TeamViewer
Tensor

TeamViewer Tensor for
Internal **Remote Support**

Enable enterprises 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.

The Enterprise 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 enterprise 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 full spectrum of computers, laptops, and mobile devices, running on a variety of platform operating systems. 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 Tensor™ Advantage

TeamViewer Tensor™ — a secure 100 percent 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, and hardware variation, TeamViewer Tensor allows your support team to remotely support employee devices from a centralized platform, reducing issue resolution time — all while enabling IT to work within corporate security parameters. Powered by our proprietary, dedicated network of servers, TeamViewer Tensor scales linearly to support very large teams anywhere around the world.

Solution Highlights

- Instantly connect to computers or mobile devices and provide real-time remote support for employees facing technical issues on any platform
- Provide support for employee manned devices to resolve technical issues together
- Remotely access, manage, control, and fix unattended or unmanned devices
- Centrally manage all devices through the web-based management console or an installed client
- Organize devices by creating lists for computers, groups, and contacts
- Enable global help desks to manage end user demands 24/7 in a standardized framework with comprehensive logging of performed tasks
- Get full control over device connectivity and access rights: automatically grant or decline access to specified devices or services with a dedicated rule engine.

Executive Summary

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

Key Benefits

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

Conditional Access
Centralized identity and access control management at the most granular level for every user, group, or device.

TeamViewer Tensor Solution Benefits

Enhance Security with Single Sign-On

Compatible with your existing SAML 2.0 identity provider, TeamViewer Tensor with Single Sign-On enables you to easily provision new accounts across the enterprise, ensuring that only approved corporate email addresses can access TeamViewer Tensor. Using the same user management rules passed on by your existing identity authentication provider, your company-defined compliance and security policies for passwords are automatically applied.

Prevent Unauthorized Connections with Conditional Access

Through centralized management and control of all connections, prevent any unauthorized TeamViewer remote access attempts by defining and automatically enforcing strict security policies for all TeamViewer-based remote connections. Restrict connection types (e.g., Remote Access, File Transfer, or Meeting) at the individual user and device level with dedicated cloud hardware for each TeamViewer Tensor Pro™ account.

Eliminate Manual Installations with Silent Rollout

With unattended silent rollout, you can deploy TeamViewer Tensor™ software and updates to tens of thousands of computers and mobile devices in hours without disrupting end users or requiring them to be on VPN — no firewall configurations or port setting changes needed.

Ensure Auditing Compliance with Full Activity Logging

Support all your internal and external audit requirements, and adhere to corporate security policies with automatic logging of all related actions in remote sessions (i.e., who did what action on which device, when and where); trace all actions taken in the management console (e.g., add/delete user or manage access rights); and search specific events (i.e., by user, session, action taken). Restrict who has access to captured logs to prevent tampering or malicious activities. All session data is end-to-end encrypted, and no content from the actual session is stored in log files.

Prebuilt Integrations for Embedded Remote Support

- Launch one-click remote support sessions directly from ticketing systems in IT service management 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.

Industry Success Spotlight

Food Retailer

Over 500 service technicians use TeamViewer Tensor to provide end user support for more than 17,000 regionally distributed endpoint devices at grocery stores during business hours, which are batch updated and maintained after hours when unattended. Remote support efficiency doubled, while training efforts were reduced by 50 percent.

Equipment Manufacturing

850 technicians at an analytical laboratory equipment manufacturer use TeamViewer Tensor to provide remote support for 7,000 internal employees as well as external customers. Built-in Conditional Access enforces corporate security policies, granting access for certain devices and people, while Single Sign-On gives them full control over authorizing TeamViewer Tensor users.

Retailer for Petrol Stations with Convenience Stores

A South Australian corporation with 3,100 employees uses TeamViewer Tensor to provide remote support for approximately 150 distributed stores in a centralized, secure, controlled manner. With Conditional Access, they can whitelist their corporate devices, block all regular TeamViewer connections, and blacklist third-party owned devices on their network.

Learn More

To request a free consultation or schedule a personalized demo,
please email us at tensor_americas@teamviewer.com or call (877) 258-3157

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 billion devices; and about 45 million devices are connected to the network at any given time.

Founded in 2005 in Göppingen, Germany, TeamViewer is a publicly held company listed on the Frankfurt Stock Exchange, employing about 800 people in offices across Europe, the US, and Asia Pacific.

TeamViewer US
5741 Rio Vista Dr
Clearwater, FL 33760
USA

teamviewer.com/tensor