TeamViewer Tensor
Future Proofing the Salvation Army

To save time and costs while effectively supporting workers in multiple areas such as retail, hospitality, aged care, and legal, The Salvation Army Australia relies on TeamViewer Tensor.

The Salvation Army Australia is a regional branch of The Salvation Army, an international faith-based, nonprofit organization in existence for nearly 150 years. The organization is known for its high level of financial responsibility. In Australia, the Salvation Army has 10,000 employees operating out of 200 offices across Australia.

The Australia One Project

The Salvation Army (TSA) is a Christian free church with distinct social activities. Originally founded in 1865 in London, TSA grew rapidly and would encircle the world by the turn of the century. The practical social activities include homeless care, homes for children, schools, hospitals, disaster relief. Well-known are also the second-hand stores, the income of which is donated to charitable institutions.

On 1 March 2016, after 95 years apart, the Salvation Army announced that it would bring its Southern and Eastern territories together as one again, to achieve significant long-term financial savings and strengthen the delivery of the overall mission of both territories.

The Australia One amalgamation was a massive 3-year undertaking. The ethos behind the merger was to do more work that mattered and less administration.

The Salvation Army had operated as two distinct entities in separate parts of Australia, with separate IT, HR, and Finance departments. This meant duplication in services, programs, and policies throughout the national organization, which had to be managed and resolved by the Australian One Project team.

Challenge

The Salvation Army (TSA) had recently implemented a new national IT structure for its 10,000 employees situated in 200 offices across the country.

→ **TSA had integration requirements to be ready, both current and future, that imposed added complexity to the rollout.**

→ **TSA was in search of a solution, which can enhance their capability of existing technology.**

Solution

TeamViewer Tensor offered a future-proof, secure digital remote work environment for the entire workforce at enterprise scale. Crucially, TeamViewer does not have any integration requirements, making it easy to use with minimal impact on business continuity during rollout. TeamViewer Tensor's SSO integration and simple installation process, meant it could be rolled to thousands of devices simultaneously, with a few clicks and done in hours.

Results

TeamViewer Tensor increased mobility for the organization's staff, which allowed Salvation Army social workers to work out in the community, where they need to be.

→ **The IT team can provide remote access to the entire workforce of 10,000 people.**

→ **Remote access via a link without requiring users to download software has improved average ticket processing times by 20%.**

From Dublication to Multi-Cloud SaaS

The newly created national IT department inherited three legacy Active Directories, three Lotus Notes email domains, four data centers, three MPLS networks, around 1,000 applications, and a lagging cyber-security capability - the integration of the IT systems was one of the biggest tasks to be accomplished.

"The new national IT project had two interrelated objectives: support all staff remotely and achieve customer experience, and operation excellence," recalls Andre D'Cruz, General Manager, IT Service Delivery at Salvation Army. "We wanted to implement a new national IT structure without impacting workers or productivity."

The IT team settled on a multi-cloud strategy, including SaaS to replace the legacy infrastructure and data center network without requiring a significant upfront capital investment. Microsoft Intune has been chosen to manage PCs and mobile devices. When it comes to IT Service Management, the Salvation Army relies on ServiceNow.

Andre D'Cruz said: "We quickly ran into issues with our original enterprise solution, which had integration requirements, both current and future, that imposed added and unnecessary complexity to the rollout."

Silent Roll-Out, Seamless Integration in Microsoft Intune and ServiceNow

The Salvation Army was in search of a solution, which can enhance their capability of existing technology. Andre D'Cruz recalls: "TeamViewer Tensor was chosen because it offered future-proof, secure digital remote work environment for everyone, at enterprise scale. Tensor has been installed on all devices and is continuously updated - silently and with appropriately secured access."

TeamViewer offered great features to Salvation Army's IT team of 80 staff to provide remote access. With TeamViewer remote access, they were able to centrally manage and integrate with Intune and Service Now within the entire workforce.

The TeamViewer integration for Microsoft Intune enables TSA's IT administrators to remotely access their Intune-managed devices running on multiple platforms with TeamViewer. The integration for ServiceNow extends the ServiceNow environment with remote maintenance features.

Andre D'Cruz: "With TeamViewer, our IT professionals can easily start a secure remote-control session directly from a ticket. This has shortened the time until a ticket can be resolved on an average of 20%."

The biggest advantage of TeamViewer Tensor was that it provides a single platform for ITS to support the increased mobility for the organization's staff, which allowed the Salvation Army counsellors, social workers, case workers, and army officers to work out in the community - where they need to be.

Andre D'Cruz, General Manager, IT Service Delivery at Salvation Army

TeamViewer Tensor ticks all our integration, security and support requirements, and we are confident that the solution answers for our current and future needs.

About The Salvation Army Australia

The Salvation Army Australia is a regional branch of The Salvation Army, an international faith-based, nonprofit organization in existence for nearly 150 years. The Salvation Army is a Christian free church with distinct social activities. It began in London in 1865 and gradually spread throughout the world. Since 2018 it has been represented in 131 countries. More information: www.salvationarmy.org.au.

About TeamViewer

TeamViewer is a leading global technology company that provides a connectivity platform to remotely access, control, manage, monitor, and repair devices of any kind – from laptops and mobile phones to industrial machines and robots. It enables companies of all sizes and from all industries to digitalize their business-critical processes through seamless connectivity. TeamViewer proactively shapes digital transformation and continuously innovates in the fields of Augmented Reality, Internet of Things or Artificial Intelligence. The company is listed at Frankfurt Stock Exchange and belongs to MDAX.

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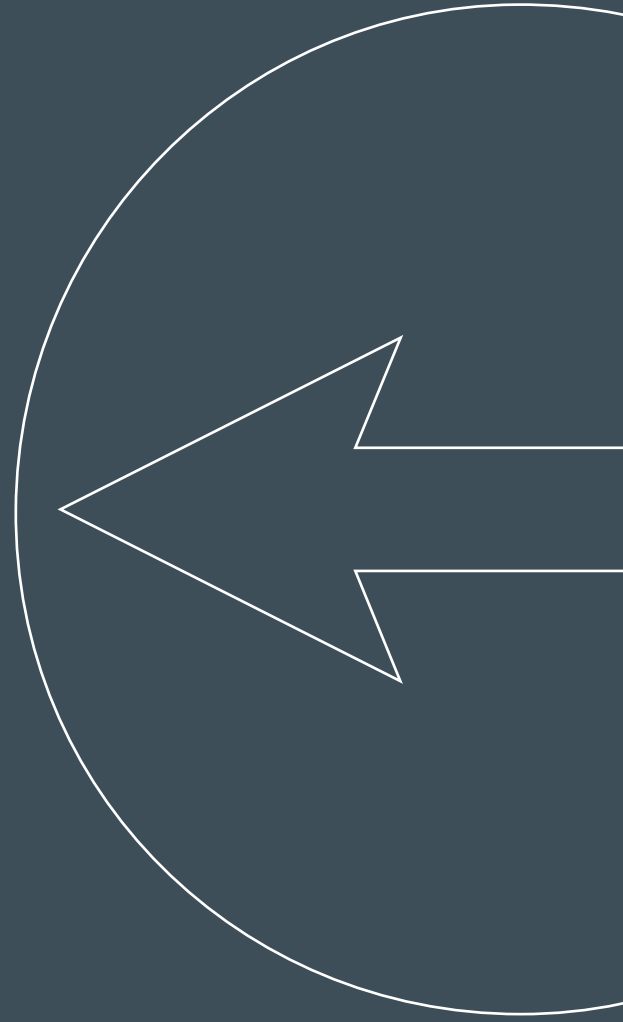
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