




**TeamViewer**  
Tensor



# **SIMPLIFYING IT SUPPORT** IN THE AGE OF BYOD AND USER-DRIVEN TECHNOLOGIES

Remotely Support Any Device, Anywhere, Anytime — Across All Major Platforms



It's a situation familiar to all IT managers — but these days, there's a twist: **the users are in charge.**

And they work from home, on-the-go, multiple offices, or any mix of these.

# INTRODUCTION

Think about it. Your enterprise network includes machines of varying ages and operating systems. And, in addition to corporate-issued and maintained computers, there is now a variety of other devices that employees bring to the office (or use to work from home).

It's a fast-moving, user-centric mobile world where employees are increasingly making their own decisions on both software and hardware, based on convenience and efficiency, rather than top-down mandates.

But when devices malfunction, everyone expects IT to help.

IT managers need strategies to simplify IT support — and they need them *now*.

Despite current challenges, there are solutions that make it much easier to manage and support the growing variety of devices that employees rely on.

Let's dive in to three specific strategies enterprise IT managers use to simplify remote support services.



# SECRET TO SIMPLICITY #1: IDENTIFY THE ROOT CAUSE

Take a look at how your team deals with a variety of support requests. Your nemesis is not an end user using a Mac, or someone else sharing data from Google Docs. It's the range of channels, apps, and point solutions you toggle through to address enterprise support requests.

Do you have separate IT remote support teams handling macOS and Windows? Is there a single individual assigned to every Linux case? And how many add-ons and point solutions does the IT department use to cover every type of remote support request? This is your true enemy: the complexity of processes and applications within your own department.

## Customer Success Spotlight: Nifty, internet service provider

Nifty quantified the cost that complexity was adding to each service request. With millions of customers and thousands of weekly service requests, they determined that reducing complexity would have a big effect on the bottom line.<sup>1</sup>

By adopting remote support as its principal solution connecting all service technicians to all customers – irrespective of their operating system – **they reported costs per case falling by over 80%.**



“ TeamViewer has saved our management cost substantially and it has been very well received by our customer service team for its ease of use and setup. ”

Nifty

1. <https://www.teamviewer.com/en/success-stories/nifty/>



“If the customer’s point of sale system is down, they can’t sell. It’s critical for them that the systems work all the time.”

Peter Holm  
CEO, Proline Sweden

## SECRET TO SIMPLICITY #2: CONNECT TO ANY DEVICE, ANYWHERE

Business school professors and technology theorists advocate “the power of all.” The idea that when everything is connected – not just 50, or 90, or even 99 percent – the value in your network rises exponentially.

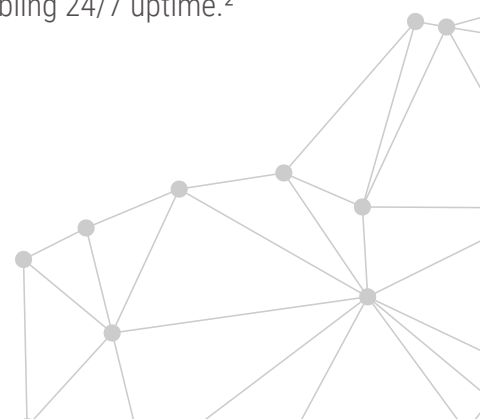
Where’s the value-add for enterprise IT remote support teams? How many times has one of your team members spent two hours talking to John from finance to solve a problem that’s usually resolvable in five minutes, simply because he uses four devices regularly and only two are on your corporate network?

Remote support solutions sidestep the issue by making the corporate network and diverse operating environments non-issues.

With platform-agnostic remote support solutions, you get one application that lets devices, whatever their form factor, securely connect to company networks and to each other – without a VPN.

It’s extremely useful for companies like Proline, whose technicians use remote support to connect point-of-sale systems with multiple users, enabling 24/7 uptime.<sup>2</sup>

2. <https://www.teamviewer.com/en/success-stories/proline/>







**Remote work** and **flexible enterprise workspaces** are becoming the new norm.

## SECRET TO SIMPLICITY #3: STAY USER-CENTRIC

Truth: BYOD and user-centric technologies are here to stay, as **they provide the convenience and flexibility that employees want.**

Using a familiar application or a favorite laptop because it lets them work from home — these are well-intentioned productivity tactics, not a rebellion against company policies.

As remote, flexible workplaces are becoming the new norm, the most successful enterprises encourage productivity strategies — supported by IT teams that keep every device and application running smoothly.

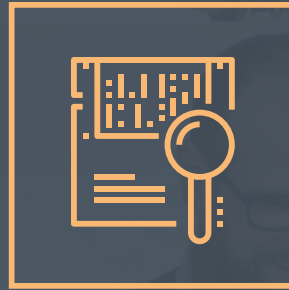
With a cross-platform, device-agnostic remote support solution, both the device being accessed for support and the device used to provide support can be virtually any brand, make, model, and operating system.

Does Joe from R&D want to use his Linux computer during his paternity leave? Fine.  
Does Maria have big plans to use her new iPad on her next sales trip? No problem.

# KEY TAKEAWAYS



Look for the root causes of complexity and the hidden obstacles to productivity.



Choose remote support solutions that can handle IT support requests for all devices and platforms.



Leverage an all-in-one platform that provides flexibility for employees — and efficiency for IT teams.



Maximize productivity by troubleshooting any device, from anywhere, through a single platform.



# CONCLUSION

Managing the ever-growing variety of enterprise devices doesn't have to be complex.

TeamViewer Tensor™ is a leading cloud-based enterprise remote connectivity platform built around simplicity, security, and ease of use. With TeamViewer Tensor, enterprise IT teams can efficiently support and maintain all the devices that allow employees to be productive every day, anywhere they happen to be.

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**Want to try TeamViewer Tensor?**

**REQUEST FREE TRIAL**



# ABOUT TEAMVIEWER

As a leading global remote connectivity platform, TeamViewer empowers users to connect anyone, anything, anywhere, anytime. The company 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 1,350 people in offices across Europe, the US, and Asia Pacific.

STAY CONNECTED.



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