViewer unifies global IT support at Henkel

“With TeamViewer, we now have a solution in place that covers all our remote maintenance requirements and significantly improves workflows for our IT experts. This has made our central IT support simpler, faster and more secure.”



Adrian Van Zyl

Product Owner Client & Mobility Operations @ Henkel

Henkel – Initial situation



servicenow

IT Service Management

Objectives:

- Establish efficient remote support workflows to ensure business continuity
- Ability to provide remote support directly from the incident management tool
- Cross-platform support for various operating systems



Role - & User Management

Objectives:

- Provision remote access possibilities with minimum effort
- Manage user permissions efficiently and centrally
- Enforce corporate authentication measures to maintain enterprise-grade security



Device Management

Objectives:

- Deploy customized TeamViewer modules and policies centrally
- Manage device-lifecycles and update devices remotely with ease
- Send remote support requests with one click from the main menu on the device view screen

Packages



Out of the Box ITSM & CRM - Integrations

| | |
|-----------------------|--------------------|
| ServiceNow Enterprise | ZenDesk Enterprise |
| JIRA Enterprise | Microsoft Dynamics |
| Zoho | Microsoft Teams |
| Slack | Salesforce |
| FreshWorks Enterprise | Cherwell |



Out of the Box Identity, UEM & MDM Integrations

| | |
|------------------|-----------|
| Azure AD | OKTA |
| Microsoft InTune | Apptec360 |
| Sophos Mobile | JamF |
| Manage-Engine | EloView |
| Mirandore | |



Out of the Box OT-Portfolio Integrations

| | |
|----------|----------------|
| MOXA | IBHsofttech |
| Synology | Vinci Energies |
| q.beyond | Advantech |
| QNAP | Alleantia |
| SAP | |

So, let's have a look...

 Demo time

Azure Integration Demo



Microsoft Azure

Home > TeamViewer > Enterprise applications > Enterprise applications | All applications >

SSO-TeamViewer | Overview

Enterprise Application

Properties

Name: SSO-TeamViewer
Application ID: e3ef7fac-1673-4d00-9d9a-e...
Object ID: 6931ee0-dfab-44b5-b11e-...

Getting Started

1. Assign users and groups
Provide specific users and groups access to the applications.
[Assign users and groups](#)
2. Set up single sign on
Enable users to sign into their application using their Azure AD credentials.
[Get started](#)

What's New

- Sign in charts have moved! The new insights view shows sign in info along with other useful application data. [View insights](#)
- Delete Application has moved to Properties You can now delete your application from the Properties page. [View properties](#)
- Getting started has moved to Overview The Getting Started page has been replaced by the steps above

Left Sidebar:

- Overview
- Deployment Plan
- Diagnose and solve problems
- Manage
 - Properties
 - Owners
 - Roles and administrators
 - Users and groups
 - Single sign-on
 - Provisioning
- Application proxy
- Self-service
- Custom security attributes (preview)
- Security
 - Conditional Access
 - Permissions
 - Token encryption
- Activity
 - Sign-in logs
 - Usage & Insights
 - Audit logs
 - Provisioning logs
 - Access reviews

TeamViewer Tensor

HOME

- Design & Deploy
- Service queue
- Event Logs
- Conditional Access
- Scripts
- Device update status

TEAMVIEWER ACADEMY

- Company administration
- User management
- Device management
- Multitenancy
- Role management **NEW**

REMOTE MANAGEMENT

- Overview
- Monitoring
- Asset Management
- Endpoint Protection
- Backup
- Web Monitoring

User management

USER MANAGEMENT | USER GROUPS | TRUSTED DEVICES

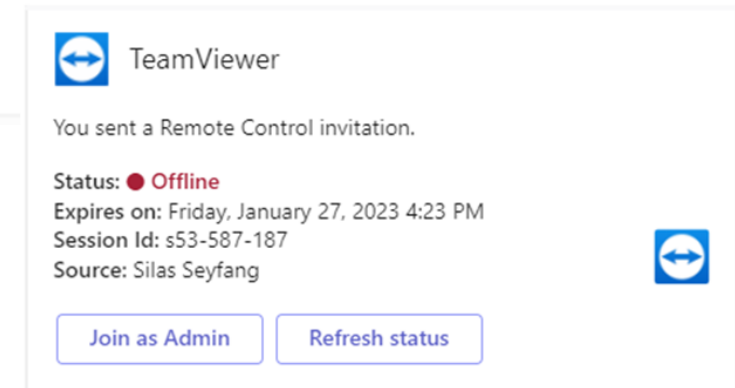
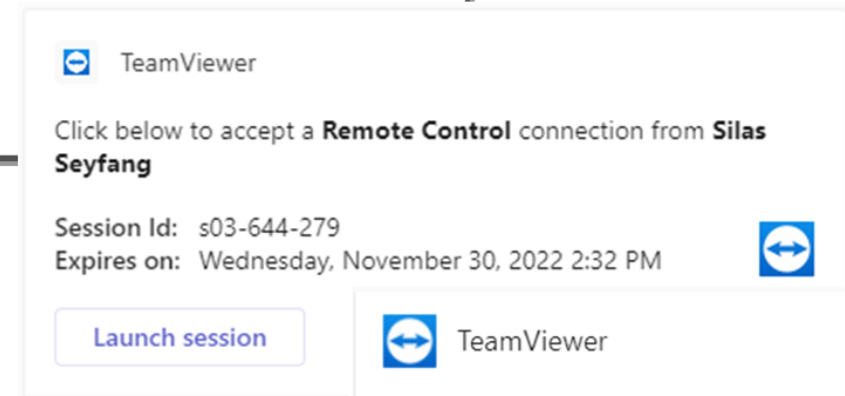
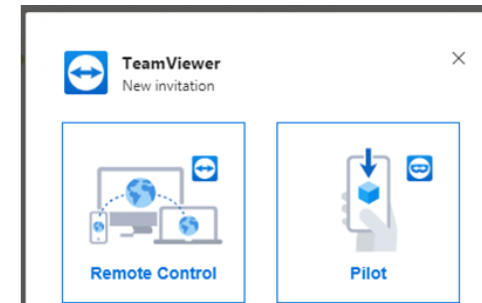
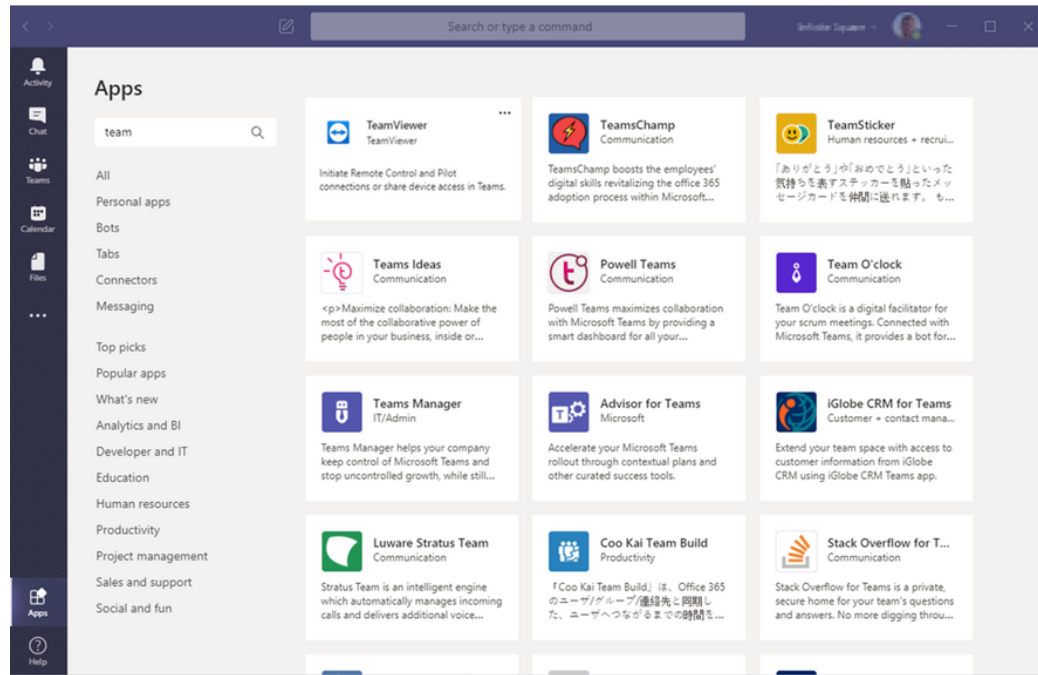
Search: [Search] User Status: Active, Pending Request | User Role: All | License: All | Show User Groups: ☒ | TFA Enforcement: All

USER GROUPS

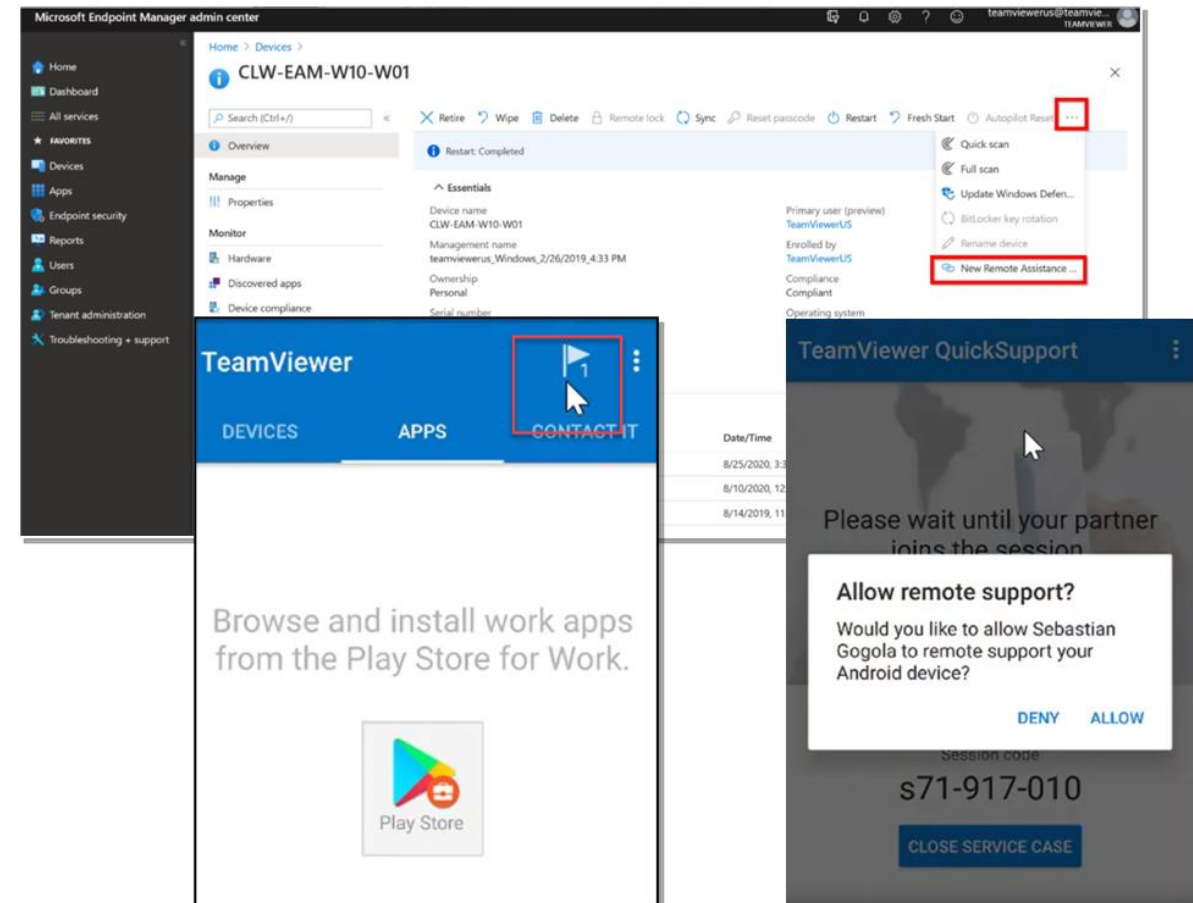
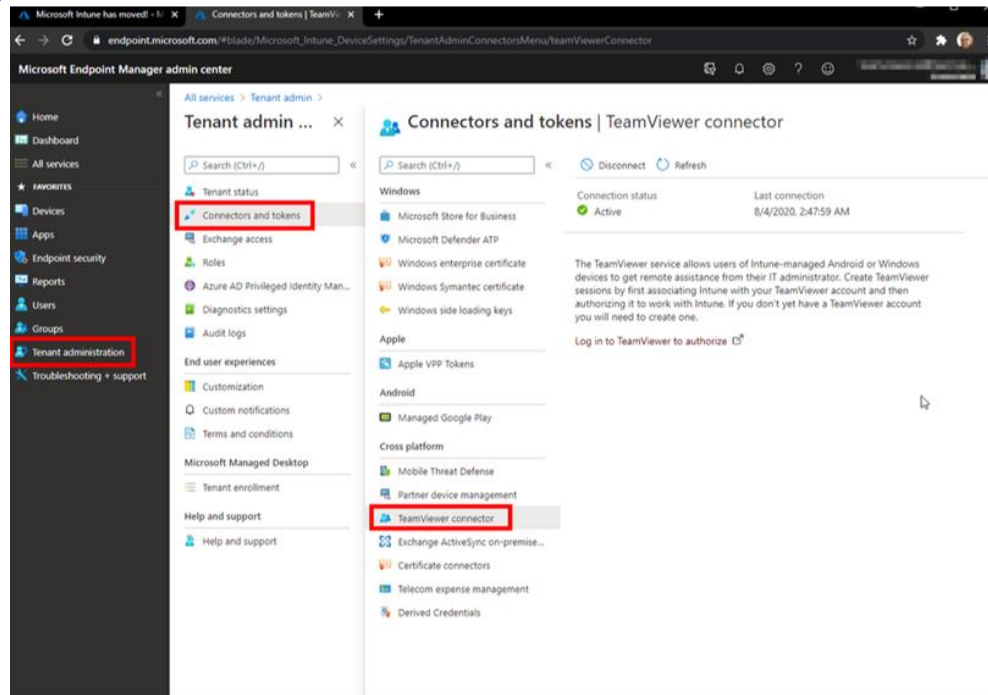
| | NAME | EMAIL | LAST ACCESSED | SERVICE CASE... | TFA / SSO | COMPANY A |
|--------------------------|---------------------|--|---------------|-----------------|-----------|-----------|
| <input type="checkbox"/> | Admin_ADsync | CompanyAdmin+EventLogs, Member with g... | 5 days ago | | SSO | |
| <input type="checkbox"/> | AdminTest | CompanyAdmin+EventLogs, Member with g... | 3 months ago | | SSO | |
| <input type="checkbox"/> | CompanyAdmin_ADsync | CompanyAdmin+EventLogs, PWchange, Use... | | ✓ | SSO | ✓ |
| <input type="checkbox"/> | Farids group | CompanyAdmin+EventLogs, PWchange | a month ago | ✓ | | ✓ |
| <input type="checkbox"/> | Global-Admin | CompanyAdmin+EventLogs, Member with g... | 7 days ago | | SSO | |
| <input type="checkbox"/> | IT-APAC | CompanyAdmin+EventLogs | 23 days ago | | SSO | ✓ |
| <input type="checkbox"/> | IT-EMEA | None | a month ago | ✓ | | ✓ |
| <input type="checkbox"/> | IT-NORAM | Company Admin | | ✓ | SSO | ✓ |

Microsoft Teams Integration Demo

Microsoft Teams



Microsoft Intune Integration Demo



Service Now Integration Demo

servicenow

servicenow Service Management

Filter navigator

Home

Incident - INC0010032

Number: INC0010032

Contact type: Phone

Caller: Kam Demo-User

State: New

Category: Inquiry / Help

Impact: 3 - Low

Subcategory: -- None --

Urgency: 3 - Low

Service:

Priority: 5 - Planning

Service offering:

Assignment group:

Configuration item:

Assigned to:

Short description: Can't find network printer

Description: Can't find network printer to print my emails

Related Search Results >

Notes Related Records Resolution Information label TeamViewer Remote Control TeamViewer

Current TeamViewer Service Case: Create Service Case to provide remote support

TeamViewer Customer Link:

Invite Status:

Create Remote Control Invite

Create Assist AR Invite

Start session

Cancel Invite

Share session code

SMS Assist AR Invite

Update Resolve Delete

servicenow Service Management

System Administrator

Filter navigator

Incident INC0000058

TeamViewer Remote Control Notes Related Records Resolution Information

Current TeamViewer Service Case: Create Service Case to provide remote support

TeamViewer Customer Link:

Session Status:

Create Service Case

Start session

Close Service Case

Share session code

Update Resolve Delete

Related Links

Repair SLAs

Task SLAs Connection Histories TeamViewer Connection Report (8)

TeamViewer Connection Report Refresh Go to Session End Date Search

Connection Histories

| | | TeamViewer Service Case | Customer name | Duration | Notes | Session Start Date | Session End Date | Supporter |
|--------------------------|-------------------|-------------------------|---------------|------------|--|---------------------|---------------------|------------------|
| <input type="checkbox"/> | 1 | s93-552-399 | Athan Gmail | 14 Seconds | This issue has been permanently resolved | 2018-12-21 15:19:46 | 2018-12-21 15:20:00 | Athan Papakostas |
| <input type="checkbox"/> | 2 | s89-183-038 | Athan Gmail | 54 Seconds | The issue was successfully resolved | 2018-12-21 14:57:08 | 2018-12-21 14:58:02 | Athan Papakostas |
| <input type="checkbox"/> | 3 | s76-496-195 | Athan China | 33 Seconds | Tory Brexiters are increasingly confide... | 2018-12-12 06:15:58 | 2018-12-12 06:16:31 | Athan Gmail |
| <input type="checkbox"/> | 4 | s71-782-601 | Athan China | 26 Seconds | | 2018-12-12 06:07:48 | 2018-12-12 06:08:14 | Athan Gmail |

Key benefits and takeaways

TeamViewer Integration Suite

Simplified and optimized processes and operations

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



Simplify
processes



Optimize
operations



Provide seamless
remote support

Across all kinds of platforms and devices

TeamViewer Integrations **unlock value** in all areas of the business

Elevated Productivity

- Faster issue- and ticket resolution
- Higher first-call-resolution-rate
- Real-time efficiency reporting within CRM/ServiceDesk platforms

Cost Savings

- Faster support agent ramp up time reducing training costs
- Increased helpdesk efficiency with reduced time-to-resolution

Scalability & Automation

- Integrated systems to create end-to-end automated processes
- Map all assets in the platform with TeamViewer managed devices seamlessly

Enhanced control & security

- Control access to business apps with sensitive information
- Use TeamViewer conditional access to set up granular access permissions & policies

Customize TeamViewer for your own integrations

TeamViewer offers an API that you can use to develop custom integrations.

We offer support to make it even easier to integrate our TeamViewer solutions into your own platform and backend.



Q&A

Thank
You

Maximilian Paetsch
Account Executive Enterprise

T +49 7161 606 92 3925

M +49 175 754 23 40

Maximilian.paetsch@teamviewer.com