



How to drive smarter IT decisions and user satisfaction with TeamViewer DEX Intelligence

Introduction

A US-based organization specializing in home, auto, and life insurance became a 1E (now TeamViewer) customer in 2017. Since then, the IT team's goals have evolved to include improving the digital employee experience (DEX), increasing operational efficiency, and achieving faster time to resolution.

Learn how TeamViewer DEX Intelligence helps this organization enhance user satisfaction and productivity, make data-driven decisions, and lead with a proactive IT strategy.

Challenge

Software crashes

This organization's workforce was experiencing recurring issues like software crashes. Initially, the IT team was unaware of the full scale of the problem or how many employees were affected. As a result, many employees quietly endured the issue, leading to a decline in productivity and user sentiment.

Solution

Intelligent Insights

[Intelligent Insights](#) uses complex data sets to provide a clear depiction of user frustration. It also highlights the number of devices and personas impacted by specific issues, such as crashes.



I find this really accurate, almost like following a trail.

Desktop support manager

Outcome: Improved user sentiment, productivity, and planning abilities

The team can now find out what is causing employees pain, address it, and help reduce any negative sentiment toward IT or their digital experience. In addressing and removing friction, workday interruptions are reduced, and productivity greatly improves. Through these insights, they learned that a specific model caused the crashes. This information also helps the team plan when selecting models going forward.

Challenge

Power management issues

Power management issues can cause device instabilities, which is never a good thing. In this case, Windows revealed that drivers had a status of "unsigned device drivers," leading to potential crashes or other security risks down the road for this organization.

Solution

Intelligent Insights

Intelligent Insights provides smart recommendations to diagnose and remediate issues quickly and efficiently. It also provides steps on how to utilize other parts of TeamViewer DEX Intelligence.



I like the recommendations. I almost see it as collaborating with someone.

Desktop support manager

Outcome: Data-driven decision-making and proactive IT

Making decisions based on patterns and data has never been easier. With recommendation and remediation guidance, this insurer can make data-driven decisions to proactively address any red flags before they impact users and business operations.

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.

Stay connected