



TeamViewer DEX for Federal Agencies

Reduce IT friction and support mission-ready operations



TeamViewer DEX delivers autonomous digital employee experience for federal agencies. It enables IT teams to shift from reactive support to proactive, intelligence-driven operations that identify, prevent, and remediate endpoint issues before they disrupt users or missions.

By reducing IT friction across complex, distributed environments, TeamViewer DEX improves endpoint performance, strengthens security and compliance alignment, and delivers consistent digital experiences that support civilian, defense, and intelligence operations.

Common challenges in federal IT operations

Federal IT teams operate in high-stakes environments where complexity, security, and compliance demands continue to grow. As these pressures compound, agencies face interconnected challenges that limit visibility, slow response, and introduce operational risk:

Delayed incident response

Traditional IT support models react after issues occur, slowing resolution and impacting mission delivery.

Security and performance trade-offs

Agencies must maintain strong security controls while ensuring systems remain fast and usable.

Complex and fragmented environment

Multiple tools, systems, and infrastructures create operational silos and inefficiencies.

Rising compliance pressure

Evolving federal regulations require continuous monitoring and rapid adaptation.

Inconsistent user experiences

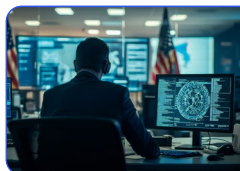
Disconnected IT services create variability that reduces productivity and increases support demand.

Limited operational visibility

Large volumes of IT data make it difficult to identify and act on meaningful insights in real time.

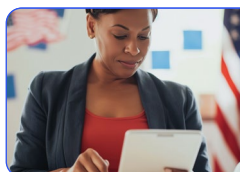
How TeamViewer DEX supports federal missions

TeamViewer DEX enables proactive, experience-driven IT operations across key federal use cases:



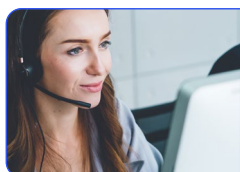
Proactive DEX management

IT teams gain real-time visibility into endpoint performance and user experience to detect and resolve issues before they escalate



Automated issue prevention and remediation

Intelligent automation reduces manual effort by identifying patterns, triggering fixes, and preventing recurring disruptions



Secure remote support at scale

Support teams securely access and resolve endpoint issues across distributed environments while meeting compliance requirements

Benefits for federal agencies

Federal IT teams operate in high-stakes environments where complexity, security, and compliance demands continue to grow. As these pressures compound, agencies face interconnected challenges that limit visibility, slow response, and introduce operational risk:



Faster resolution times

Identify and resolve issues before they impact users or mission-critical operations



Stronger mission readiness

Reduce downtime and improve reliability across distributed federal environments



Improved operational efficiency

Automate routine IT tasks and free teams to focus on higher-value work



Consistent digital experiences

Deliver reliable, standardized performance across devices, locations, and users



Enhanced security alignment

Maintain visibility and control while supporting secure, compliant access and operations



Actionable operational insight

Turn endpoint and experience data into clear, decision-ready intelligence

Conclusion

TeamViewer DEX helps federal agencies move beyond reactive IT support toward autonomous, experience-led operations. By combining automation, intelligence, and secure connectivity, it reduces IT friction and strengthens the digital foundation behind critical missions.

The result is a more resilient, efficient, and proactive IT environment that supports operational excellence and mission success across civilian, defense, and intelligence agencies.

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