



TeamViewer Remote Management for Microsoft Teams

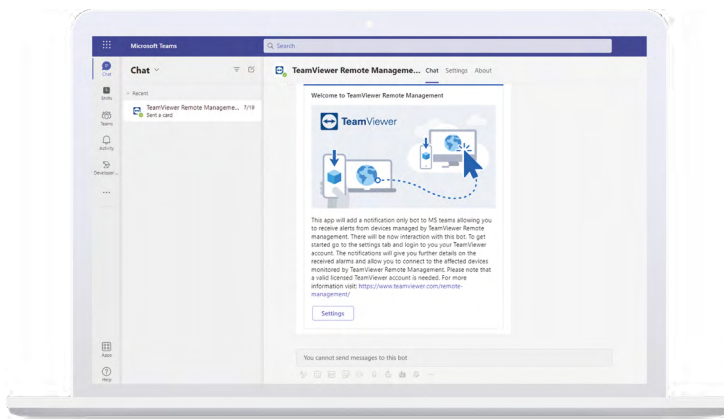
Extend Microsoft Teams with TeamViewer Remote Management to boost your IT efficiency and to keep your IT infrastructure healthy, stable and secure – from anywhere, anytime.

Maintaining a healthy IT infrastructure is not only an increasingly complex challenge for many companies but can also be a costly and time intensive task. However, system failures causing downtime, data losses or even security breaches can cost a company even more.

The seamless integration of TeamViewer Remote Management with Microsoft Teams offers an easy and secure way for IT managers to receive instant alerts when hardware or software problems occur and allow them to remotely access the affected devices and to solve the issues faster.

The TeamViewer Remote Management integration with Microsoft Teams enables

- ✔ IT admins to receive instant alerts from affected devices within Microsoft Teams
- ✔ Faster issue resolution through remote management capabilities
- ✔ Comprehensive device and network monitoring capabilities to react before problems even occur



Key Benefits

Fast Insights

Get alerts from managed devices instantly as notifications in MS Teams.

More efficient IT

Enhance the company's IT asset and operation management processes and maximize uptime of critical IT infrastructure.

Seamless integrated Remote Capabilities

Access affected devices via TeamViewer directly from within MS Teams and resolve issues remotely.

Higher Productivity

Reduce issue resolution time and increase uptime and availability of managed devices.

Figure 1: The seamless TeamViewer integration with Microsoft Teams extends the platform with comprehensive device and network monitoring capabilities.

Key Benefits for End Customers

Streamline IT asset management processes

The seamless user experience and active session views that the integration provides allow IT managers to work on multiple incidents in parallel and greatly increase their productivity.

Increase Reliability of critical Business Operations

Monitor, connect and control any company asset from within Microsoft Teams and immediately respond to any operational issues to ensure 100% uptime of critical IT infrastructure components.

Significantly enhance IT Asset Management processes

The TeamViewer Remote Management integration into Microsoft Teams provides an easy and secure way to remotely manage and maintain corporate assets and services.

Key Features

Fully Integrated Remote Management Solution

TeamViewer Monitoring continually keeps track of the critical aspects of your Windows, macOS, Linux, and network devices — like printers and routers — and alerts you immediately in Microsoft Teams, so you can act quickly and efficiently.

Secure Remote Access

The TeamViewer integration enables remote control connections to employee devices for troubleshooting and resolving the alerts received in MS Teams.

Instant Setup for Immediate Use

Deploys quickly with intuitive features for fast implementation, without requiring complicated configurations or extensive training to use.

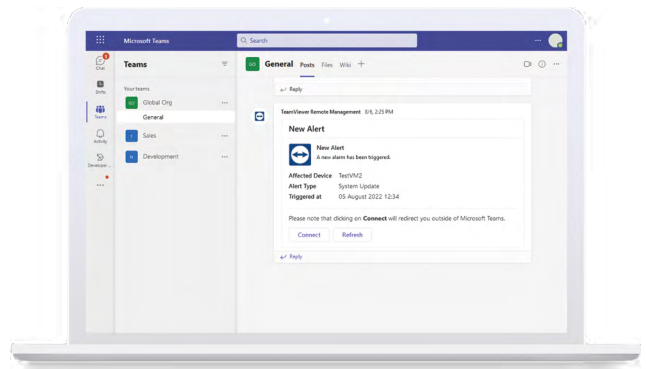


Figure 2: Get alerts from managed devices directly posted as notification in your Microsoft Teams chat.

Resources

[TeamViewer Remote Management integration app on Microsoft AppSource](#)

[TeamViewer Remote Management Integration with Microsoft Teams](#)

[User guide \(Community article\)](#)

License requirements

- ✓ Microsoft Teams license
- ✓ TeamViewer Tensor subscription
- ✓ TeamViewer Remote Management license

Questions?

☎ 1-800-638-0253 (Toll-Free)

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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