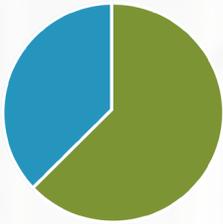


TeamViewer DEX for financial services

We remove digital friction, so your IT operations drive reliable results



Financial savings (USD) i



Support savings
● \$2098

End-user savings
● \$1391



3172

Estimated disruption hours saved



\$3489

Estimated financial savings (USD)

Imagine solving IT issues before digital friction even impacts your workforce. The TeamViewer DEX platform makes proactive IT a reality, fixing problems autonomously and in real-time. With TeamViewer DEX, IT can predict and prevent potential disruptions, ensure constant compliance, and create better digital experiences for employees and clients alike.

Common challenges in financial services IT operations



Overwhelming data

The sheer volume of operational data can be paralyzing, making it difficult to extract actionable insights.



Complex IT ecosystems

The increasing complexity of managing diverse tools and systems across various environments adds to operational strain.



Reactive and manual support model

Without integrated automation, IT stays reactive. Teams are forced to fix issues after impact, while helpdesks are flooded with avoidable, low-value tickets.



Inconsistent user experiences

A patchwork of IT services, regular downtime, and digital disruption leads to user frustration and decreased productivity.



VPN bottlenecks

Heavy VPN reliance slows patch deployment, access to critical tools, and identity verification, impacting hybrid workforce productivity and user satisfaction.



Patch management and security gaps

Disconnected endpoints, VPN dependency, and tool fragmentation delay patching. This increases exposure to risk and non-compliant devices.

Use cases for TeamViewer DEX

The TeamViewer DEX platform is engineered for key operational roles:

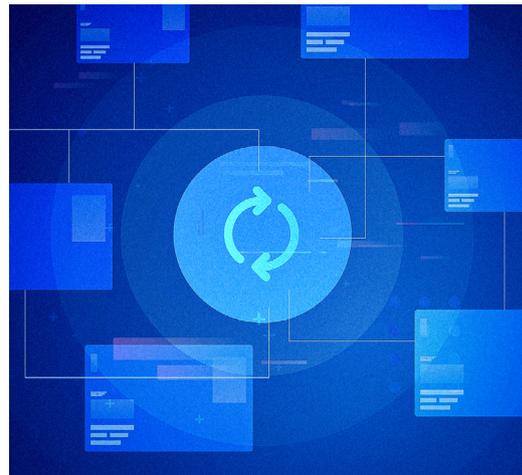


Proactive digital experience management

IT administrators can use real-time insights from endpoints, applications, and user feedback to proactively enhance the digital experience. This boosts employee productivity, satisfaction, and engagement.

Intelligent and automated IT solutions

Service desk teams can leverage the platform's advanced automation to reduce manual workload and quickly resolve issues, providing continuous business operations.



Asset lifecycle management

IT asset managers track hardware and software lifecycles to optimize usage, reduce cost and waste, and ensure appropriate allocation and policy compliance.

Benefits of TeamViewer DEX

The TeamViewer DEX platform offers a host of benefits that transform IT operations for financial services:

- ✓ **Intelligent root cause detection**
Quickly identify and resolve the source of recurring IT issues with AI-powered monitoring and automated remediation.
- ✓ **Automated IT operations at scale**
Reduce helpdesk strain and avoidable tickets with scalable automation that proactively resolves routine IT tasks.
- ✓ **Eliminate VPN slowdowns**
Keep workers productive, connected, and secure by delivering updates, patches, and access directly to devices.
- ✓ **Unified compliance and risk reduction**
Automate patching and configuration management across all endpoints to close security gaps and maintain compliance.
- ✓ **Seamless user interactions**
Employees get a consistent and smooth digital experience, heightening user satisfaction.
- ✓ **Faster IT support**
IT teams stay ahead of issues, fostering a more reliable digital environment.
- ✓ **Insightful data**
Advanced data analytics tools distill vast data sets into strategic insights.
- ✓ **Efficient use of resources**
Automation and analytics drive cost savings and optimize IT resource deployment.

Conclusion

TeamViewer DEX helps financial services teams move from reactive IT to autonomous operations. By combining real-time insights with intelligent automation, IT can prevent issues, reduce manual effort, and deliver a reliable digital experience. The result? A more resilient and innovative IT foundation that supports productivity today and continuous improvement tomorrow.



About TeamViewer

TeamViewer provides a Digital Workplace platform that connects people with technology—enabling, improving and automating digital processes to make work work better. In 2005, TeamViewer started with software to connect to computers from anywhere to eliminate travel and enhance productivity. It rapidly became the de facto standard for remote access and support and the preferred solution for hundreds of millions of users across the world to help others with IT issues. Today, more than 640,000 customers across industries rely on TeamViewer to optimize their digital workplaces—from small to medium sized businesses to the world’s largest enterprises—empowering both desk-based employees and frontline workers. Organizations use TeamViewer’s solutions to prevent and resolve disruptions with digital endpoints of any kind, securely manage complex IT and industrial device landscapes, and enhance processes with augmented reality powered workflows and assistance—leveraging AI and integrating seamlessly with leading tech partners. Against the backdrop of global digital transformation and challenges like shortage of skilled labor, hybrid working, accelerated data analysis and the rise of new technologies, TeamViewer’s solutions offer a clear value add by increasing productivity, reducing machine downtime, speeding up talent onboarding, and improving customer and employee satisfaction. The company is headquartered in Göppingen, Germany, and employs more than 1,800 people globally. In 2024, TeamViewer achieved a revenue of around EUR 671 million. TeamViewer SE (TMV) is listed at Frankfurt Stock Exchange and belongs to the MDAX. Further information can be found at www.teamviewer.com.

www.teamviewer.com/support

TeamViewer Germany GmbH
Bahnhofplatz 2, 73033 Göppingen, Germany
+49 (0) 7161 60692 50

TeamViewer US Inc.
5741 Rio Vista Dr Clearwater, FL 33760 USA
+1 800 638 0253 (toll-free)

Stay connected

www.teamviewer.com

Copyright © 2026 TeamViewer Germany GmbH and TeamViewer US. All rights reserved.