

TeamViewer Remote Support

Make support work better—with the most secure tool
on the market



IT support can be difficult. Use the tool that makes it feel easy.



The tool for all your **remote IT support** needs

When an IT support request comes in, you don't have time to describe the solution in words. You need control of the device instantly. But what if the user is on a Mac? Or on the other side of the globe?

Not every remote access tool will let you establish a stable connection quickly.

If your tool can't get the job done, response times increase and productivity suffers. User and employee satisfaction drops. But it doesn't have to be this way.

TeamViewer provides the performance, security, and cross-platform compatibility you need for excellent support. It's so fast, you can even use it over mobile data.

Reduce response times with advanced remote support.



Windows



Mac/iOS



Android



Linux

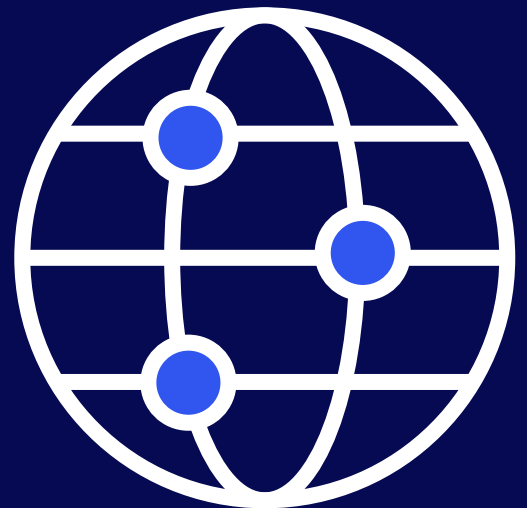


Chrome OS

TeamViewer **Global Access Network**

For maximum performance at all times – even in low bandwidth situations.

- ✓ **200** countries
- ✓ **1,100** routers
- ✓ **2 billion** devices connected



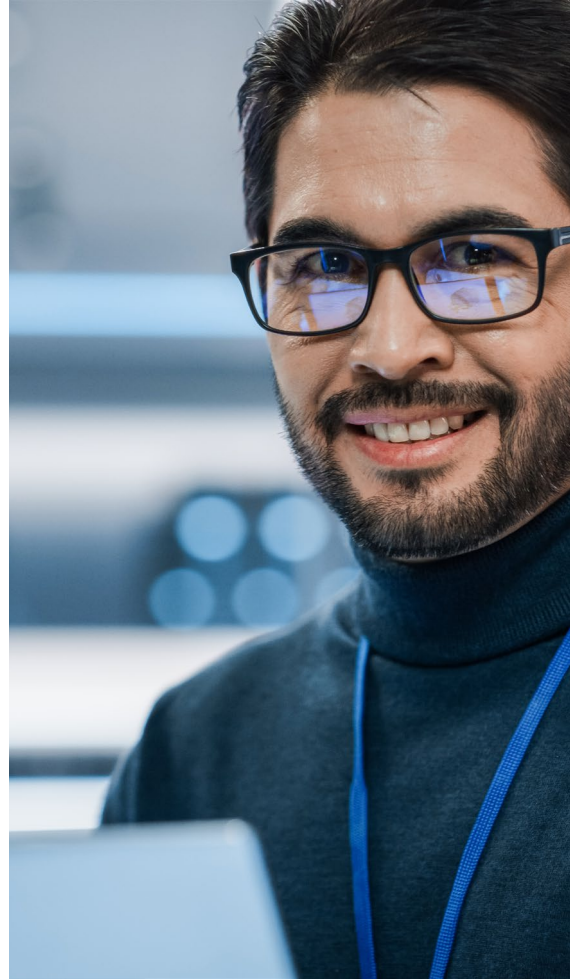
Secure by design



Security pioneer BitSight Security Ratings ranks TeamViewer as Top 1% in the Tech Industry.

People trust you to fix their IT problems. You need a powerful and secure tool to come through for them. Especially in the face of a complex tech stack and constantly changing threat landscape.

That's why TeamViewer remote support is secure by design. It's also why we innovate continuously – to make sure you're always one step ahead.



256-bit AES Encryption



Two-Factor Authentication



Brute Force Protection

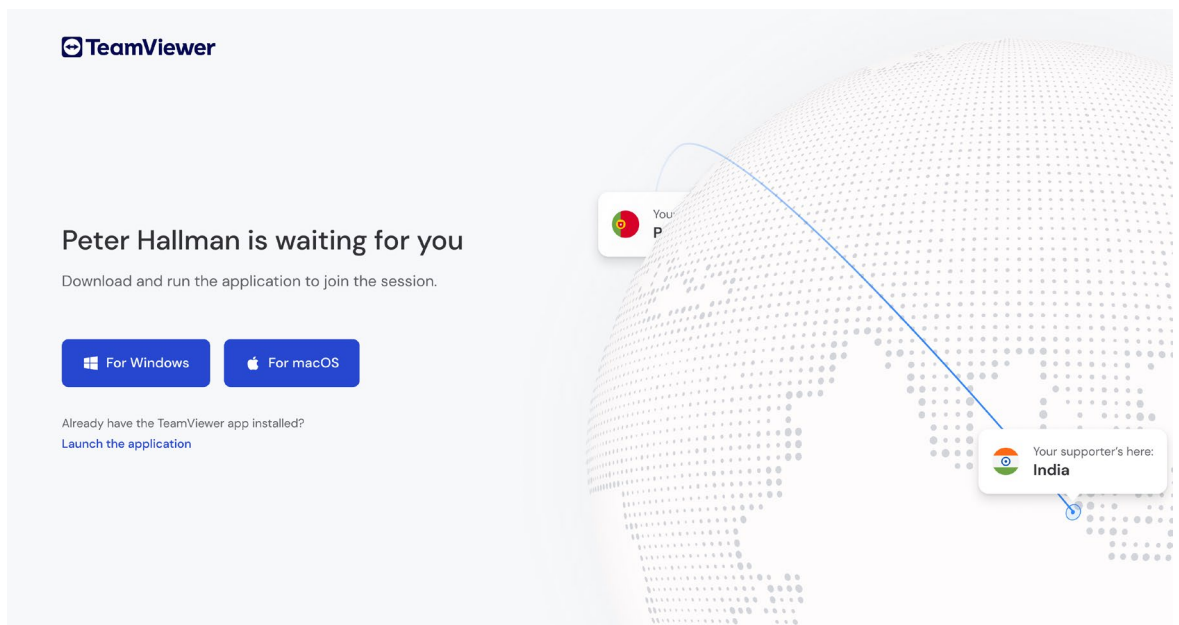


Scam Protection

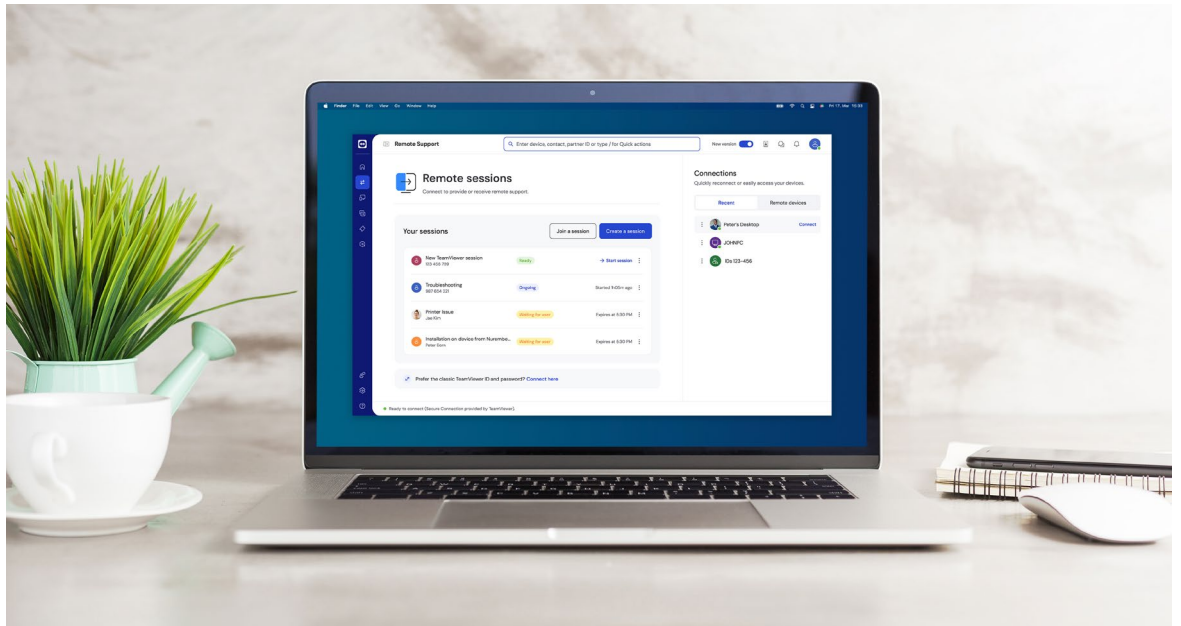


Allow- and block-list

TeamViewer shows you who wants to connect and where they are located.



An intuitive interface that's simple for participants and efficient for you



Starting a session is as easy as one, two, three

Establish a remote connection in three easy steps.

Connect more easily and more securely with remote sessions, without needing to share ID and password. Simply send a session invite via email or share the link and code via another channel such as messengers or chat applications.

Do you need to access devices without anyone accepting the incoming session? You can configure your devices for secure unattended access – even with a mass-deployable and customized TeamViewer Remote app.

Create a session

Session name

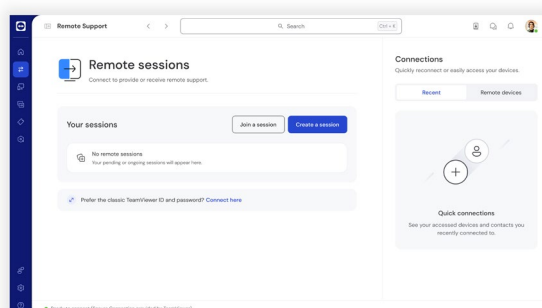
Share link
Copy and share the session link with your participant.

Link	Session code
quicksupport.me	123 456 789

Or

Invite via email
Send an email with the session link.

[Prefer the classic TeamViewer ID?](#) Cancel Save



Certified and **trusted**

TeamViewer is certified by major standards authorities and fulfills strict European data protection regulations as well as HIPAA requirements for North America.



Internal IT teams and service providers across the world rely on TeamViewer Remote Support to increase their efficiency and provide better support.

More ways TeamViewer makes IT support **more efficient**

- ✓ **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.
- ✓ **Remote device monitoring**
Monitor critical aspects of your devices and receive alerts when your attention is required. Take action, stay ahead of IT issues, and reduce unnecessary downtime.
- ✓ **Asset and patch management**
Gain visibility into your IT by tracking all your IT assets from a single dashboard. Detect vulnerabilities due to outdated software and patch OS and 3rd party applications.
- ✓ **Prebuilt integrations**
Launch one-click remote support sessions directly from ticketing systems in IT service management (ITSM) solutions like Freshworks or ServiceNow.
- ✓ **Secure and discrete unattended access**
Access unattended computers, servers, digital signage, sales kiosks and point of sale (POS) systems, and set a black screen for discrete maintenance.



Visit www.teamviewer.com to start your free trial or learn more about our Remote Support options including available add-ins.

To talk to someone from Sales, call us at +49 (0) 7161 60692 50.



About TeamViewer

As a leading global technology company, TeamViewer offers a secure remote connectivity platform to access, control, manage, monitor, and support any device – across platforms – from anywhere. With more than 600,000 customers, TeamViewer is free for private, non-commercial use and has been installed on more than 2.5 billion devices. TeamViewer continuously innovates in the fields of Remote Connectivity, Augmented Reality, Internet of Things, and Digital Customer Engagement, enabling companies from all industries to digitally transform their business-critical processes through seamless connectivity.

Founded in 2005, and headquartered in Göppingen, Germany, TeamViewer is a publicly held company with approximately 1,400 global employees. TeamViewer AG (TMV) is listed at Frankfurt Stock Exchange and belongs to the MDAX.

Looking for an enterprise solution?

For enterprise-grade features such as single sign on, multitenancy and automated user management, check out [Tensor Support](#)

www.teamviewer.com/support

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Interested in seeing how a commercial TeamViewer Remote license can benefit your business?

Reach out to our sales team and find out!

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