TeamViewer Integration for

Microsoft Intune Enterprise Mobility Management (EMM)

The native TeamViewer connector for Microsoft Intune enables secure, instant remote support and cross-platform remote control for corporate managed mobile devices, directly from the Intune dashboard.

Microsoft Intune is a single endpoint management solution, designed to support diverse mobile ecosystems, helping streamline and automate deployment, provisioning, policy management, app delivery, and updates across iOS, Android, Windows, and macOS devices.

By partnering with Microsoft Intune, TeamViewer enhances enterprise mobility management with on-demand remote support and remote control capabilities to help improve the user experience and productivity for both IT administrators as well as employees receiving support.

With out-of-the box integration for Microsoft Intune, TeamViewer can be activated instantly by Intune administrators and is automatically installed on Intune-managed devices, allowing you to:

- Provide secure, instant remote support for Windows 10, MacOS, iOS, and Android devices

- Protect corporate data with end-to-end end encrypted connections

- Get secure remote access to managed devices, including point of sale (POS) systems, kiosks, and digital signage

Key Benefits

Extend the Microsoft Intune mobile management solution with TeamViewer prebuilt integration for cross-platform remote support and control capabilities to boost productivity, reduce mobile device downtime, and improve user experience.

- *Remotely access and control any employee device to resolve technical issues faster.*

- *Use screen sharing, instant chat, secure file transfer, and real-time remote control to help employees configure and use corporate applications.*

- *Ensure mobile devices and apps comply with company security requirements.*

- *Reduce incident resolution time, minimizing device downtime to keep employees productive.*

- *Protect Office 365 corporate data on mobile devices with secure end-to-end encryption.*
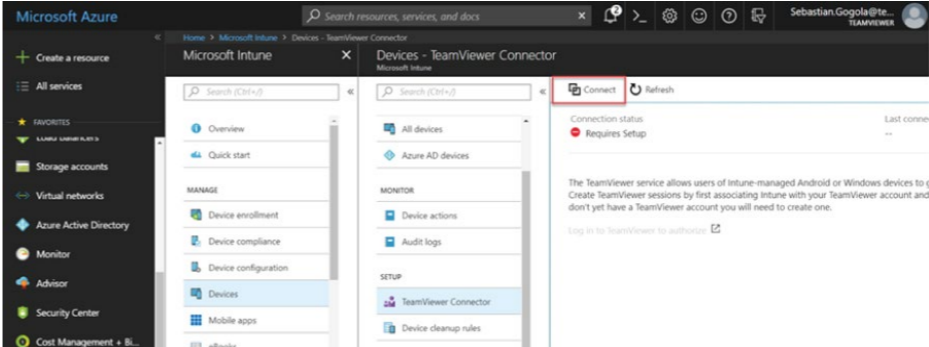
How TeamViewer Prebuilt Integration Enhances Microsoft Intune EMM

With the growing number and variety of corporate devices that businesses use, managing and supporting everything — while simultaneously ensuring the security of corporate data — is tremendously challenging for IT departments. This becomes even more problematic with the substantial number of personal mobile devices running on company networks, as well as workforces that are increasingly mobile and remote.

The prebuilt TeamViewer integration for Microsoft Intune empowers IT administrators and support teams to access and control corporate devices remotely in order to troubleshoot technical issues, assist employees with urgent support requests, and perform critical operations to ensure the security and protection of corporate data.

With zero coding required, Microsoft Intune administrators can easily connect their account to a TeamViewer Corporate or Enterprise licensed account with a few clicks, and they're good to go.

Once the integration is enabled, remote support technicians can reach every user and every device remotely — with one click. In the "Devices" menu options, they can create remote control requests, which automatically send in-app notifications to users' devices.

Integrating TeamViewer with Microsoft Intune makes the end-to-end process for providing remote support very fast, effective, and intuitive, eliminating the need for lengthy phone calls, long service request wait times, and inefficient workflows.

Partnering with Microsoft, TeamViewer built an out-of-the-box connector for its remote connectivity platform — fully embedded within the Microsoft Intune application — for fast, simple integration.

Key Features

Cross-Platform Compatibility

With cross-platform support for Windows, Mac, Android, and iOS, TeamViewer is the only remote access and control solution natively integrated with the Microsoft Intune platform, enabling technicians to efficiently manage and support a wide variety of devices and operating systems.

Easy, Fully Embedded Integration

No coding, no download, no plug-ins to install: Simply connect your TeamViewer Corporate or Enterprise licensed account to Microsoft Intune with a few clicks to activate the integration.

Intuitive User Interface (UI)

Initiating remote support is simple, fast, and intuitive: Through the main menu under Devices, IT administrators can create one-click remote support requests that automatically send in-app notifications to users' devices.

Key Benefits for IT Organizations

With TeamViewer remote control technology, IT teams are fully empowered to remotely support users and their devices, resulting in significant cost savings and improved workflow efficiencies for their organizations. Given the complexity and ever-increasing number of corporate applications, IT support teams can leverage remote control sessions to configure, troubleshoot, update, decommission, or wipe employee devices in no time — wherever they are.

Beyond employee computers, smartphones, and tablets, TeamViewer also enables IT teams to manage devices like kiosks, digital signage, and point of sale (POS) systems to ensure smooth operation and protection of corporate data.

Reduce Incident Resolution Time

Remotely access and control employee devices to resolve technical issues faster and ensure smooth operation of devices.

Increase Productivity

Thanks to an intuitive user interface requiring no technical training, your IT team get started immediately with productive remote support sessions to help employees with their devices.

Protect Corporate Data

TeamViewer remote connections are secured by industry-grade end-to-end encryption so no one — not even TeamViewer — can read your data in transit or at rest.

License requirements and Bundling Recommendations

Customers must have a valid TeamViewer Corporate or TeamViewer Tensor™ subscription as well as a Microsoft Intune plan to use the native TeamViewer connector.

Recommended Bundles

a. Microsoft Intune Plan for up to 500 Managed Devices

Bundle the TeamViewer Corporate subscription with additional channels and Mobile Device Support AddOn equal to the number of IT administrators in the organization.

b. Microsoft Intune Plan for More Than 500 Managed Devices

Bundle the TeamViewer Tensor subscription with the Mobile Device Support AddOn, and have the number of technicians equal to the number of supported people in the organization.

Because this is an exclusive partnership between Microsoft and TeamViewer, it's the only natively integrated remote access and control platform for Intune — making it an essential integration for every Intune user who needs to support and manage a wide variety of devices.

Key Benefits for Reseller

With thousands of loyal users, TeamViewer is a very popular extension of Microsoft Intune. The license for the TeamViewer integration for Microsoft Intune provides resellers with an ideal opportunity to reach out to existing Intune customers and upsell the TeamViewer AddOn.Why? Microsoft Intune resellers who bundle or upsell plans with the TeamViewer integration license will increase their average revenue per deal, without any additional overhead costs.

What does this mean for end customers? The TeamViewer-Intune integration provides clear added value to end customers as well. Not only is it very straightforward and easy to activate the integration (no download, no plug-ins, no coding required), customers have access to full documentation and dedicated support channels.

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Resources

▷ **teamviewer.com/integrations/microsoft-intune**

▷ **Integrate to Innovate Webinar Series: Microsoft Intune**

▷ **Use TeamViewer to remotely administer Intune devices**

▷ **TeamViewer User Guide for Intune**

▷ **Search our Partner Directory to find a local distributor to purchase integration**

▷ **Microsoft Intune Enterprise Mobility + Security Pricing Options**

▷ **Request a free demo**

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; 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.

www.teamviewer.com