TeamViewer | **IBM Maximo**

TeamViewer Integration with **IBM Maximo Asset Management Platform**

Extend IBM Maximo with TeamViewer remote connectivity and remote control capabilities

Managing and maintaining a vast number of complicated devices and hardware assets, while achieving 100 percent uptime and equipment reliability come with significant challenges. Every company has its own unique operational complexities across optimizing inventory, managing device maintenance, and streamlining other business operations.

By integrating TeamViewer remote connectivity and remote control capabilities into the IBM Maximo Asset Management platform, organizations can transform and streamline their business operations, giving them a significant competitive advantage.

How? The TeamViewer integration enables you to connect to any asset at any point — from anywhere — to assess maintenance issues, operational status, and perform any corrective actions. Being able to do that at scale dramatically improves the operational reliability of assets and mitigates the risk of unplanned downtime.

Moreover, because support teams can act on service requests quickly and efficiently by connecting to remote users and devices across platforms, they can immediately improve their productivity and operational readiness.

Solution Highlights

- **Prebuilt Integration**
  Extend IBM Maximo Service Request Console with TeamViewer remote control capabilities (No coding, developers, or extensive training needed)

- **Unattended Remote Access**
  Enhance asset management and maintenance with 24/7 TeamViewer unattended remote access, under any network conditions

- **Secure Remote Control**
  Streamline business processes by enabling secure remote control for devices

Key Benefits for Customers

Increase reliability and uptime of assets

Empower the teams responsible for the management and maintenance of assets to connect and control them remotely, directly from the IBM Maximo Asset Management or Asset Monitor consoles.

Optimize device performance with real-time insights

Connect directly to edge devices or Gateways that collect sensor data and create live data visualizations with a few clicks to analyze asset performance in real time, and adjust settings accordingly with TeamViewer remote control features.

Improve service request resolution time

Enable assigned technicians to send instant remote connection requests to support requesters when issues arise to remotely diagnose and resolve problems quickly — regardless of platform or device each person uses.

Key Features

1-Click Remote Control Sessions

From the Service Desk console and Asset Management dashboard in IBM Maximo, supporters can create 1-click remote control session invitations that are automatically shared with support requesters through email or instant in-app notifications.

Automated Mass Deployment

Eliminate manual setup processes by using scripts to mass deploy TeamViewer agents on target edge devices and provision access permissions automatically.

Data Visualizations

Set up TeamViewer IoT monitoring to visualize streaming real-time sensor data from edge devices.
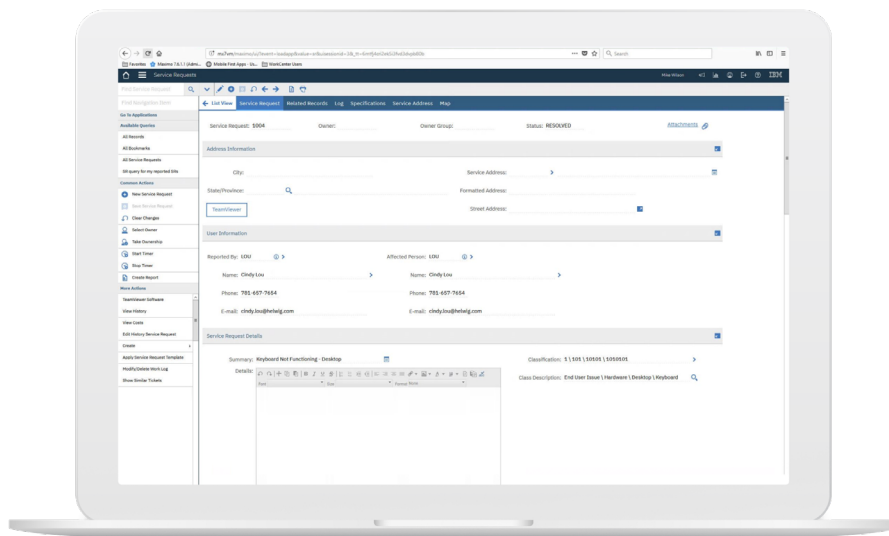

Figure 1: TeamViewer integration into the IBM Maximo Service Request Console

About TeamViewer

As a leading global remote connectivity platform, TeamViewer empowers users to connect anyone, anything, anywhere, anytime. TeamViewer 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; up to 45 million devices are online at the same time. Founded in 2005 in Göppingen, Germany, the company employs about 800 people in offices across Europe, the US, and Asia Pacific.

Resources

TeamViewer Integration Partner: IBM Maximo

Webinar: Supercharge Your Customer Engagement and Support with TeamViewer Tensor Integrations

Connect with us to get started

www.teamviewer.com