



TeamViewer

Triunfar en esta industria exige estar presentes donde el cliente esté, sin importar el modelo de negocio



Enterprise

Mixed services model

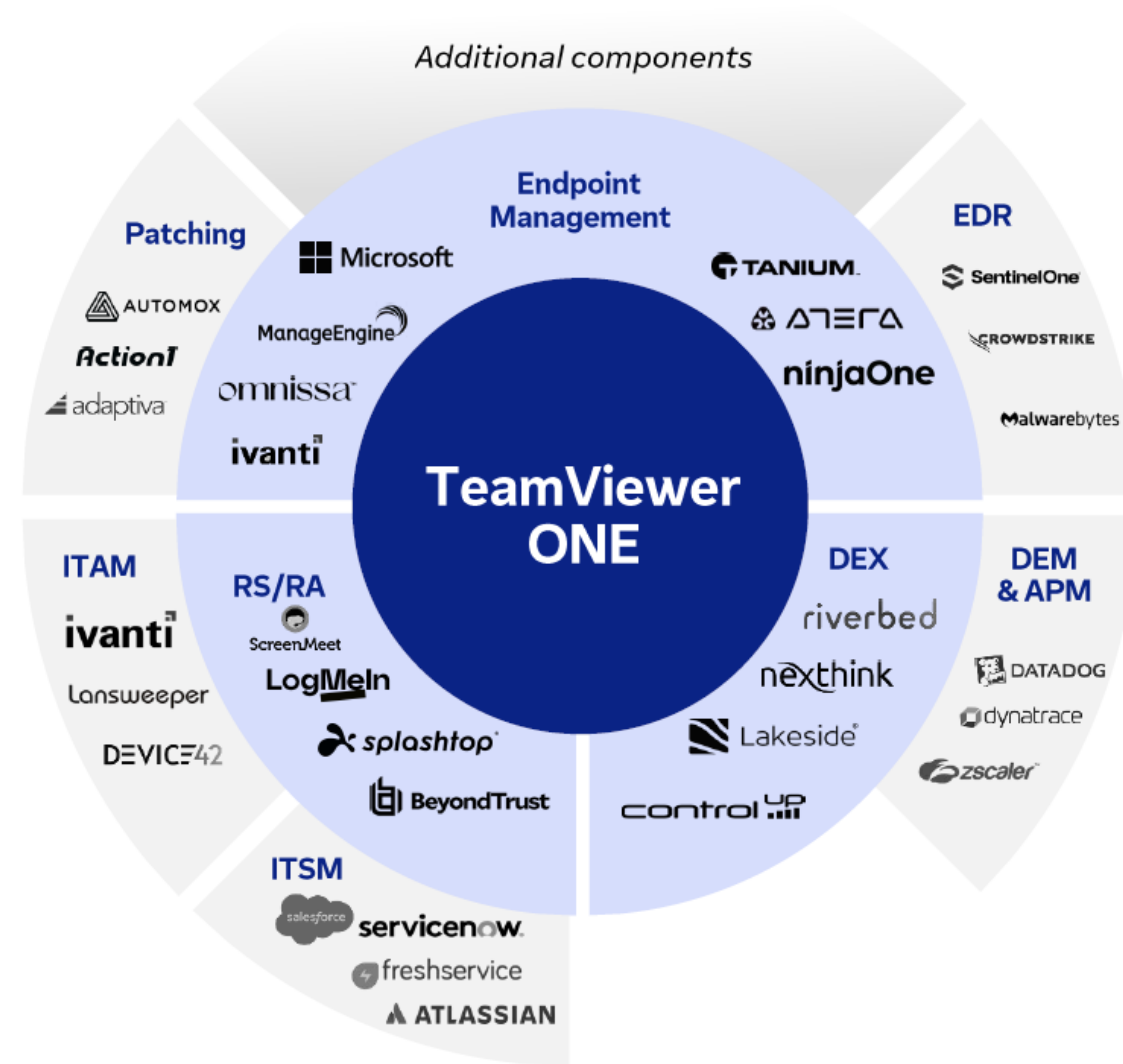
GSI-led

SMB

Outsourced
OR
Internal

MSP-led

El panorama del Digital Workplace



Para los clientes, la complejidad del panorama actual a incrementado





SHIFT LEFT

TeamViewer ONE Impulsa a tus clientes a evolucionar hacia “Shift-Left”



Shift left: Reduce costos y fricciones a través de la prevención



Predictivo



Proactivo

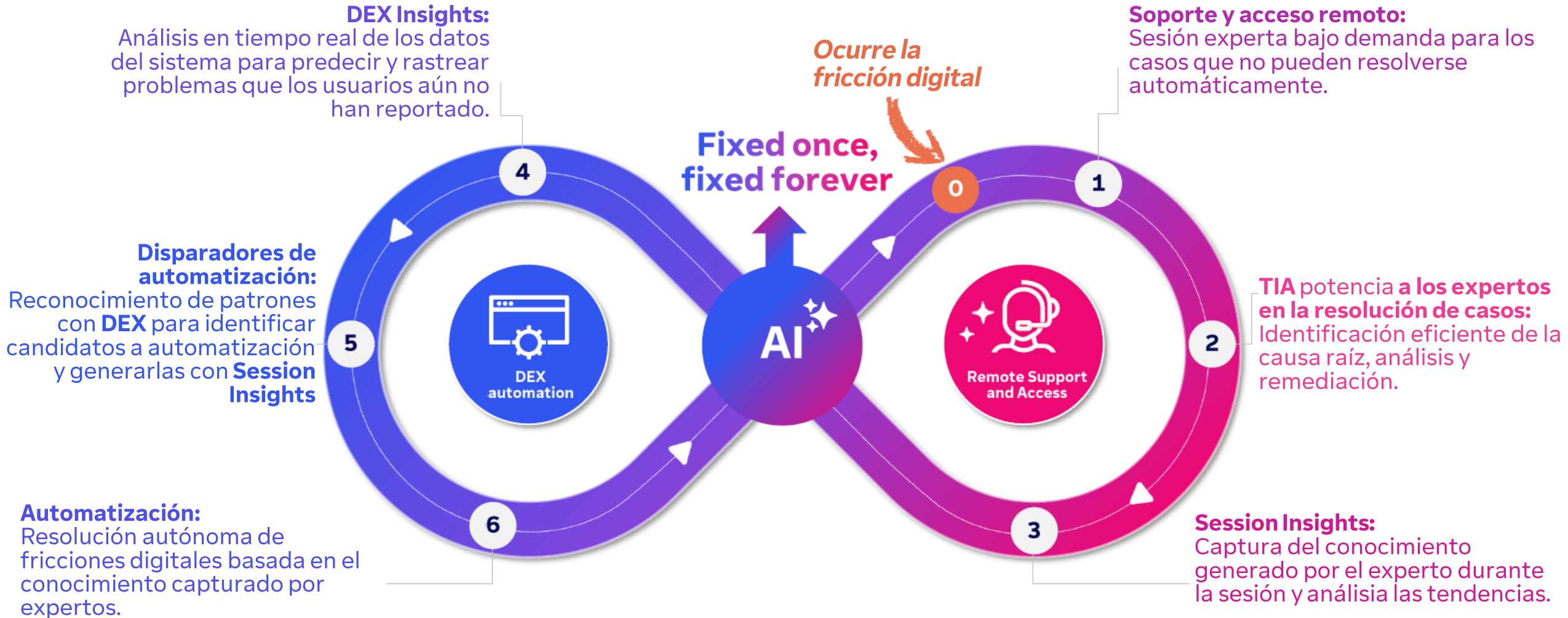


Reactivo

¿Por qué es importante?

- Mejor experiencia del empleado al disminuir interrupciones
- Menores costos gracias a la reducción de tickets y escalaciones
- Mayor seguridad y cumplimiento al acortar los tiempos de solución
- Operaciones de TI mas escalables mediante la reducción del y trabajo manual

La receta secreta: TeamViewer ONE



¿Qué es TeamViewer ONE?

¿Y que es “Shift Left”?

ACCELERATE

TeamViewer ONE: Una propuesta. Control total.

Unifica la visibilidad & el control

- Vista unificada
- Gestión centralizada de endpoints
- Visibilidad en tiempo real



Productividad impulsada por IA

- Automatización nativa y lista para escalar
- Resolución inteligente basada en IA
- Solución antes del impacto



Generación de valor y seguridad

- Rápido ROI & bajo TCO
- Seguro & cumplimiento normativo
- Experiencia sin fricciones



Enfoque USUARIO

Multiusuarios
Licencia Premium
Licencia Corporate
Licencia Tensor

Adicional

Enfoque ENDPOINT

TeamViewer ONE
Standard | Advanced

Incluido*

Remote Management

Gestión de Dispositivos*
Monitoreo*
TV Intelligence*
DEX Essentials *
ThreatDown by Malwarebytes

TeamViewer ONE

La plataforma unificada de Digital Workplace para las operaciones de TI autónomas

TeamViewer AI & Tia

IA que acelera la resolución, captura el conocimiento y automatiza a gran escala

Autonomous endpoint management (AEM) for IT and OT environments

RMM

Control de puntos finales y cumplimiento normativo

DEX

Visibilidad en tiempo real y automatización de la experiencia

Remote control

Soporte experto de TI con seguridad nivel empresarial

Plataforma guiada por evento en tiempo real

Datos compartidos y flujos de trabajo

Integraciones con terceros

Servicios de administración centralizada

Licenciamiento unificado

Mejor experiencia | Menor costo | Menos complejidad | **Cumplimiento normativo mejorado**

¿Porqué TeamViewer ONE?

ACCELERATE

Navegando en el panorama actual

Reemplaza

nexthink

ninjaOne

BeyondTrust

Simplicidad y
reducción de costos

Aumenta

Microsoft
servicenow

salesforce

Optimización y
resiliencia

Integra

CROWDSTRIKE

Qualys

Malwarebytes

Mejora la
automatización

Casos de uso



Visibilidad en tiempo real

01



Automatización de tareas repetitivas con IA

02



Cumplimiento, seguridad y gestión de vulnerabilidades



Ciclo de vida de dispositivos y software

04



Conectividad segura

05



Potenciación de Intune

06



Potenciación de ServiceNow

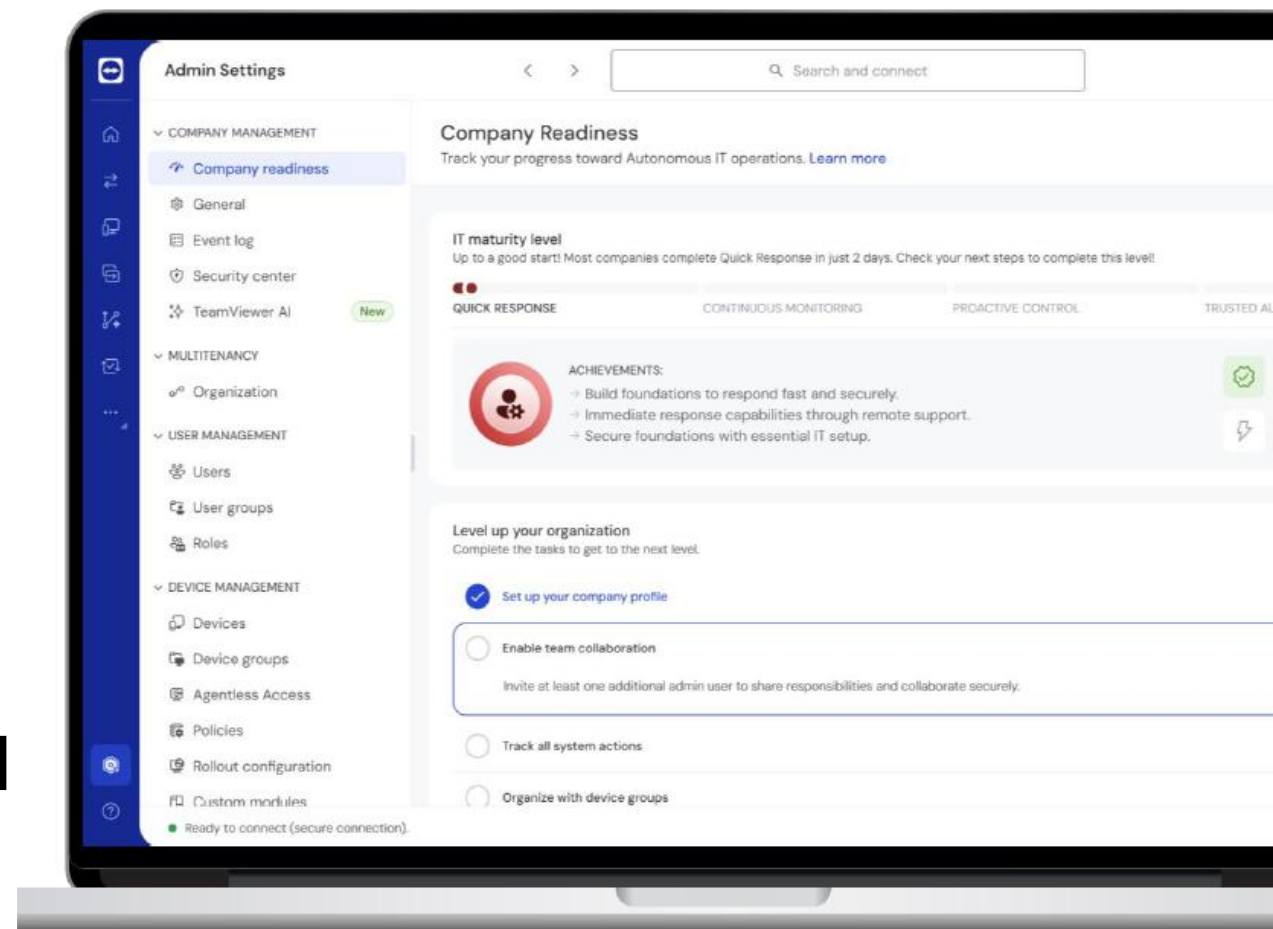
07

TeamViewer ONE

Propuesta de valor

Onboarding: Ágil y Simplificado

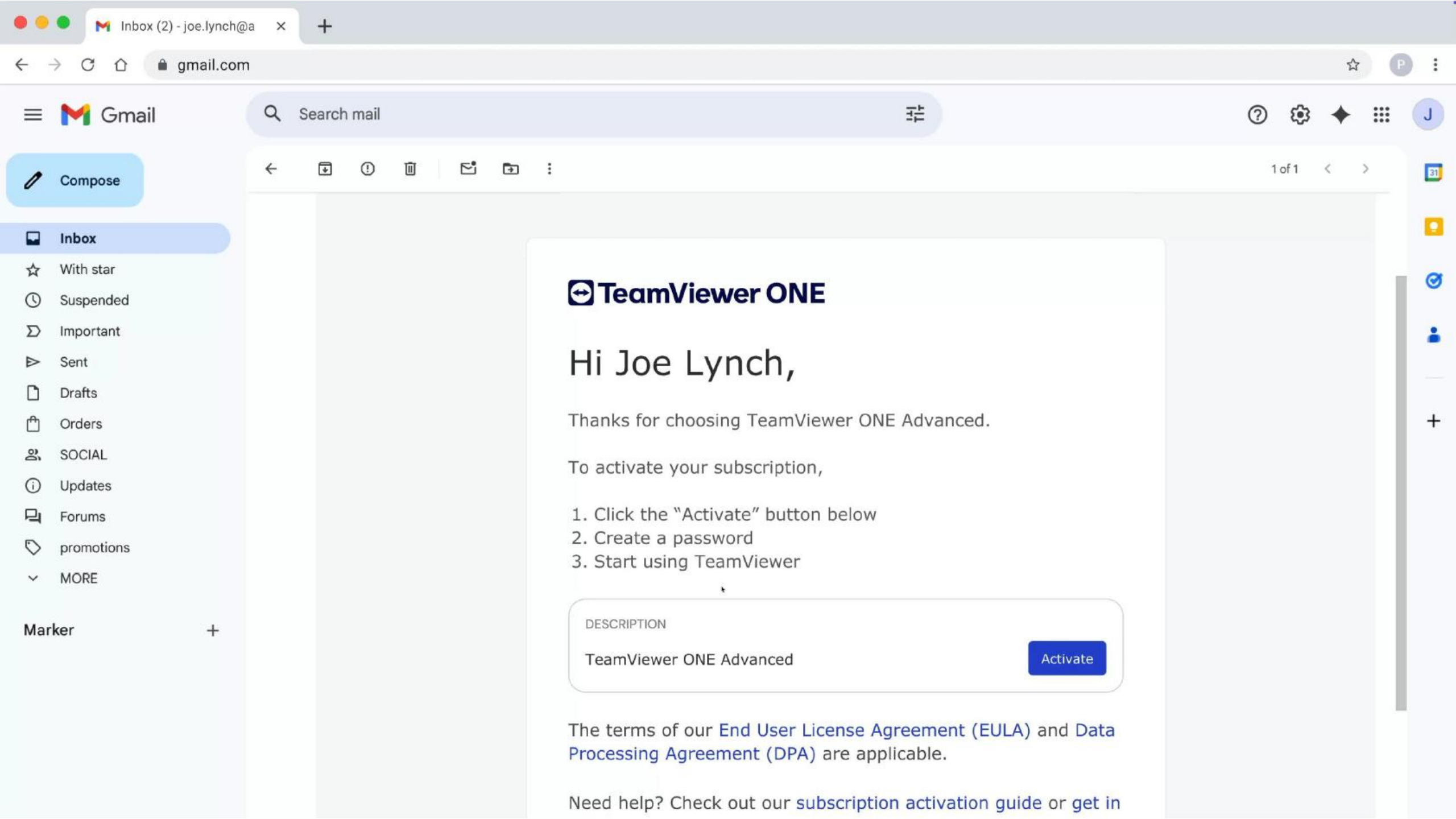
- ✓ **Activación sencilla**
Fácil activación mediante un solo link.
- ✓ **Fácil configuración inicial**
Agrega rápidamente usuarios y dispositivos.
- ✓ **Panel de madurez empresarial**
Indicador visual que guía a los usuarios hacia la madurez de “Shift-Left”





IT Admin

Joe Lynch



Compose

Inbox

- With star
- Suspended
- Important
- Sent
- Drafts
- Orders
- SOCIAL
- Updates
- Forums
- promotions
- MORE

Marker +

TeamViewer ONE

Hi Joe Lynch,

Thanks for choosing TeamViewer ONE Advanced.

To activate your subscription,

1. Click the "Activate" button below
2. Create a password
3. Start using TeamViewer

DESCRIPTION

TeamViewer ONE Advanced

Activate

The terms of our [End User License Agreement \(EULA\)](#) and [Data Processing Agreement \(DPA\)](#) are applicable.

Need help? Check out our [subscription activation guide](#) or [get in](#)



← Enter your password

 joe.lynch@acme.com

Password 

Keep me signed in

[Sign in](#)

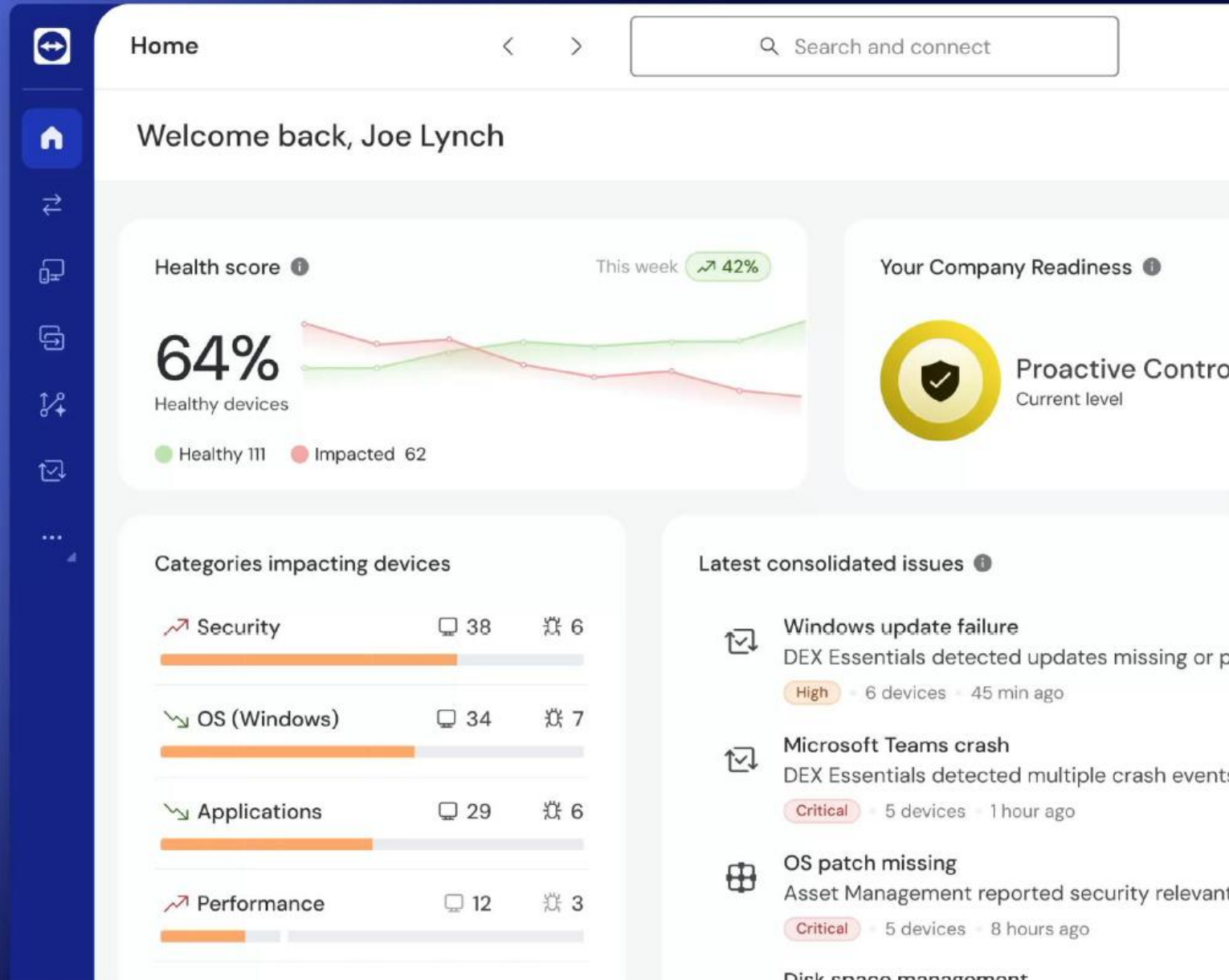
[Forgot your password?](#)

Hi Joe, let's get you started

Welcome to TeamViewer! Stay ahead and sharpen your performance with smart automation that fixes issues before they happen.

 joe.lynch@acme.it

Continue



The screenshot shows the TeamViewer dashboard for user Joe Lynch. The interface includes a navigation sidebar on the left with icons for Home, Refresh, Connect, Add, and Settings. The main content area features a 'Home' header with a search bar, a welcome message, and several data visualization cards. The 'Health score' card shows a 64% healthy devices rate with a line chart and a 42% increase this week. The 'Your Company Readiness' card shows a 'Proactive Control' shield icon. The 'Categories impacting devices' card lists Security (38 devices, 6 alerts), OS (Windows) (34 devices, 7 alerts), Applications (29 devices, 6 alerts), and Performance (12 devices, 3 alerts). The 'Latest consolidated issues' card lists three critical issues: Windows update failure (6 devices, 45 min ago), Microsoft Teams crash (5 devices, 1 hour ago), and OS patch missing (5 devices, 8 hours ago).

Home

Search and connect

Welcome back, Joe Lynch

Health score ⓘ


This week ↗ 42%

64%

Healthy devices

● Healthy 111 ● Impacted 62

Your Company Readiness ⓘ



Proactive Control

Current level

Categories impacting devices

↗ Security	📱 38	🚨 6
↘ OS (Windows)	📱 34	🚨 7
↘ Applications	📱 29	🚨 6
↗ Performance	📱 12	🚨 3

Latest consolidated issues ⓘ

- 📧 **Windows update failure**
DEX Essentials detected updates missing or p
High - 6 devices - 45 min ago
- 📧 **Microsoft Teams crash**
DEX Essentials detected multiple crash events
Critical - 5 devices - 1 hour ago
- 🔧 **OS patch missing**
Asset Management reported security relevant
Critical - 5 devices - 8 hours ago

Disk space management



Let's set up your workspace

Enter your company name to get a tailored experience and ensure your account works seamlessly.

Company name



[Continue](#)

The screenshot shows the Admin Settings interface. On the left is a dark blue sidebar with navigation icons. The main content area is titled 'Admin Settings' and includes a search bar. A left-hand menu lists categories: COMPANY MANAGEMENT (with 'Company Readiness' selected), MULTITENANCY, USER MANAGEMENT, and DEVICE MANAGEMENT. The 'Company Readiness' section is expanded, showing 'IT maturity level' with a progress bar and 'ACHIEVEMENTS' with a list of tasks. The progress bar shows 'QUICK RESPONSE' is completed, while 'CONTINUOUS MONITORING' and 'PROACTIVE CONTROL' are in progress. The achievements list includes: 'Build foundations to respond fast and securely', 'Immediate response capabilities through remote support', and 'Secure foundations with essential IT setup'. A 'Level up your organization' section at the bottom prompts the user to complete tasks to reach the next level.

Admin Settings

Search and connect

- COMPANY MANAGEMENT
 - Company Readiness**
 - General
 - Event log
 - Security center
 - TeamViewer AI New
- MULTITENANCY
 - Organization
- USER MANAGEMENT
 - Users
 - User groups
 - Roles
- DEVICE MANAGEMENT
 - Devices
 - Device groups
 - Agentless Access

Company Readiness

Track your progress toward Autonomous IT operations. [Learn more](#)

IT maturity level
Up to a good start! Most companies complete Quick Response in just 2 days. Check your progress and complete this level!

QUICK RESPONSE CONTINUOUS MONITORING PROACTIVE CONTROL

ACHIEVEMENTS:

- Build foundations to respond fast and securely.
- Immediate response capabilities through remote support.
- Secure foundations with essential IT setup.

Level up your organization
Complete the tasks to get to the next level.

← Back

Bring your team together

Invite admins to your company to get started. You'll be able to add more later as your team grows.

Admins

lydia.bauer@acmeit.com	✕
miguel.garcia@acmeit.com	✕
john.smith@acmeit.com	✕
carla.matias@acmeit.com	✕
james.jefferies@acmeit.com	✕



Continue



Admin Settings

Search and connect

USER MANAGEMENT

Users

User groups

Roles

DEVICE MANAGEMENT

Devices

Device groups

Agentless Access

Policies

Rollout configuration

Custom modules

QR codes

EXTENSIONS

Endpoint Protection

CONNECTION REPORTS

Outgoing connections

Users

Add new members to your company and manage their permissions. [Learn more](#)

Company users **11**

External users **23**

Pending requests **7**


Export all to CSV

	NAME ↓	STATUS	USER GROUPS
CM	Carla Moniz carla.moniz@mail.com	Active	TV Porto +3
JF	James Jefferies james.jefferies@mail.com	Active	TV Göppingen
KS	Kevin Sturgis ksturgis@mail.com	Active	TV Bremen
LM	Lana Morris lana.morris@mail.com	Label	TV Bremen +2
MA	Mario Augusto m.augusto@mail.com	Label	TV Porto
MK	Mona Kane It's you mona.kane@mail.com	Active	TV Bremen
NY	Nora Yang nora.yang@mail.com	Active	TV Göppingen
NA	Norton Atkins noras.yang@mail.com	Active	TV Porto
OL	Orwell Larsson orwell.larsson@mail.com	Active	TV Bremen
PP	Peter Parker peter.parker@bugle.com	Active	TV Stuttgart


← Back

Review and deploy

Review the summary below to ensure everything is correct. Once you're ready, get started and activate TeamViewer across your company.

 COMPANY
ACME IT ✓

ADMINISTRATORS 5

 lydia.bauer@acmeit.com
miguel.garcia@acmeit.com ✓
john.smith@acmeit.com
carla.matias@acmeit.com
james.jefferies@acmeit.com



✓ Ready

Admin Settings


< >


- COMPANY MANAGEMENT
 - Company Readiness**
 - General
 - Event log
 - Security center
 - TeamViewer AI New
- MULTITENANCY
 - Organization
- USER MANAGEMENT
 - Users
 - User groups
 - Roles
- DEVICE MANAGEMENT
 - Devices
 - Device groups
 - Agentless Access

Company Readiness

Track your progress toward Autonomous IT operations. [Learn more](#)

IT maturity level
Up to a good start! Most companies complete Quick Response in just 2 days. Check out how you can complete this level!


QUICK RESPONSE CONTINUOUS MONITORING PROACTIVE CONTROL





ACHIEVEMENTS:

- Build foundations to respond fast and securely.
- Immediate response capabilities through remote support.
- Secure foundations with essential IT setup.

Level up your organization
Complete the tasks to get to the next level.

Add devices

Share this link with remote users. TeamViewer will download automatically and assign their device to your account, ready to connect.

<https://assign.teamviewer.com/...>  

Continue to TeamViewer



Admin settings

Search and connect

USER MANAGEMENT

- Users
- User groups
- Roles

DEVICE MANAGEMENT

- Devices**
- Device groups
- Agentless Access
- Policies
- Rollout configuration
- Custom modules
- QR codes

EXTENSIONS

- Endpoint Protection

CONNECTION REPORTS

- Outgoing connections

Company devices

Keep an overview of all your company devices. Unmanaged and legacy are not part of this list.

Export all to CSV

NAME ↓	TEAMVIEWER ID	STATUS
 Asus-0002	864 651 233	Online
 Dell-PC-358 This device	111 333 888	Online
 Dell-PC-987	017 061 999	Online
 Home-Server-101	3 444 777 000	Online
 Lenovo-PC-155	839 817 289	Online
 Jaime-Apple-155	213 778 975	Offline
 Shepard-Samsung-080	1 213 123 532	Offline
 Mark-Apple-01	145 708 661	Offline

COMPANY MANAGEMENT

Company readiness

General

Event log

Security center

TeamViewer AI

New

MULTITENANCY

Organization

USER MANAGEMENT

Users

User groups

Roles

DEVICE MANAGEMENT

Devices

Device groups

Agentless Access

Policies

Rollout configuration

Custom modules

Ready to connect (secure connection).

Company Readiness

Track your progress toward Autonomous IT operations. [Learn more](#)

IT maturity level

Up to a good start



QUICK RESPONSE



Level up your IT

Complete the tasks



Set up



Enable team collaboration

Invite at least one additional admin user to share responsibilities and collaborate securely.

Invite



Track all system actions



Organize with device groups



Readiness today, autonomy tomorrow

From quick fixes to continuous improvement – track your IT readiness and advance step by step towards autonomous operations.

[Learn more](#)

[Start your journey](#)

to complete this level!

CONTROL

TRUSTED AUTONOMY



10%

Readiness score



0%

Automation coverage

Unos días después...

Los administradores ya han comenzado sesiones de soporte remoto y han integrado su flota de dispositivos.

Mientras tanto, pueden visualizar contenido valioso generado automáticamente por TeamViewer ONE.

TeamViewer ONE continuará guiando al usuario paso a paso, recomendando acciones adicionales para avanzar en su madurez de “Shift-Left”.

COMPANY MANAGEMENT

Company readiness

General

Event log

Security center

TeamViewer AI

New

MULTITENANCY

Organization

USER MANAGEMENT

Users

User groups

Roles

DEVICE MANAGEMENT

Devices

Device groups

Agentless Access

Policies

Rollout configuration

Custom modules

Ready to connect (secure connection).

Company Readiness

Track your progress toward Autonomous IT operations. [Learn more](#)

IT maturity level

Up to a good start! 82% of companies reach the Continuous Monitoring level in their first week. Hang in for the next stage!



ACHIEVEMENTS:

- Gain full visibility into your environment and establish governance
- Full visibility across devices, applications, and users
- Early detection of issues before end-user impact



50%
Readiness score



60%
Automation coverage

Level up your organization

Complete the tasks to get to the next level.



Gain visibility in end-user experience



Monitor performance and health



Manage users with roles and permissions



Deploy your fleet at scale



Provide a custom / branded end-user support experience

Welcome back, Joe Lynch

Health score ?

This week ↗ 42%

64%

Healthy devices

Healthy 111 Impacted 62



Your Company Readiness ?

Keep improving →



Continuous Monitoring

Current level

57%

↗ Readiness score

60%

↗ Automation coverage

Categories impacting devices

↗ Performance	28	13
↘ OS (Windows)	17	9
↘ Applications	11	5
↗ Security	8	4
↗ Stability	5	3
↘ Network	3	2

Latest consolidated issues ?

Show all →

- Windows update failure**
 DEX Essentials detected updates missing or pending due to required reboots
Critical • 6 devices • 45 min ago [View remediation](#)
- OS patch missing**
 Asset Management reported security relevant operating system patches missing
Critical • 5 devices • 8 hours ago [View remediation](#)
- Disk space management**
 DEX Essentials detected less than 10 GB available disk space
Medium • 5 devices • 1 day ago [View remediation](#)
- Software patch missing**
 Asset Management reported security relevant third party patches missing..
Critical • 6 devices • 3 days ago [Review patches](#)



← Consolidated issues

Improve device health and fix issues detected by all services.

Open **16** Solved

Severity: All Assigned to: All Category: All

DETECTED ↓	IMPACTED	OCURRENCE ↓	SEVERITY	ASSIGNED TO	CATEGORY	ACTION
Wireless printer does not work I've been trying over and over and i cannot print anything...	--	2 minutes ago	--	Elvia Atkins	Hardware Network	Start session
Windows update failed Critical security update failed on production servers	6	45 minutes ago	Critical	Mona Kane	Security System	Auto-remediation
Microsoft Teams Performance DEX Essentials detected excessive memory consumption	5	1 hour ago	Medium	Not assigned	Applications Stability	Auto-remediation
Unpatched Software Asset Management reported security relevant patches	5	8 hours ago	Critical	Isaac Fielder	Update Security	Review patches
Confluence access issues CoPilot detected multiple failed Confluence login attemp...	5	1 day ago	Medium	Norton Atkins	Security Network	Fix with CoPilot
Multiple SSO Failures Check session tokens, misconfiguration or certificates	2	1 day ago	Low	Mona Kane	Security	Manual review required
Service Restart Needed Workflow processes stuck or unresponsive	3	2 days ago	Low	Norton Atkins	Stability	Auto-trigger restart
Network Latency Increased packet loss across VPN connections	2	3 days ago	Medium	Elvia Atkins	Network	Run traceroute
Unpatched Software Asset Management reported security relevant patches	4	3 days ago	Medium	Peter Parker	Update Security	Review patches
OneDrive synchronisation issues DEX Essentials found log folder entries not updating	2	3 days ago	Medium	Peter Parker	Security +1	Remediation suggested
Firewall disabled Monitoring reported alerts	2	4 days ago	Critical	Mona Kane	Security Network	Update
Driver Out of Date System drivers not updated to latest approved versions	1	5 days ago	Low	Mona Kane	Update System	Retry

● Ready to connect (secure connection).

Easy Access not granted



GENERAL

Policies

MONITORING

Overview

Devices

Alert history

Task automation

ASSET MANAGEMENT

Overview

Devices

Network discovery

Assets

Patches

Software deployment

Reporting

ENDPOINT PROTECTION

Overview

Devices

Missing patches

174/200 devices activated

Stay informed about missing patches for your devices and view the status and history of



2

Critical and important type patches



5

Security type patches

PATCH	SEVERITY ↓	BULLETIN ID
<input checked="" type="checkbox"/> Windows 11 Enterprise (x64)	Critical	MS21-11-W10-5007189
Google Chrome x64	Critical	CHROME-220621
Windows 10 Enterprise (x64)	Medium	MS21-09-W10-50055
VMware Tools x64	Medium	VMWT12-230614
ASP .NET Core 3.1 x64	Low	MS23-08-DNETC60
.NET Framework 4.8 (x64)	Not rated	MSFT-DN481
VC++ 2015+ x64	Not rated	MSVC14-230516

Windows 11 Enterprise (x64)

Missing on 5 devices



Deploy



Bulletin ID



Customize

Patch information

Reboot needed

Yes

Severity

Critical

Bulletin ID

Bulletin ID

CVE

[24 CVE numbers](#)

Release

Aug 25, 2025

OS

Windows 11 Enterprise

Patch size

83.64 MB

Description

This security update contains fixes and quality improvements from KB50...

[See more](#)

Affected devices (5)

Workstation-PPO8873-3692

Laptop-TPO2873-1698

GENERAL

Policies

MONITORING

Overview

Devices

Alert history

Task automation

ASSET MANAGEMENT

Overview

Devices

Network discovery

Assets

Patches

Software deployment

Reporting

ENDPOINT PROTECTION

Overview

Devices

Missing patches

174/200 devices activated

Manage activations

Stay informed about missing patches for your devices and view the status and history of your deployments.

Export Columns Filters

2 Critical and important type patches

5 Security type patches

3 Patches released in the last 30 days

PATCH	SEVERITY ↓	BULLETIN ID	TYPE	RELEASE	NOT DEPLOYED
Windows 11 Enterprise (x64)	Critical	MS21-11-W10-5007189	Security	Jun 21, 2024	14
Google Chrome x64	Critical	CHROME-220621	Security		
Windows 10 Enterprise (x64)	Medium	MS21-09-W10-5005566	Security		
VMware Tools x64	Medium	VMWT12-230614	Security		
ASP .NET Core 3.1 x64	Low	MS23-08-DNETC60	Security		
.NET Framework 4.8 (x64)	Not rated	MSFT-DN481	Non-security		
VC++ 2015+ x64	Not rated	MSVC14-230516	Non-security		

Schedule your patches

You're keeping devices safe and up to date. Lock in the momentum, schedule your next patch cycle now.

Schedule patches

Welcome back, Joe Lynch

Health score ?

This week ↗ 44%

66%

Healthy devices

Healthy 114 Impacted 59



Your Company Readiness ?

Keep improving →



Continuous Monitoring

Current level

57%

↗ Readiness score

60%

↗ Automation coverage

Categories impacting devices

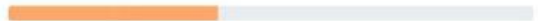
↗ Performance 📱 28 🔧 13



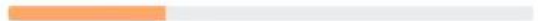
↘ OS (Windows) 📱 17 🔧 9



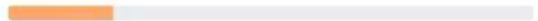
↘ Applications 📱 11 🔧 5



↗ Security 📱 6 🔧 3



↗ Stability 📱 5 🔧 3



↘ Network 📱 3 🔧 2



Latest consolidated issues ?

Show all →

Windows update failure
DEX Essentials detected updates missing or pending due to required reboots View remediation

Critical • 6 devices • 45 min ago

Microsoft Teams Performance
DEX Essentials detected excessive memory consumption. View remediation

Medium • 5 devices • 1 hour ago

Disk space management
DEX Essentials detected less than 10 GB available disk space View remediation

Medium • 5 devices • 1 day ago

Software patch missing
Asset Management reported security relevant third party patches missing.. Review patches

Critical • 6 devices • 3 days ago

Insights 173/200 devices activated

Discover issues, recommended actions, and automated fixes.

Active Remediated Savings and value

Group: All Updated: All

INSIGHT	COMPLIANCE	IMPACTED ↓	AUTOMATED	CATEGOR
Disk space management	<div style="width: 20%; background-color: green;"></div>	27	⊗	Performance
Windows update failure	<div style="width: 70%; background-color: green;"></div>	12	⊗	Security
Microsoft 365 crash	<div style="width: 80%; background-color: green;"></div>	7	⊗	Applications
Critical services	<div style="width: 85%; background-color: green;"></div>	5	⊗	Performance
Confluence access issues	<div style="width: 90%; background-color: green;"></div>	4	⊗	Security
Microsoft Teams Performance	<div style="width: 95%; background-color: green;"></div>	5	⊗	Applications

Microsoft Teams Performance

Insight on 5 devices

Remediate Automate

Overview

Last updated 1 hour ago Impacted device groups 2

Category Applications Stability

Compliance check interval Every 24 hours

Summary An endpoint fails compliance when Microsoft Teams shows sustained performance degradation — such as high CPU or memory usage, frequent freezes, delayed audio/video, or slow startup — leading to disrupted meetings, poor call quality, and reduced employee productivity.

Purpose and context Microsoft Teams performance issues are commonly caused by endpoint-level conditions such as excessive CPU or memory consumption, corrupted or oversized cache data, outdated client versions, hardware acceleration conflicts, or resource contention with other processes. This insight continuously evaluates Microsoft Teams health on the endpoint to detect performance degradation early and enable corrective action before it impacts meetings,

Insights 173/200 devices activated

Discover issues, recommended actions, and automated fixes.

Active Remediated Savings and value

Group: All Updated: All

INSIGHT	COMPLIANCE	IMPACTED ↓	AUTOMATED	CATEGOR
Disk space management	<div style="width: 80%; background-color: orange;"></div>	27	⊗	Performance
Windows update failure	<div style="width: 100%; background-color: green;"></div>			
Microsoft 365 crash	<div style="width: 100%; background-color: green;"></div>			
Critical services	<div style="width: 100%; background-color: green;"></div>			
Confluence access issues	<div style="width: 100%; background-color: green;"></div>			
Microsoft Teams Performance	<div style="width: 100%; background-color: green;"></div>			

Microsoft Teams Performance

Insight on 5 devices

Remediate Automate

Overview

Last updated 1 hour ago Impacted device groups 2

Category Applications Stability

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Automate remediations



Automated remediations are enabled for all devices with DEX Essentials, including any devices added to TeamViewer device groups in the future. You can stop these automated remediations at any time.

Don't show again

Automate

Insights 173/200 devices activated

Discover issues, recommended actions, and automated fixes.

[Manage activations](#)

Active Remediated Savings and value

Group: All Updated: All

INSIGHT	COMPLIANCE	IMPACTED ↓	AUTOMATED	CATEGORY	UPDATED
Disk space management	<div><div style="width: 20%;"></div></div>	27	⊗	Performance Stability	Just now
Windows update failure	<div><div style="width: 70%;"></div></div>	12	⊗	Security Network +1	20m ago
Microsoft 365 crash	<div><div style="width: 80%;"></div></div>	7	⊗	Applications	45m ago
Critical services	<div><div style="width: 90%;"></div></div>	5	⊗	Performance OS (Windows	
OneDrive synchronisation	<div><div style="width: 95%;"></div></div>	4	⊗	Security Network	
Microsoft Teams Performance	<div><div style="width: 100%;"></div></div>	5	✓	Applications Stability	

New level completed!

Your automation setup is now saving time and reducing user interruptions.

Unlock your company's next IT environment setup.

[Level up to Proactive Control](#)

TeamViewer ONE

DEMO – Leonardo Berra

ONE

is our

#1



SHIFT LEFT