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With Lightning-Fast Support, Mercedes-AMG PETRONAS Esports Team Is Maximizing Its Performance

The team significantly shortens resolution times and wards off player frustration during virtual races

Initial Situation

The Mercedes-AMG PETRONAS Formula 1 Team has already been successfully using [TeamViewer](#) as the de facto support platform across its racing operations, such as for the efficient running of tests and labs at its Brackley facility. Now the team leverages the solution to its Esports team, which is based at the Formula 1 team's headquarters in Brackley.

Sim-racing, in which real-world races are recreated thanks to computer simulation, has become an integral part of the company's motorsport program. In the virtual races, as in the real world, participants from all over the world compete against each other. A purpose-built Esports training center at the team headquarters provides gamers with state-of-the-art facilities and equipment to develop their skills. The facility allows Esports drivers to work on their virtual driving performance and further improve their skills on multiple platforms.

Business Challenge

Just like real racers, the Esports drivers are provided with the best available hardware, for one thing, so that they can reach their full potential. And just like in real Formula One™ races, it's crucial that a team of Esports engineers is available at all times, for example when technical problems arise in the virtual world - this could be pop-ups during a race, or even connection problems.

In the past, support usually was provided in the form of a video call looking for a solution to the problem. With the move to the new Esports training center, the Mercedes-AMG PETRONAS Esports Team set out to find a system that would allow them to connect to the gaming PCs seamlessly, quickly and as invisibly as possible to the Esports driver - when every millisecond counts in the race.

TeamViewer Tensor Solution

TeamViewer Tensor's secure remote access connectivity enables the Mercedes-AMG PETRONAS Esports Team to access and manage the gaming PCs in the Esports room, which are connected to their rigs, from any device without impacting Esports drivers' performance. During a virtual Grand Prix, the Esports engineers can connect to the gamer's computer in milliseconds and clear the glitch, with minimal interruption to the driver.

” **TeamViewer gives us a foundation in the virtual world to compete for race wins and make sure our drivers have the best possible support when it matters most.**”

**James Vowles, Motorsport Strategy Director,
Mercedes-AMG PETRONAS Formula 1 Team**



Results

The time saved is significant for both engineers and drivers. Instead of searching for problems via video call, engineers can access the PCs remotely, even when a driver is absent. This gives drivers more time to rest and focus more on performance.

The Esports engineers follow the race in the background and are ready to step in immediately in case of technical problems. They are able to watch the drivers' on-board feeds through an online portal, and are linked live via radio communication to the drivers and each other to communicate data, strategy decisions and technical support.

The gaming PCs are equipped with TeamViewer for unattended access, so that the Esports engineers can connect without any intervention from the gamers. Nevertheless, thanks to Conditional Access, the identity-driven control layer in [TeamViewer Tensor](#), it is ensured that only authorized technicians or devices are granted access. Overall, this allows the Mercedes-AMG PETRONAS Esports Team to maintain full control over connections within their enterprise environment.

"Our Esports drivers are continuously chasing marginal gains. They have incredibly high standards both of themselves, but also of the equipment of support thereof. As the result, game support within seconds is a priority. With TeamViewer, we have developed processes that makes controlling and maintaining the Esports PCs lightning fast. With less time spent resolving hardware and software issues, drivers can fully concentrate on driving and maximize their performance", said James Vowles, Motorsport Strategy Director, Mercedes-AMG PETRONAS Formula 1 Team.

- ✔ **Time and efforts** for the support of the gaming PCs have been significantly reduced
- ✔ **Lightning-fast support** makes players feel more valued and keeps their heads in the game
- ✔ **Conditional Access** provides full control across all connections for increased security

In the training centre, it has made accessing PCs much easier. With TeamViewer, technicians no longer need to be on-site at the rig to diagnose problems, allowing for faster diagnosis and easier operation from their desks. The support team can send push messages to players to inform them about resolved issues.

"In the world of competitive Esports, just like on the racetrack, a handful of milliseconds can decide whether you win or not", said James Vowles, Motorsport Strategy Director, Mercedes-AMG PETRONAS Formula 1 Team. "It's crucial for our drivers to know they have fast, reliable support they can rely on when the need arises. TeamViewer gives us a foundation in the virtual world to compete for race wins and make sure our drivers have the best possible support when it matters most."

About Mercedes-AMG PETRONAS Esports Team

The Mercedes-AMG PETRONAS Esports Team is the Esports team of the Mercedes-AMG PETRONAS Formula 1 Team. Based on the premises of the Mercedes-AMG PETRONAS Formula One Team, Brackley, a purpose-built Esports training centre provides the team's gamers with world class facilities and state-of-the-art equipment from our Esports partners, to develop their skills, train and compete. Being integrated into the Driver-in-Loop Simulator department, where F1 development drivers provide feedback to engineers on a virtual model of the car, the Esports programme will benefit from transferable elements pertinent to optimising car set-up and honing race craft.

About TeamViewer

As a leading global technology company, TeamViewer offers a secure remote connectivity platform to access, control, manage, monitor, and support any device – across platforms – from anywhere. With more than 600,000 customers, TeamViewer is free for private, non-commercial use and has been installed on more than 2.5 billion devices. TeamViewer continuously innovates in the fields of Remote Connectivity, Augmented Reality, Internet of Things, and Digital Customer Engagement, enabling companies from all industries to digitally transform their business-critical processes through seamless connectivity. Founded in 2005, and headquartered in Göppingen, Germany, TeamViewer is a publicly held company with approximately 1,400 global employees. TeamViewer AG (TMV) is listed at Frankfurt Stock Exchange and belongs to the MDAX.

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