

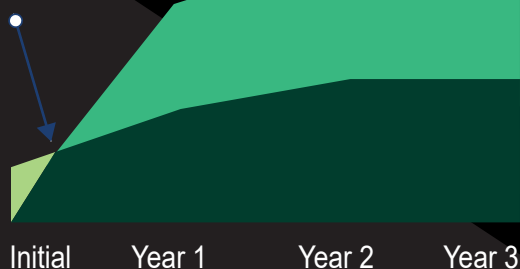
# The Total Economic Impact™ Of TeamViewer

Through five customer interviews and data aggregation, Forrester concluded that TeamViewer has the following three-year financial impact.

## FINANCIAL SUMMARY

Three-year risk-adjusted

Payback Period  
**<6 months**



Benefits  
\$1.02M

Costs  
\$382K

NPV  
**\$636K**

ROI  
**167%**

PAYBACK  
**< 6 months**

## TEAMVIEWER BY THE NUMBERS



**50%+** reduction in time to resolve an IT Help Desk ticket



FCR increases from **20% to 40%** by Year 3 with TeamViewer



**67%** reduction in business user wait time

## VOICE OF THE CUSTOMER

**“In 2020 we couldn’t have been effective without TeamViewer. It would have been impossible to support 4,000 remote users during the COVID-19 pandemic without TeamViewer. TeamViewer gave us the ability to support a global team through 2020 and address their IT application and infrastructure needs.”**



*Attribution*  
CIO, consumer products

**“TeamViewer’s an essential tool. We couldn’t live without it.**

*Attribution*  
IT service desk manager, veterinary science



Read the full study

This document is an abridged version of a case study commissioned by TeamViewer titled: The Total Economic Impact Of TeamViewer, October 2021.

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