



TEAMVIEWER TENSOR

PROFESSIONAL SERVICES

Leverage proved best practices to get the most out of our solutions.



INTRODUCTION



TeamViewer Tensor Professional Services enable our customers to leverage proven best practices to get the most out of our solutions.

Our multi-disciplinary Solution Engineering team will support you remotely, on-site, or both to ensure that TeamViewer solutions support your application infrastructure and business goals as effectively as possible.

Regardless of the size or industry of your organization, we help you to understand and adopt best practices so you can make the most out of TeamViewer solutions.

WHY TEAMVIEWER PROFESSIONAL SERVICES?



Time is money

- TeamViewer is easy to use, once correctly deployed. The “Do It Yourself” approach can take up to 5x longer than Professional Services.



Powerful and flexible

- TeamViewer is a technical solution, and the same business/tech outcome can be achieved via different approaches.



Ecosystem

- Networking, security, cryptography, SSO, API, integrations, and many other skills/concepts are required for a successful deployment.

Key benefits



Reduce costs



Lower risks



Saves time



Faster deliveries



Better experience



Best practices

HIGH-LEVEL DEPLOYMENT STEPS

Through many years of experience deploying TeamViewer solutions for customers of all industries, sizes, and needs, one high-level guide on how to deploy TeamViewer Tensor in the most optimized way was designed to help our customers:

1. Understanding and kick-off

- Assessment of business needs and requirements
- Validating on use cases, technical strategy, specify deliverables and acceptance criteria
- Project management (Scope, Teams, and Time Management Plan)

3. Security & Management

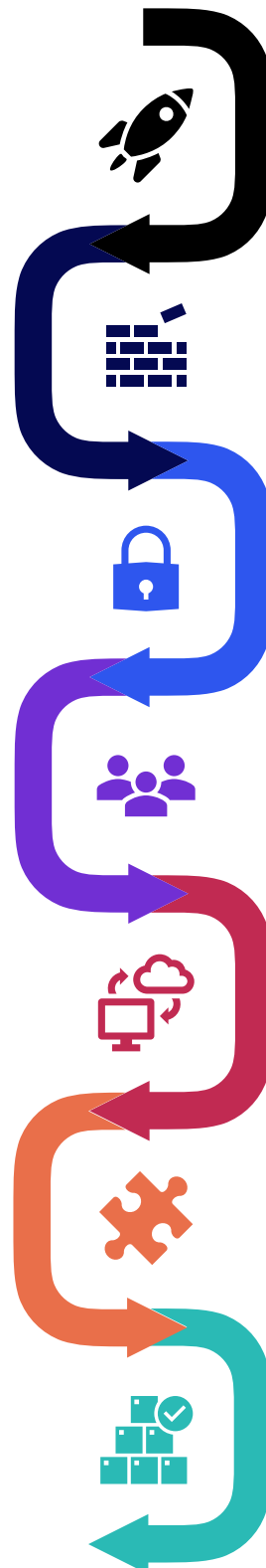
- Administrative permissions/Roles
- Settings policies advisory and setup
- Device Management/ Device Groups
- Auditability
- Firewall, proxy, and anti-malware rules advisory
- Dedicated TeamViewer Conditional Access

5. Deployment

- Custom modules, Branding, and Rollout Set-up (assignment)
- Mass deployment scripts and MDM tools (Intune, JAMF, etc.)
- Mobile Device Support
- Tests and Validation
- Production rollout monitoring (may vary for each scenario)

7. Delivery

- Operational knowledge transfer sessions
- Best practices review
- Project-based documentation unique to each deployment
- Hand-over to Support services, SLA contracts, and CSM



2. Initial setup

- License activation and usage
- TeamViewer Management Console (MCO/Web) usage and best practices
- Company profile
- Admin/Master account strategy
- User Management (Accounts and User Groups)

4. Authentication and provisioning

- Single Sign-On (SSO) setup + “break glass” backup account
- DNS validations
- Automated users/groups (SCIM) provisioning
- Embedded Two-factor Authentication (TFA)

6. Integrations

- Session Codes/Service Queue
- Unified Communication (MS Teams)
- ITSM integrations
- REST APIs
- Mobile SDKs
- Licensed add-ons (e.g.: Monitoring, Asset, Co-Browsing, MWB, MDM) + Workflow & Automation

TEAMVIEWER CUSTOMER CARE

The TeamViewer Professional Services is an important part of Customer Care, that involves all the Customer eXperience inside TeamViewer:



TEAMVIEWER PROFESSIONAL SERVICES PACKS

TeamViewer Tensor Professional Services will help your team through a structured delivery approach from project kickoff and planning, architecture installation, and configuration of the most common and best-practice use cases.

Based on your requirements, you will find scalable tiered packages to meet your needs. Custom engagements are also available in cases where requirements and criteria fall outside the package deliverables.

Our portfolio consists of three packages:

- **Pack One** consists of essential services that are needed by an organization to start using TeamViewer.
- **Pack Two** comprises the most common configurations and provides the organization with a secure Tensor deployment.
- **Pack Three** is a comprehensive package that covers all aspects of deployment and configuration by an experienced staff of TeamViewer administrators and technicians trained in the best practices for their respective use cases.



Professional Services items	Pack 1	Pack 2	Pack 3
1. Understanding and kick-off			
Assessment of business needs and requirements	✓	✓	✓
Validating on use cases, technical strategy, specify deliverables and acceptance criteria	✓	✓	✓
Project Management (Scope, Teams, and Time Management Plan)	-	✓	✓
PoCs, multiple Company Profiles consolidation/migration, or Multitenancy initiatives	Consult a Solutions Engineer		
2. Initial setup			
License activation and usage	✓	✓	✓
TeamViewer Management Console (MCO/Web) usage and best practices	✓	✓	✓
Company profile	up to 1	up to 1	up to 1
Admin/Master account strategy	✓	✓	✓
User Management (Accounts and User Groups)	✓	✓	✓
3. Security & Management			
Administrative permissions/Roles	up to 2	up to 3	up to 4
Settings policies advisory and setup	up to 1	up to 2	up to 3
Device Management and Device Groups (Permissions, Easy Access, Policies, etc.)	up to 1	up to 3	up to 5
Auditability (Connection Reports, and Event Logging)	-	✓	✓
Firewall, proxy, and anti-malware rules advisory	-	✓	✓
TeamViewer Conditional Access (e.g.: strategy advisory, rules & options configurations, etc.)	-	Add-on	up to 3
4. Authentication and provisioning			
Single Sign-On (SSO) connectors setup + “break glass” backup account	-	up to 1	up to 2
Domain Naming Systems (DNS) validations (up to)	-	up to 1	up to 2
Automated users/groups (SCIM) provisioning connectors (up to)	-	up to 1	up to 3
TeamViewer-embedded Two-Factor Authentication (TFA)	Add-on	✓	✓
5. Deployment			
Custom modules, Branding, and Rollout Set-up (assignment)	up to 1	up to 3	up to 5
Mass deployment scripts and MDM tools (e.g.: Intune, JAMF, etc.)	up to 1	up to 2	up to 3
Mobile Device Support	Add-on	✓	✓
Tests and Validation	Add-on	✓	✓
Production rollout monitoring (may vary for each scenario)	Add-on	✓	✓
6. Integrations			
Session Codes/Service Queue concepts and usability	-	✓	✓
Unified Communication with Microsoft Teams	-	✓	✓
ITSM integrations (e.g.: ServiceNow, Salesforce, ManageEngine, etc.)	-	Add-on	up to 1
REST APIs (help with API Tokens, automation, migrations, SIEM, etc.)	-	Add-on	up to 1
Mobile SDKs (help with integration and examples)	-	Add-on	up to 1
Licensed add-ons (e.g.: Monitoring, Asset, Co-Browsing, MWB, MDM) + Workflow & Automation	Consult a Solutions Engineer		
7. Delivery			
Operational knowledge transfer sessions	Add-on	up to 1	up to 2
Best practices review	Add-on	✓	✓
Project-based documentation unique to each deployment	Add-on	✓	✓
Hand-over to Support services, SLA contracts, and CSM	✓	✓	✓
Amount of calendar days the scope shall be consumed	up to 30	up to 60	up to 90

1. A Solutions Engineer must perform a detailed assessment to help select the most suitable (or customized) package.
2. Custom engagements/packs are available if the requirements and criteria fall outside of the standard packages.
3. The next Pack will be automatically selected if more than two add-ons are required (available for additional costs according to TeamViewer's Terms and Conditions).
4. All professional services are non-recurrent (subscription), and feature flexible scheduling: sessions can/may be divided into several days accordingly.
5. All services are executed by the customer with TeamViewer remote guidance/supervision. On-site services are available for additional costs according to TeamViewer's Terms and Conditions.

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.



Want to know more?

Scan the QR Code to discover more about Teamviewer Tensor or contact us at +49 7161 60692 50

www.teamviewer.com/support

TeamViewer Germany GmbH

Bahnhofplatz 2 73033 Göppingen Germany
+49 (0) 7161 60692 50

TeamViewer US Inc.

5741 Rio Vista Dr Clearwater, FL 33760 USA
+1 800 638 0253 (Toll-Free)

Stay Connected



www.teamviewer.com

Copyright © 2023 TeamViewer Germany GmbH and TeamViewer US. All rights reserved.