



7 essential use cases for remote IT access and support in global enterprises



Connecting people and technology. Powered by the world's largest remote connectivity infrastructure.

TeamViewer Tensor enables our customers to be productive from anywhere at any time—securely, reliably, and easily—without the need for a VPN. Our enterprise remote connectivity cloud platform reduces 50% of the time required to resolve IT support issues for remote and mobile workers, all while ensuring stringent access and security protocols.¹

Read on to learn how TeamViewer customers around the world are solving IT problems faster, increasing productivity and efficiency, and reducing both carbon emissions² and costs. All with TeamViewer Tensor's real-time remote support.

¹ “The Total Economic Impact™ of TeamViewer,” Forrester Research, October 2021

² “Environmental Management Program,” TeamViewer Group, August 2022

Table of Contents

Use cases

- 01 Enterprise IT support
- 02 Customer support
- 03 Remote work
- 04 Remote access to servers
- 05 Mobile device support
- 06 Mobile app customer support
- 07 Co-browsing online customer support

01 Enterprise IT Support

Make Frictionless IT Support an Essential Part of Employee Experience

How TeamViewer Tensor delivers real-time remote IT support by reducing over 50%³ of the time needed with help desks.





Make remote IT support the best choice in times of need

Today it's a software update, tomorrow a security patch or remote printing issue. Whatever the problem, your employees need help with technical issues all the time. But a help desk specialist can't always resolve an issue over the phone or email—not without spending too much time on every support ticket. TeamViewer Tensor replaces that frustrating back and forth with quick, always-on remote IT support—across locations and devices. In some cases, it can reduce time spent on issue resolution from 60 minutes to 10.⁴



Improve speed of service and reduce employee frustration

To attract and retain top talent, global enterprises must provide 24/7 support for their employees. TeamViewer Tensor provides a secure and reliable connection to the internal help desk for immediate over-the-shoulder assistance, no matter where an employee is located, what device they're using, or how they go about their work. That way, when issues inevitably arise, your employees get the support they need to quickly return to their important work.



Scale support fast without inflating cost

Quickly scale remote IT support as needed, thanks to flexible licensing that fits your organization's needs. As a cloud-based application, TeamViewer Tensor isn't restricted by appliance capabilities or hardware limitations, nor does it require the setup and maintenance costs of on-premises solutions. That means you can manage, support, and update thousands of internet-connected devices anywhere in the world, all at the same time. No VPN or high-bandwidth connection needed.

[Learn more](#)

02 Customer Support

Enterprise-Scale Support for Customers and Vendors

Resolve IT help requests remotely, as though you were troubleshooting in person.





Provide anytime remote IT support to customers

Glitches, crashes, hardware failure—tech mishaps frustrate customers and interrupt their daily operations. Without instant remote support, these issues can bring business to a standstill. TeamViewer Tensor gives IT support the ability to connect to remote computers, access files and applications, and troubleshoot problems in real-time—just like an in-person support interaction. So your valued customers can get back to business.



Do much more than traditional support channels can handle

IT support and help desk technicians use TeamViewer Tensor to assist work-from-home employees, teams in satellite locations, clients, and partners. [Leading enterprises](#) rely on the platform's remote IT support capabilities to significantly improve first-call resolution rates and drastically reduce the need for costly in-person service and maintenance calls.



Scale remote IT support across the globe

Provide fast and reliable remote support to hundreds or even thousands of customers, right when they need help. Do so without compromising on speed, security, scalability, or reliability. TeamViewer Tensor connects to client machines in seconds, without the need for pre-installed software or complicated steps for the people requesting help. It doesn't require a VPN, expensive appliance, or additional configuration for ports and firewalls. The result is an always-on, latency-free remote support experience with unlimited scalability.

[Learn more](#)

03 Remote Work

Empower Your Employees to Work from Anywhere

Give your teams access to everything they need to be productive, whether they're traveling, meeting offsite, or working from home.





A blazing-fast global network that employees can rely on

Employees who travel often and work from remote locations shouldn't have to wonder if they'll have connectivity. Unfortunately, VPNs often fail to deliver consistent and reliable connections.

TeamViewer Tensor relies on a blazing-fast global network to directly connect remote workers to computers and servers within their corporate network. All they need is a basic mobile internet connection for direct desktop access to servers, computers, and files inside the workplace—all of it in line with existing network security protocols.

[Learn more](#)



Secure remote connections tailored to each employee's profile

Assign user access rights to employees and teams so they can reach their desktop computers or servers inside your firewall securely. All they need is an internet-connected laptop or the TeamViewer app installed on their handheld mobile devices.

TeamViewer Tensor provides cross-platform support, cloud-based network compression, and end-to-end encryption with 256-bit RSA keys. Plus, it completely integrates with Active Directory and SAML identity providers.



Quick issue resolution for mobile devices, even while away

The days of using shared computers in hotel lobbies or worrying about unsecured Wi-Fi connectivity are over. Employees can now use a saved shortcut on their TeamViewer Mobile app to connect to computers inside the corporate network in seconds and perform a full range of desktop functions, from resolving IT issues to helping with urgent work. The TeamViewer mobile app supports iOS, Android, and Windows mobile phones and installs in a few simple steps.

04 Remote Access to Servers

Manage, Maintain, and Control Remote Servers from Anywhere

How network admins use TeamViewer
Tensor to update and maintain
servers in remote locations.





Replace in-person server management with remote connections

Most IT teams would rather avoid the time and money required for in-person server management. Normally, they rely on shell access when they can, but for remote servers hosted in data centers or the cloud, shell access doesn't allow updates and maintenance tasks requiring direct access. Instead of scheduling onsite visits, many admin teams are using TeamViewer Tensor to connect quickly and securely to remote servers from almost any location or device.



Get direct access to perform tasks as if you were standing in the server room

Powered by our cloud-based connectivity network and industry-grade security with 256-bit RSA keys, TeamViewer Tensor lets admin teams reach and maintain any server, wherever it is. Just log in to perform updates, fix bugs, and monitor performance, all from a single, secure application. All data is encrypted in transit and at rest, so remote access sessions are always secure, reliable, and fast.



Resolve issues and limit downtime before it impacts business

If servers go down, the company takes a hit. With TeamViewer Tensor, you're always a few clicks away from any server, no matter where they're located. This includes assigning permanent access to unattended servers so there's no need for onsite technician service. You can also prevent unauthorized access by configuring user rights, administering updates, and resolving problems before they impact business operations.

[Learn more](#)

05 Mobile Device Support

Remote Access and On-Demand Support for a Mobile World

Remotely manage any mobile device in the world, from instant support to ongoing maintenance and management.





Rely on best-in-class global device coverage

With support for more than 127 mobile devices, operating systems, and IoT devices, TeamViewer gives your enterprise the highest total combined mobile coverage on the market today. This includes industry-first iOS screen sharing through installed apps and mass-deployment capabilities across your organization.

[Learn more](#)



Access and manage Android devices, even when no one's there

Install the TeamViewer Host app on any device to set up permanent remote access. That way your team can run updates, apply new settings, or transfer files remotely to unattended Android mobile or commercial-grade devices—such as point of sale (POS) machines, kiosks, or digital signage—even when no one's there.



Monitor, manage, and support devices through a global dashboard

From the Mobile Dashboard within the TeamViewer desktop client, get an overview of storage, CPU, memory usage, and more—for all managed mobile devices. Or keep in touch with contacts and send chat messages to customers and colleagues. Don't want to disturb them? Push the Wi-Fi settings to their device to quietly complete critical IT tasks that don't require user intervention. You can also use pre-built integrations with your Mobile Device Management (MDM) and Enterprise Mobility Management (EMM) solution to perform enterprise-wide deployments of the TeamViewer apps you need for mobile administration, device management, and support.

06 Mobile App Customer Support

Deliver Next-Gen Mobile App Experiences with Instant In-App Support

Support customers directly within mobile apps, without requiring software downloads or access to the device itself.





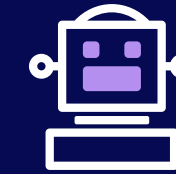
Solve issues on the spot, without customers leaving the app

One in five users abandon mobile apps after one use.⁵ While alarming, this trend presents an opportunity for brands to differentiate their mobile apps. We've found that the brands who make in-app customer support part of their onboarding and long-term retention strategies—who provide next-gen customer experiences by keeping every touchpoint frictionless, customer-centric, and secure—retain happy customers and outperform competitors.



Get instant remote access that's secure and privacy-compliant

Give customers the quick, in-app help they need without requiring full device access. With TeamViewer Tensor Mobile App Support, you can integrate white-labeled in-app remote access and control capabilities into existing app support workflows and prevent damage and tampering—all while ensuring customer privacy and GDPR compliance.



Be there for end-users, whether they're there or not

Make sure your valuable field techs only go onsite for the issues that actually need it. For all the other issues, provide encrypted, anytime support for any machine, whether it's attended or not. This results in less downtime, reduced on-site repair costs, and fast remote troubleshooting for critical field assets.

[Learn more](#)

⁵ "Percentage of mobile apps that have been used only once from 2010 to 2019," Statista, 2019

07 Co-Browsing Online Customer Support

Ease Frustration by Helping Website Visitors Resolve Issues in Real Time

How to use co-browsing and automated chat to deliver help where and when customers need it on your website—without additional clicks, URLs, or apps.





Be there when customers get stuck on your website

Another customer just clicked away from your website. Why? Because they got stuck during checkout or couldn't find info on a product. Here come the support tickets, social media rants, and reviews. What if you could turn that friction into a positive support experience? With co-browsing, your support teams can instantly share the customer's screen to help them in real time, without sharing sensitive data.



Solve issues in an instant and across all channels

Optimized for desktop and mobile web, TeamViewer Tensor co-browsing enables real-time remote customer support for company websites. Without asking for access to customer computers or devices, support agents can share screens with customers to see their active web browser tab, chat with them while resolving the issue, and keep sensitive and personal data private throughout the interaction. Instant co-browsing replaces confusing back-and-forth support calls with fast, see-what-they-see help that drastically reduces issue resolution times by up to 67%.⁶



Help customers 24/7

Make sure customers have access to help anytime, anywhere, with the TeamViewer Tensor live chat solution. Integrate our support chatbot into automated messaging sequences, smart suggestions, and customizable smart chatbots that are available 24/7 on any web browser. Beyond providing instant help across your website, TeamViewer Tensor helps define and optimize the user behavior rules that trigger predefined actions. You can also collect and analyze heatmap and support session data to highlight exactly where customers encounter the most friction.

[Learn more](#)

⁶ "The Total Economic Impact™ of TeamViewer," Forrester Research, October 2021

Get started

Discover how TeamViewer Tensor can help you solve your IT problems faster, increase productivity and efficiency, and reduce carbon emissions and costs.

[Book a demo](#) or [contact us](#) to learn more.



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.

www.teamviewer.com/support

TeamViewer Germany GmbH
Bahnhofsplatz 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.