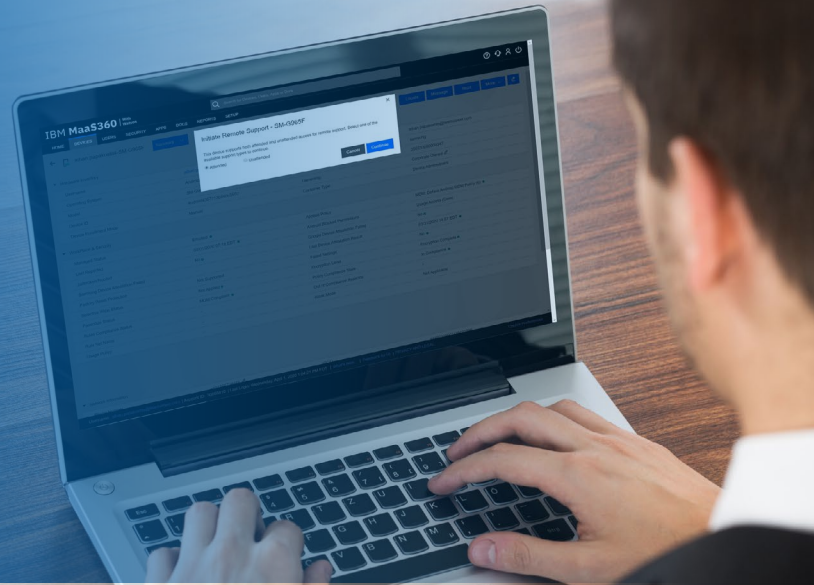# TeamViewer Integration with **IBM MaaS360**

Extend IBM MaaS360 Unified Endpoint Management (UEM) Solution with TeamViewer Cross-Platform Remote Support and Remote Control Capabilities

As a critical tool for modern IT departments to monitor and maintain corporate devices, Unified Endpoint Management (UEM) platforms, like IBM MaaS360, are vital for managing the availability and security of corporate data on employee devices. IBM MaaS360 enables users to quickly connect to appropriate corporate resources, whether they're using personal or company-issued computers or mobile devices.

With an exclusive partnership, TeamViewer has collaborated closely with IBM to create a fully embedded remote support extension for the IBM MaaS360 platform. IT administrators just need to log in to IBM MaaS360 with a TeamViewer licensed account to activate the prebuilt integration. Once a TeamViewer provisioned account is connected, remote supporters can reach every user or corporate device seamlessly and securely, directly from the IBM MaaS360 Device Inventory Dashboard.

The TeamViewer integration with IBM MaaS360 empowers IT administrators and support teams with secure remote access and control for computers, mobile devices, and other endpoints in order to:

- ✓ Support employees with urgent technical issues

- ✓ Perform important operations so corporate data is securely and properly accessed

- ✓ Manage and maintain unattended machines, including Windows 10 computers and Android-based devices through the TeamViewer Host app

Enabling IBM MaaS360 admins to remotely access, manage, and control attended or unattended devices, the integrated TeamViewer support capabilities help keep business-critical devices up and running.

Solution Highlights

- **Prebuilt Integration**
  TeamViewer is the only cross-platform remote support solution fully embedded in IBM MaaS360 for computers and mobile devices across major operating systems: Windows, Mac, Android, iOS (remote screen viewing for iPads and iPhones), and Windows Phone. Activate the out-of-the-box TeamViewer integration for remote support by connecting your TeamViewer license to IBM MaaS360 — no downloads, installations, plug-ins, or coding required.

- **Cross-Platform Support**
  Remotely access, manage, and control employee computers and mobile devices across platforms. From the "More" option on the IBM MaaS360 Device Inventory screen, IT admins can initiate remote support requests with a few clicks in either attended or unattended mode. For security purposes, in attended mode, users receive in-app remote support request notifications, which must be accepted to launch support sessions.

Key Benefits for Customers

Improve issue resolution time

Provide cross-platform remote support by initiating support session requests on demand, directly from IBM MaaS360 to fix employee computer and mobile device issues faster, significantly reducing issue resolution time.

Integrate remote support instantly, no training needed

With intuitive functionality, requiring zero training, the TeamViewer integration can be activated and used within minutes without developer support, coding, or VPN configuration.

Ensure high availability of products and services

IT staff and operations managers can remotely access and control Android-powered kiosks, point of sale (POS) equipment, digital signage, and more to manage updates, maintenance, and emergency repairs, ensuring high availability and reliability of products and services.

Enhance employee onboarding and application training

Share screens with employees and remotely control their computer keyboard and mouse in real time, guiding them through proper device configuration, application onboarding, or training.

Key Features

Attended and Unattended Remote Support

Manage, maintain, and fix all corporate devices remotely, including Windows 10 computers and other unattended equipment like Android-powered kiosks, digital signage, and point of sale (POS) systems. Configure permanent unattended access to remote corporate devices without requiring users to accept incoming support requests, enabling 24/7 remote maintenance and support to minimize device downtime.

Real-Time Remote Control

Remotely control attended or unattended devices in real time to resolve technical issues quickly; provide ongoing maintenance and updates; or check settings for security and compliance purposes.

Remote Screen Viewing for iOS

Support Apple iPhones and iPads with smooth remote screen viewing to see what employees see on their devices, and use in-session chats to guide them through troubleshooting steps to fix issues, check and configure settings, or provide onboarding training for mobile applications.
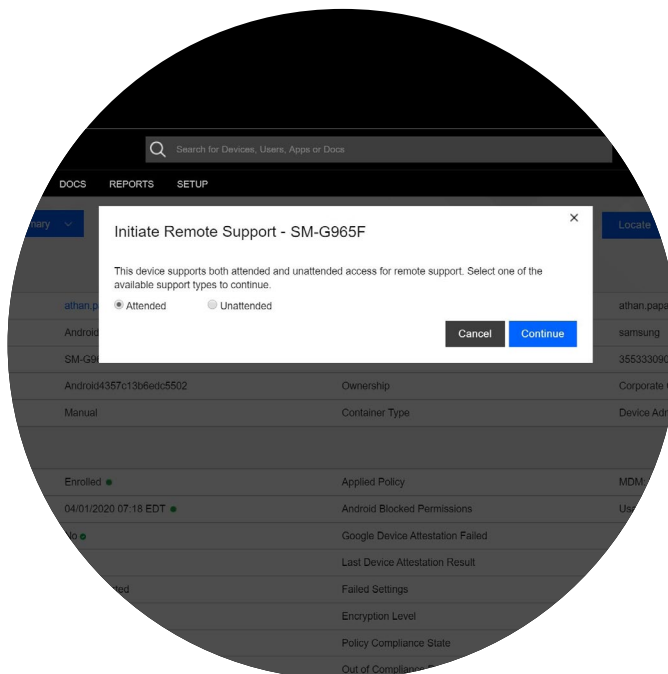

Figure 1: Initiate remote support sessions from IBM MaaS360 for enrolled Android devices in attended or unattended mode.

License requirements

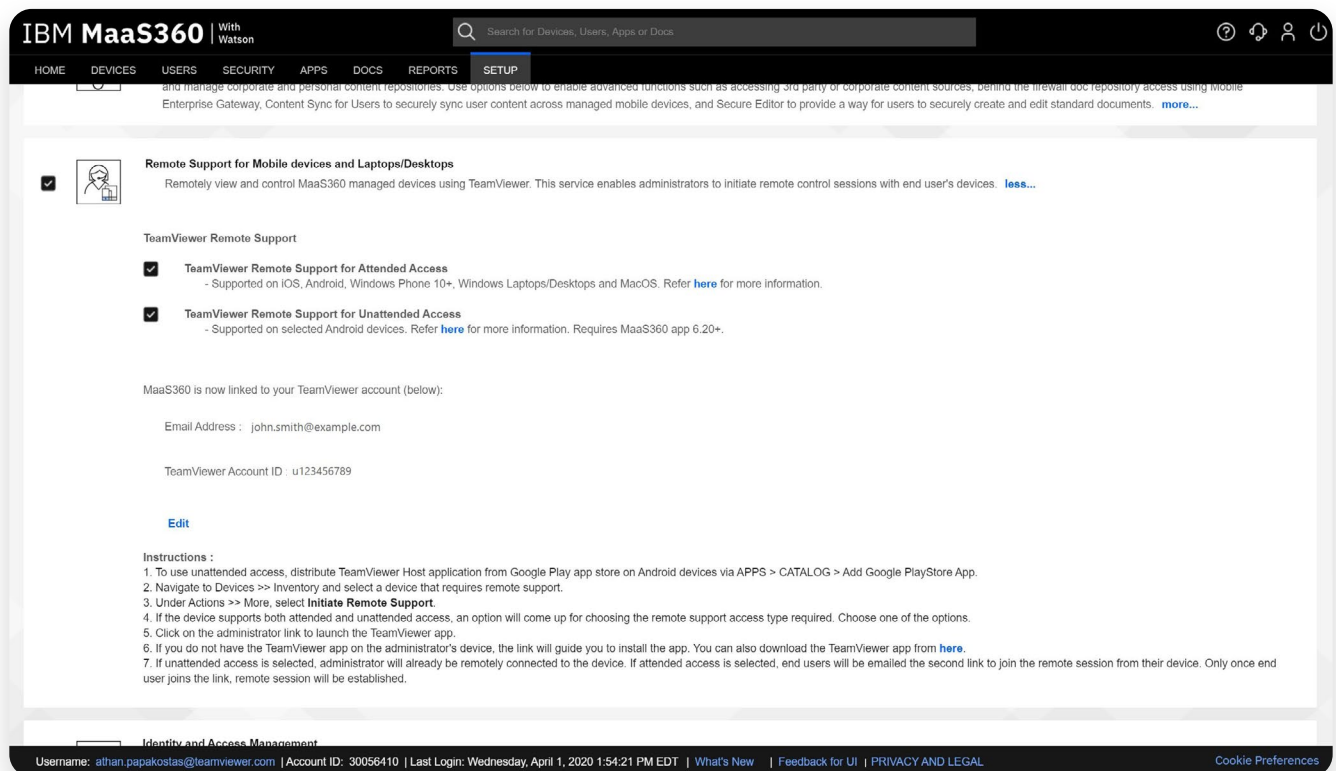The TeamViewer integration with IBM MaaS360 can only be purchased as an add-on to the IBM MaaS360 subscription services directly from IBM at https://www.ibm.com/marketplace/unified-endpoint-management/purchase.

Figure 2: How to enable the TeamViewer integration for IBM MaaS360

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 2.5 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.

Resources

TeamViewer Integration with IBM MaaS360 Overview

TeamViewer Integration for IBM MaaS360 User Guide

IBM Security Learning Academy — IBM MaaS360: Using TeamViewer for Remote Support

www.teamviewer.com