



How a global manufacturer gained vital visibility and control with TeamViewer

Executive summary

A leading manufacturer with a presence in more than 50 countries has been a proud customer of 1E, a TeamViewer company, for over 10 years. In that time, they've seen the power of the TeamViewer platform in providing complex environment health insights, maintaining security compliance with automation, and improving IT's internal reputation overall.

Read on to discover:

- ✓ How a digital employee experience (DEX) lens helped the organization better prioritize a stretched IT budget
- ✓ Where the TeamViewer DEX Platform can assist in rapid response deployments, reducing potential disruption from a one-day to one-hour outage
- ✓ The impact of TeamViewer DEX's data insights on making strategic changes, improving the internal reputation of IT, and on communicating with users

Introduction

Headquartered in the US and with a presence in over 50 countries, this global manufacturer has been using 1E, now a TeamViewer company for the last 10 years. With over 100,000 employees, hundreds of locations, and thousands of suppliers, visibility and control into the health of its digital estate is crucial to how this manufacturer operates.

We spoke to the Platform Manager to uncover how the team arrived at the right mix of technology, why automation is leading the way, and the pivotal role TeamViewer plays in improving the internal reputation of IT.

Why TeamViewer DEX

Digital employee experience (DEX) is important because it reorients workplace technology around the evolving needs of its end users. For this manufacturer, a large segment of the workforce now works fully remotely, in tandem with teams that operate on-site or in office facilities to support physical manufacturing. By embracing a DEX lens for IT, the manufacturer can monitor and control its assets across networks globally, and to respond to what users need in real-time.

The Platform Manager is quick to point out the core benefit of TeamViewer DEX: more visibility. By offering data “we never knew we had,” the TeamViewer DEX platform has created a new enthusiasm and drive to act on it. Clarity around wider organization priorities and goals—coupled with a roadmap for improvements—helps the platform team to utilize data now at their disposal and identify what to address first.



Demonstrating the value of TeamViewer DEX

Reducing friction and optimizing budgets with automation

By having real-time visibility across the estate, the organization is equipped with the insights needed to respond proactively to issues. Furthermore, they can communicate effectively with its users, meeting the business goals for IT.

A recent example of this was when a change in the back-office end of the environment created an authentication issue, meaning users were unable to access the internet, including email services. Approximately 70,000 people were affected, spurring the platform team into action. They developed an automation rule using the platform to deliver timely support for the issue, giving the IT team time to work on a foundational fix. The result? What could have been an eight-hour outage (which, because it began early in the working day, could have derailed operations) was instead just one hour of downtime.

IT should be an enabler, not a source of disruption. By creating better environments that respond to business needs more efficiently, users experience increased productivity and decreased negative dealings with the IT department.



“IT is largely seen as a cost center – a costly internal expense to the business – so it’s important to continuously demonstrate value and how under-pressure budgets can be used to reduce friction. TeamViewer DEX has helped us to transform how IT is seen by the business”

- Project Manager

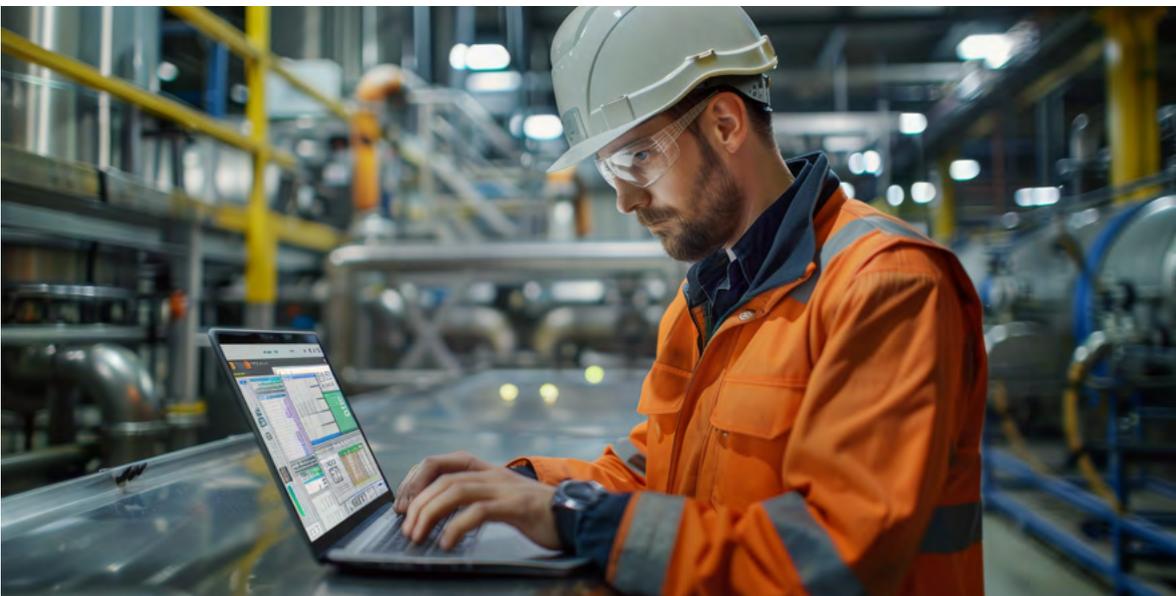
More Secure

The platform team at this manufacturer sees automation as critical to compliance—and therefore maintaining security. TeamViewer DEX is used to create custom automations as and when needed, fixing many issues autonomously and often without users being aware.

“We’ve done wonders with rapid response”, the Platform Manager tells us, “in that we can fix critical issues and P1 incidents across endpoints near-instantaneously. It’s hugely improved our response to human error incidents—like misconfiguration and patch rollback.”

Automation policies and rules have improved the manufacturer’s overall compliance posture. Even an incident affecting 5% of users creates huge problems for IT—that’s effectively 8,000 users who need support. Aiming for 90% compliance was the old rule of thumb, but with zero-day vulnerabilities, 100% is required. The team developed a rule set to assess the health of a particular client on each device, running 43 separate checks before automating a remediation instruction. That rule set has improved compliance to more than 99% across the estate, as well as meaning the support desk is handling more manageable numbers of devices when an issue presents itself to users.

Apart from the cost and time savings that come with reducing the support desk’s work, these automation rules close the gap on what can be achieved remotely. These insights generated by TeamViewer DEX further help identify strategic improvements to how IT spends their time and where they should best focus.



Empathetic employee experience

TeamViewer customers often talk about employee sentiment as a means of assessing the level of end user satisfaction. But for this manufacturer, customer sentiment is also a way of facilitating communication that truly meets the needs of its end users.

Take, for example, its recent migration to Microsoft 365 and Intune. The platform team identified that on-screen pop-ups capture users' attention far better than other communication channels like email. Using pop-ups helps users to understand what phase of the migration process they are in, what action they need to take on that device, and what their expectation should be. Reminder pop-ups are also proving incredibly effective when it comes to motivating users to take the right course of action.

Not only can employees request help in a way that most makes sense to them (and receive automated remediation, where possible), IT can work with other areas of the business to integrate their requirements for users. "Folks all across our organization are now starting to recognize the immense value that TeamViewer DEX brings to the table," adds the Platform Manager.

These wider benefits to employees and the business are only set to grow. The team plans to integrate TeamViewer DEX with ServiceNow, putting the power of TeamViewer into the hands of onsite technicians. This enables them to run automated rules through the ServiceNow incident against the devices they are supporting.





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.

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