

TeamViewer Integration Suite

Instantly Add Device-Agnostic Remote Access and Cross-Platform Remote Control Capabilities to Any Application with the TeamViewer Integration Suite.

Key Challenges

With the complexity and ever-increasing number of corporate applications, IT and support organizations struggle with providing faster support services for employees and customers across diverse platforms and devices. Why? Supporters face slow, inefficient processes due to constantly switching between remote support tools, ITSM, and other standalone applications to provide services and complete their workflows.

So, how are leading companies using technology to remove friction in support processes to increase efficiency and focus on what matters most for their business? They create a unified corporate application landscape of connected platforms and technologies that work together, enabling:

- More efficient end-to-end workflows and processes
- Automatic data synchronization between all relevant systems
- Users to complete support tasks and workflows faster without going back and forth between systems

Bottom line: these forward-thinking companies understand that streamlining processes by integrating applications is essential for digital transformation, business growth, increasing efficiency, and reducing costs.

The TeamViewer Integration Suite

That's where the TeamViewer Integration Suite for device-agnostic remote access and cross-platform remote support comes in to enable organizations to fine-tune their operations with processes that are:

- Documented and implemented quickly for remote, hybrid-remote, or on-site work environments
- Optimized with automation and integrated across systems for efficiency at enterprise scale
- Secure and easy for administrators and end users

The TeamViewer Integration Suite accelerates digital transformation initiatives by enabling IT and support organizations to simplify processes and integrate applications to help customers and employees faster. Integrating TeamViewer remote access and remote control into their existing technology stack allows supporters to remotely connect to employee and customer devices directly from their service desk or CRM applications, without having to switch applications to initiate remote support.

Moreover, managers can continuously monitor and improve processes based on insights gained through customer interactions in remote support sessions.

The results? Measurable business benefits for companies of all sizes, across internal and external support organizations:

- ✓ Reduce time to resolution for desktop and mobile device issues
- ✓ Increase efficiency for device setup, maintenance, and support for customers and employees
- ✓ Gain better visibility into support service performance for continuous optimization
- ✓ Provide faster cross-platform troubleshooting from anywhere
- ✓ Streamline issue resolution processes for support and asset management
- ✓ Create a more unified, efficient experience for support agents
- ✓ Enable better monitoring and tracking through centralized data management
- ✓ Boost customer and employee satisfaction
- ✓ Minimize training costs

License Requirements

The TeamViewer Integration Suite includes prebuilt integrations, access to extended APIs and SDKs, and associated documentation and support, available with two AddOn License options:

Standard Integrations AddOn License

Includes a specific set of prebuilt integrations and support to install and configure

Enterprise Integrations AddOn License

Includes all prebuilt integrations, plus extended TeamViewer APIs and professional support services

Features	TeamViewer Integration Suite	
	Standard Integrations AddOn	Enterprise Integrations AddOn
<p>Seamless UI Integration</p> <p>Embed TeamViewer remote access and remote control capabilities seamlessly into leading platforms for IT service management (ITSM), customer relationship management (CRM), customer support, asset management, and unified endpoint management (UEM).</p>	✓	✓
<p>Attended Remote Access</p> <p>Create connection invitations with one click from the integrated platform and share with customers through web chat, email, or other communication channel.</p>	✓	✓
<p>Unattended Remote Access</p> <p>Remotely connect to unattended devices directly from your integrated platforms, 24/7 – without requiring anyone to accept incoming connection requests.</p>	✗	✓
<p>Advanced Reporting</p> <p>Monitor TeamViewer usage and measure performance by importing TeamViewer session and connection reports to your service platform and creating consolidated reports showing remote control use correlated to issue resolution rates or other key performance indicators (KPIs).</p>	✗	✓
<p>User Flow Customization</p> <p>Enable administrators to customize aspects of the integration UI for agents that align with company processes, providing a smoother user experience and reducing training time.</p>	✗	✓
<p>Real-Time Asset Management</p> <p>Ensure maximum uptime of critical infrastructure by adding TeamViewer remote access and remote control capabilities to asset management platforms, enabling teams to seamlessly connect to company assets and resolve operational issues in real time – from anywhere, anytime.</p>	Partial	✓
<p>Documentation and Support</p> <p>Ensure ongoing success with dedicated training materials, documentation, resources, consulting, and support services. <i>(Additional service fees may apply.)</i></p>	✓	✓
<p>Extended APIs and SDK</p> <p>Create customizable enterprise integrations for in-house enterprise systems.</p>	✗	✓

Key Benefits



Create Customized Enterprise Integrations

Leverage the TeamViewer Integration Suite of prebuilt plugins, APIs, and SDKs to embed TeamViewer remote access and remote control functionality into applications, in-house proprietary systems, and customer mobile apps for unlimited use cases.



Improve Issue Resolution Time

Empower service desk and customer support organizations to resolve issues faster and streamline service processes to increase efficiency by integrating TeamViewer remote access and remote control capabilities directly into ITSM, CRM, and UEM platforms.



Reduce Costs

Enable support organizations to reduce costs by integrating seamless remote access and support into their platforms, eliminating the need to switch between applications and allowing them to continuously improve processes based on support performance insights.



Minimize Downtime of Assets

With integrated asset mapping between TeamViewer and other applications, administrators have 24/7 unattended access to business-critical assets through embedded remote control capabilities.

Key Benefits for Resellers



Increase Revenue

Increase your average revenue per deal by bundling the Standard Integrations AddOn with TeamViewer Corporate licenses or the Enterprise Integrations AddOn with TeamViewer Tensor licenses – critical for companies aiming to streamline and integrate their remote access and support services for employees and customers across their systems.



Upsell Existing Customers

Upsell the out-of-the-box TeamViewer Integration AddOns to existing customers who use a variety of solutions for IT service management (ITSM), customer relationship management (CRM), customer engagement, unified endpoint management (UEM), enterprise asset management (EAM), and more.



Add Value, Without Overhead

Straightforward to activate, with full documentation and dedicated support channels for customers, the TeamViewer Integration Suite offers clear added value with a wide range of prebuilt integration AddOns for TeamViewer Corporate and TeamViewer Tensor customers – without adding overhead for resellers.

Resources

Learn more about the TeamViewer Integration Suite AddOn License options and available integrations at: <https://www.teamviewer.com/en-us/product-descriptions/>

Questions?

Connect with us today to discuss a tailored solution that fits your needs.

✉ AmericasPartners@teamviewer.com

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.

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www.teamviewer.com