

# TeamViewer for Internal Remote Support

Enable businesses to provide secure remote support for computers, mobile devices, and unattended machines from anywhere, anytime — across platforms and operating systems — to reduce support costs, minimize downtime, and improve productivity for both IT support teams and employees.



## Executive Summary

TeamViewer enables remote technicians to support any computer or mobile device — from anywhere, at any time, on any platform — and fix technical issues to minimize downtime, while improving IT and workforce productivity.

TeamViewer secure remote connectivity powers internal support for organizations across all industries around the world.

## The IT Support Landscape

Global office locations, remote workers, traveling teams, devices and platforms from multiple brands, BYOD support — that's just a glimpse of the reality and part of the complex challenges that modern information technology (IT) and information systems (IS) organizations struggle with today. Ensuring employee productivity and satisfaction by reducing downtime due to hardware issues or software errors, regardless of where employees are located — while adhering to strict security policies — is vital for business sustainability.

Employees and senior leadership expect fast, reliable support and 24/7 usability for a full spectrum of computers, laptops, and mobile devices running on a variety of platforms. Moreover, this support must scale to meet the growing volume and variety of company-issued and personal devices, without linearly consuming additional IT services.

## The TeamViewer Advantage

TeamViewer — a secure 100% cloud-based cross-platform Remote Connectivity solution — enables IT teams to instantly connect to and remotely control any type of internet-connected computer, smartphone, tablet, or unattended device. Regardless of operating system, software version, or hardware variation, TeamViewer allows your support team to remotely support employee devices from a centralized platform, reducing issue resolution time. Powered by our proprietary, dedicated network of global data centers, TeamViewer scales linearly to support teams anywhere around the world.

## Solution Highlights

### 24/7 Global Remote Support

Get instant remote support and unattended access to any internet-connected device anywhere in the world, 24/7.

### Cross-Platform Compatibility

Works across all major operating systems, platforms, and devices.

### Instant Setup for Immediate Use

Deploys quickly with intuitive features for fast implementation, without requiring complicated configurations or extensive training to use.

## Key Features

### Easy-to-Use, Secure Cloud Platform

TeamViewer provides a secure cloud-based remote connectivity and IT remote support solution with a simplified front-end software experience and a modular, flexible, scalable back-end network platform.

### On-Demand Remote Support, No VPN Required

Send IT a request for immediate support with QuickSupport, the lightweight app that gives support techs immediate access to your internet-connected device, without requiring VPN.

## Key Benefits

### Provide Cross-Platform Remote Support

Access any device from any other device across Windows, macOS, Linux, Chrome OS, iOS, or Android. TeamViewer supports over 150 manufacturers of mobile devices – including Google Pixel, Xiaomi, Oppo, and all Android devices – more than any competitor.

### Eliminate Manual Installations with Mass Deployment

With mass deployment, you can install TeamViewer software and updates to every computer and mobile device without disrupting end users or requiring them to be on VPN – no firewall configurations or port setting changes needed.

### Prebuilt Integrations for Embedded Remote Support

- Launch one-click remote support sessions directly from ticketing systems in IT service management (ITSM) solutions like Freshworks or ServiceNow.
- Provide end user support with one click from SaaS applications like salesforce.com and Jira.
- Create one-click mobile device support requests directly from Mobile Device Management (MDM) solutions like MobileIron and Microsoft Intune.

## Customer Success Spotlight

### Logistics

A Midwestern US provider of cold storage warehousing, shipping and distribution services uses TeamViewer to assist 200 employees with their tech issues. Prior to using TeamViewer, IT support personnel would have to travel to and from six offices and warehouses located throughout the Midwest. Now, they can remotely support all 200 from one central location.

### Banking

A commercial bank has been known for its high-touch customer service since its founding in 1994. Maintaining that level of service requires not waiting for IT to travel from the central office to one of its many branches located throughout Silicon Valley whenever there's a computer problem. Now, when any of the bank's 200 employees have technical issues, IT connects to their devices with TeamViewer to provide instant remote support.

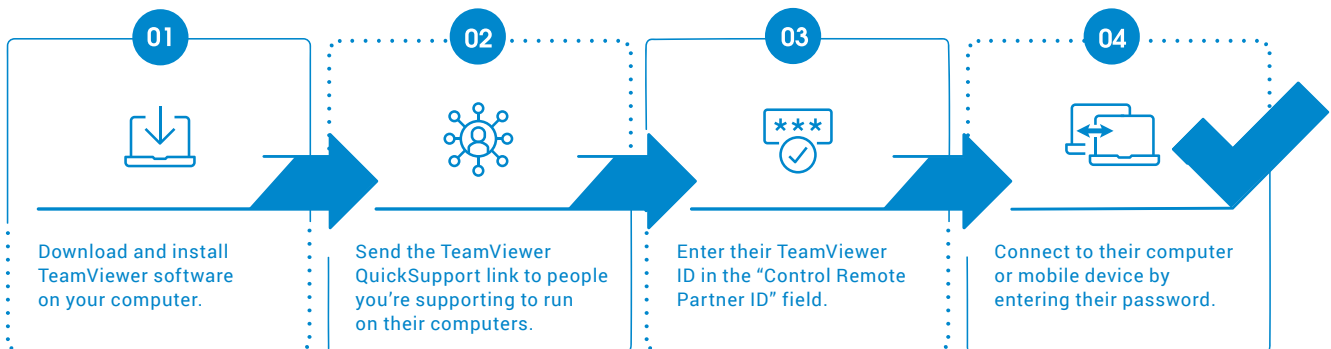
### Volunteer Organization

2,000 volunteers provide counseling to people in crisis throughout a South American country. The 10-person IT team provides support to all 2,000, who use a variety of personal computers and mobile devices with various operating systems. Volunteers work from anywhere on any device, and their support team solves their IT problems wherever they are.

## How It Works

### How to Connect to Remote Computers with TeamViewer

Connect securely to computers to access files and applications in four steps.



From there, you can control their desktop as though you were there in person.

## About TeamViewer

As a leading global remote connectivity platform, TeamViewer empowers users to connect anyone, anything, anywhere, anytime. TeamViewer offers secure remote access, support, control, and collaboration capabilities for online endpoints of any kind and supports businesses of all sizes to tap into their full digital potential. TeamViewer has been activated on approximately 2.2 billion devices; up to 45 million devices are online at the same time. Founded in 2005 in Göppingen, Germany, TeamViewer is a publicly held company listed on the Frankfurt Stock Exchange, employing about 1,000 people in offices across Europe, the US, and Asia Pacific.

TeamViewer US  
5741 Rio Vista Dr  
Clearwater, FL 33760  
USA

[www.teamviewer.com](http://www.teamviewer.com)

