



# Scale, manage and secure your support experiences

Enterprises need a solution that standardizes, harmonizes and streamlines their support experiences. Navigate complex IT processes, optimize operations and provide faster support to your customers, employees and partners in a seamless and secure manner.



**TeamViewer Tensor is an enterprise-ready remote connectivity platform** that connects all device platforms – enabling support centers and support center technicians to Connect, Manage and Control – any computer, mobile device, human-machine interface (HMI) and industrial asset.

TeamViewer Tensor scales linearly to the needs of your enterprise, providing the industry's leading connectivity and real-time support tools in a convenient, ready-to-deploy highly secure SaaS environment.

**Powered by the world's largest remote connectivity infrastructure** – spanning 200 countries and connecting more than 2.5 billion devices – TeamViewer Tensor scales linearly to meet enterprise requirements, providing fast, reliable connectivity and real-time support tools in a secure, instantly deployable SaaS environment.

## Maximize IT and employee productivity with easy-to-use **remote access and support**



**TeamViewer Tensor** enables remote experts to support any computer or mobile device – from anywhere, at any time, on any platform – and fix technical issues to minimize downtime, while improving IT and workforce productivity.

When working from home or working on-the-go, your enterprise IT teams and employees can stay productive from anywhere with secure remote access to computers, mobile devices, servers, machines, or operational technology (OT). With TeamViewer Tensor remote access, your desktop files and corporate applications are always just a few clicks away.

Enable your organization to work securely from anywhere to keep your business running efficiently – all without VPN.

# Secure remote connectivity



1,400+ enterprise customers



2.5+ billion installations



600K+ subscribers

## Enable your organization to work securely from anywhere – all without VPN

### Offer remote work flexibility

by enabling your workforce to remotely connect to corporate computers and mobile devices across platforms, from anywhere, anytime.

### Remotely manage, monitor, and control

Remotely manage, monitor, and control industrial equipment and machines to improve operational efficiency, reduce issue resolution time, and maximize uptime.

### Maintain and manage enterprise servers

Maintain and manage enterprise servers and Android-based point-of-sale (POS) systems, troubleshooting problems from anywhere in real time to minimize unplanned downtime.



TeamViewer Tensor enables remote experts to support any computer or mobile device – from anywhere, at any time, on any platform.

# TeamViewer Tensor security features

- ✓ RSA 4096 private/public key exchange
- ✓ 256-bit AES session encoding
- ✓ SOC2 certified and compliant
- ✓ ISO 27001 certification
- ✓ HIPAA compliant
- ✓ https/SSL protocol
- ✓ Brute-force protection enforced password reset
- ✓ https/SSL protocol
- ✓ Secure remote password protocol (SRP)
- ✓ Two-factor authentication conditional access

## At TeamViewer, security always comes first

### The TeamViewer ID

The TeamViewer ID is unique to your device, which is generated automatically and checked before each session.

### Industry-grade security standards

Our data centers meet ISO 27001 industrial security standards.

### Protection from brute-force attacks

With TeamViewer, the time between failed login attempts is increased exponentially and is reset only when the correct password is entered. It also protects remote access devices and connection partners from other attacks.

### Dynamic TeamViewer password

Users can create a policy that auto-generates a new dynamic session password after each TeamViewer service restart. But there is also an optional setting which allows a password to be set dynamically after each session. This password is alphanumeric as standard, and comprises six characters, so there are over 2.1 billion possible combinations.

### Two-factor authentication

Login takes place using a new unique code, which is generated each time by an algorithm and supplied from a mobile device.

### Encryption



All interactions through TeamViewer, including file transfers, VPN, chat, etc., are protected by 256-bit end-to-end session encryption with a 4096-bit RSA public/private key exchange.




### Secure remote password protocol (SRP)

TeamViewer uses the SRP protocol for authentication and password encryption. So, the password is never sent over the internet, even encrypted, and is therefore optimally protected from outside access. Passwords also receive backend encryption.

# Enterprise security features

With [TeamViewer Tensor](#), organizations can leverage industry-leading remote connectivity with enterprise-grade security features and capabilities — all designed to ensure your data, connections, and employees remain secure.

 <p><b>Single Sign-On (SSO)</b></p>	<p>With Single Sign-On, IT has more control over provisioning and deactivating enterprise user accounts for TeamViewer Tensor. By limiting access to users with corporate emails only, TeamViewer Tensor with SSO allows you to prevent unauthorized users from ever using your enterprise remote access platform.</p> <ul style="list-style-type: none"><li>✓ <b>Centralize password control</b> through your SSO identity service provider, so IT doesn't have to manage passwords, reducing password reset requests.</li><li>✓ <b>Automatically apply corporate password</b> policies and identity authentication rules to every authorized TeamViewer Tensor user.</li><li>✓ <b>Enable employees to log in to TeamViewer Tensor</b> with their corporate SSO login credentials.</li></ul>
 <p><b>Multitenancy</b></p>	<p>Multitenancy ensures that central IT has a better overview of existing licenses and provides features to further optimize the use of TeamViewer Tensor enabling secure and scalable support experiences for employees and associated business units.</p> <ul style="list-style-type: none"><li>✓ <b>Track, monitor, and control Tensor license</b> usage across your central and satellite organizations.</li><li>✓ <b>Use Multitenancy to scale your support experiences</b> in a cost-efficient manner.</li><li>✓ <b>Streamline license management</b> and prevent over- and under-utilization of your existing Tensor licenses with Multitenancy.</li><li>✓ <b>Help central IT administrators</b> to easily manage, consolidate or separate users, devices, and groups based on the needs and requirements of the business.</li></ul>

 <p><b>Conditional Access</b></p>	<p>Maintain enterprise-wide oversight and centralized control of all TeamViewer connections with a dedicated conditional access rule-based router, fully maintained in a private cloud by TeamViewer.</p> <ul style="list-style-type: none"> <li>✓ <b>Assign user and device permissions</b> for remote access, remote control, file transfer, and TeamViewer Assist AR.</li> <li>✓ <b>Configure rules</b> at the account, group, or device level, with support for Active Directory Groups (Active Directory and Azure Active Directory).</li> <li>✓ <b>Provision and schedule remote access permissions</b> with expiry dates and times for third-party vendors, contractors, or temporary employees.</li> <li>✓ <b>Block all incoming and outgoing connections</b> from unauthorized TeamViewer accounts and free users.</li> </ul>
 <p><b>User group and roles</b></p>	<p>User Groups and Roles enables IT organizations to automate user life cycle management for creating, updating, and deleting TeamViewer Tensor users. Users can then be organized into groups to apply bulk changes in permissions while eliminating repetitive, manual end user management tasks.</p> <ul style="list-style-type: none"> <li>✓ <b>Automate user life cycle management</b> for creating, updating, and deleting users.</li> <li>✓ <b>Organize users into groups</b> for easier administration.</li> <li>✓ <b>Move users between groups</b> for role or department changes.</li> <li>✓ <b>Apply bulk edits</b> to different users and user groups at once.</li> <li>✓ <b>Easily filter user groups</b> based on various roles for more efficient user management.</li> </ul>
 <p><b>Auditability</b></p>	<p>Built-in reporting log captures all remote session activities and management console actions: who did what, when, and for how long for every incoming and outgoing connection. Designated IT admins can only view these audit logs with appropriate user permissions.</p> <ul style="list-style-type: none"> <li>✓ <b>Decide if activity log for remote sessions</b> and management console is needed or not, with Opt In/Opt Out feature.</li> <li>✓ <b>Assign specific user permissions</b> authorizing access to view reports.</li> <li>✓ <b>Maintain accountability</b> and provide precise billing for services.</li> <li>✓ <b>Track customer satisfaction</b> with session comments and customer feedback forms to improve services.</li> <li>✓ <b>Cut costs</b> by eliminating the need for third-party logging tools.</li> </ul>

# Certifications and compliance



## ISO 9001:2015

ISO 9001:2015 is the globally recognized standard that specifies requirements for a quality management system (QMS). Organizations use the standard to demonstrate their ability to consistently provide products and services that meet customer and regulatory requirements.

With the ISO 9001:2015 certification, TeamViewer has demonstrated dedication to total quality management, customer focus, and a continuous improvement of processes to increase efficiencies and enhance the quality of products and services offered.



The Trusted Information Security Assessment Exchange assesses the information security of enterprises and allows recognition of assessment results among the participants, who conduct business in the automotive supply chain.



As an additional security measure, we secure all our program files using DigiCert code signing technology, so the actual publisher of the software is always readily identifiable. If the software has been changed afterwards, the digital signature automatically becomes invalid.

## HIPAA, HITECH, and SOC2



TeamViewer provides remote access, remote support, and online collaboration capabilities with the level of security and privacy necessary for organizations to remain HIPAA compliant.

TeamViewer received HIPAA, HITECH, and SOC2 certification from A-LIGN, a U.S. nationwide security and compliance provider.



While HIPAA and HITECH are crucial for health care organizations to ensure the confidentiality and security of sensitive data and protected health information (PHI), SOC2 is an essential reporting framework for service provider organizations to establish a means to report on nonfinancial internal controls, so that their clients get a better understanding of the enforcement of the five Trusted Service Principles (TSP).



### **General Data Protection Regulation (GDPR)**

On May 25, 2018, the EU [General Data Protection Regulation](#) (GDPR) came into force, reflecting the importance of data protection in our increasingly digital world. TeamViewer is a global organization and for us, it is important that we handle the personal information of our customers and our own people under GDPR.

To learn more about TeamViewer's data privacy commitment and GDPR preparation, visit the [TeamViewer and GDPR](#) page in our Knowledge Base.

For more information about TeamViewer security, explore the [TeamViewer Security Handbook](#).

### **California Consumer Protection Act (CCPA)**

On June 28, 2018, the [California Consumer Protection Act of 2018 \(CCPA\)](#) was signed into law and took effect on January 1, 2020. TeamViewer is committed to CCPA compliance and data privacy. To learn more, please visit the [TeamViewer and CCPA](#) page in our Knowledge Base.

## 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.

## Stay Connected