



TeamViewer Helps Harves Entertainment Create Immersive “Theatre of Dreams” Experience



Harves Entertainment is a leading solution provider for iconic global brands and proprietary technologies in China, offering innovative and interactive experiences that connect people with cultures around the world.

The company creates immersive experiences, training and learning platforms, as well as online and offline retail programs. Partnering with Manchester United, the world-renowned football club, Harves Entertainment plans to build several Theatre of Dreams entertainment and experience centres in cities across China, following their first opening in Beijing on May 1, 2021.



Challenge

As the Theatre of Dreams centre was under development, a US-based Harves Entertainment partner was unable to work on-site for deployment and commissioning due to COVID-19 travel restrictions. Therefore, a remote connectivity solution was needed to facilitate guidance and operation. To ensure project progress, it was critical that the remote access solution remained stable and reliable without any interruptions.

Solution

With the TeamViewer remote access solution, Harves Entertainment is able to remotely control approximately 50 computers, tablets, and simulators with stable and smooth connections. The staff can also use TeamViewer to access the server to install software, read and write data, commission equipment, and other tasks, so ensuring successful project implementation.

Results

- ③ **TeamViewer's stable and smooth performance enabled the U.S. team to successfully complete the Theatre of Dreams project without being on site.**
- ③ **The solution also helped reduce travel costs and increase efficiency by about 30%.**

Secure and Smooth Implementation of International Projects

The Theatre of Dreams centre is an indoor entertainment park jointly developed by the Manchester United Football Club and Harves Entertainment, which opened on May 1, 2021. Its immersive experiences have been warmly received by club fans in China.

Harves Entertainment devoted extensive effort into developing the Theatre of Dreams project. Collaborating with a U.S. partner, they implemented the key special feature: a mixed reality gaming experience.

Due to the COVID-19 pandemic, the U.S. team could not travel to the site for commissioning and deployment of hardware and software. Instead, they had to use remote control technology. Before using TeamViewer, Harves Entertainment tried several other remote control solutions but found them unsatisfactory and occasionally unstable. After some research and recommendations from partners, they decided on TeamViewer.

Harves Entertainment started working with TeamViewer at the end of 2020, to remotely access and control approximately 50 computers, tablets, and simulators. The CTO of Harves Entertainment shared:

"We have chosen TeamViewer because it offers data security and system reliability as two key features. For our project, data security concerns the security of user information, project core data, and data transmission between facilities. TeamViewer guarantees security of all data connections and transmissions. Besides, we value system reliability which is another important consideration to us. Since we need to work with the U.S. team over a long period of time, it is very important to us that the remote connection stays smooth and stable. With TeamViewer, we can remotely access the server for software commissioning and deployment. It provided a solution to our biggest challenge, that is completing the project without U.S. team's presence on site."



Reduced Travel Costs, Increased Work Efficiency

TeamViewer impressed Harves Entertainment greatly with secure remote connections, without interruptions. Moreover, TeamViewer makes it possible to work from anywhere, which significantly improves efficiency and saves time and costs.

During the project implementation phase, teams from different places could perform troubleshooting, status monitoring, data reading and writing, software installation, and commissioning on the servers with the help of TeamViewer remote connectivity technology. As a result, it was no longer necessary to send someone over for on-site support, as many issues could be solved remotely. This also saves travel costs for the U.S. team and local team alike, five hours per week, while increasing work efficiency by about 30 percent.

TeamViewer has provided Harves Entertainment with a satisfactory solution for project implementation and team collaboration. In addition to the Theatre of Dreams in Beijing, Harves Entertainment is also working on Theatre of Dreams centre in Shanghai, Shenyang, and Changsha.

Both partners are looking forward to further cooperation in future projects and offline marketing programs, promoting the use of TeamViewer products and solutions in more projects, as well as operations and management tasks at Harves Entertainment.

TeamViewer established a bridge of smooth communication and efficient implementation for the Theatre of Dreams project of Harves Entertainment, reducing costs of project development and implementation. In the future, the two companies will work more closely together. TeamViewer's stable and efficient solutions will bring benefits to more project members. Harves Entertainment also expects more employees and partners to experience the secure, reliable and convenient remote connectivity services of TeamViewer.

” Chief Technology Officer, Harves Entertainment

TeamViewer's remote-control solutions have helped us greatly in developing and realising our 'Theatre of Dreams' project with large cost savings. We hope more and more people will have the opportunity to experience such instant, efficient, and practical remote connectivity in future projects.



About Harves Entertainment

Headquartered in Beijing, Harves Entertainment is a leading solution provider for iconic global brands and proprietary technologies in China, offering innovative and interactive experiences that connect people with cultures around the world. The company creates immersive experiences, training & learning platforms, as well as online and offline retail programmes. Partnering with Manchester United, the world-renowned football club, Harves Entertainment plans to build several Theatre of Dreams entertainment and experience centres in cities across China. www.harves.com.

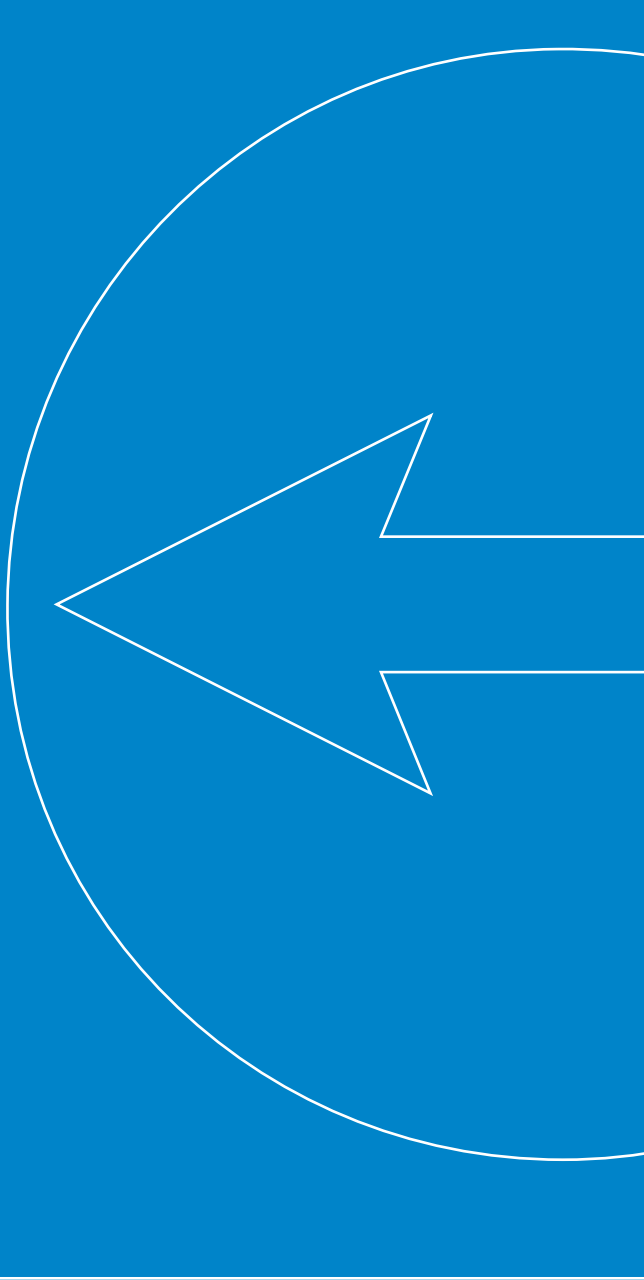
About TeamViewer

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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