



# How RLI insurance achieves greater visibility with the TeamViewer DEX Platform

RLI Insurance is a US-based specialty insurer that serves niche property, casualty, and surety markets. They first became a TeamViewer DEX customer in 2023, with a goal to improve visibility into endpoints and the end-user digital experience. Learn how TeamViewer DEX helps RLI Insurance improve the digital employee experience (DEX), observe and validate Microsoft patches, gather insights, and continue to adopt a proactive approach to planning.



**Challenge**

## Limited endpoint visibility

Limited endpoint visibility kept RLI Insurance from getting accurate experience scores and spotting digital issues. On top of that, employees hesitated to submit tickets or report problems. The result? DEX impacted by employees' silent suffering, a reactive approach to IT, and less productive workdays.

**Solution**

## Experience Analytics

With Experience Analytics, RLI receives full visibility into each user's DEX by tracking stability, responsiveness, performance, and sentiment. This enables IT to adopt a more proactive approach to resolving problems that happen often, like crashes. It also helps improve device performance and digital experiences.

**“We didn’t have to get a call – we detected it. With TeamViewer DEX’s help, we can make the machine and employee experience better.”**

– **Jeremy Roberts**

IT Manager for Technology Support, RLI Insurance

**Outcome**

## Proactive IT and improved DEX

IT doesn't need to wait for a ticket and employees don't have to suffer in silence. With detailed endpoint insights, IT can proactively prevent, identify, and fix issues, improving DEX for all.



**Challenge**

## Devices overheating

The RLI team was receiving regular complaints about employee devices overheating, harming their ability to work. Laptop fans were always running, sapping battery life. This caused a decline in DEX and productivity.

**Solution**

## Endpoint Troubleshooting

With TeamViewer DEX Endpoint Troubleshooting, the RLI team can create custom instructions to track device heat over time, identify the number affected, pinpoint root causes, and resolve issues. For example, changes made to basic input/output systems to save battery and extend the device lifecycle disrupt users in the high-performance power plan state. TeamViewer DEX Endpoint Troubleshooting ensures IT can see the percentage impacted, update them to a balanced power plan, and remove that digital friction.

**“This is something we would have been blind to and still guessing about without TeamViewer DEX.”**

– **Jeremy Roberts**

IT Manager for Technology Support, RLI Insurance

**Outcome**

## Happier and more productive employees

RLI uses TeamViewer DEX Endpoint Troubleshooting to retain improved control over devices through custom instructions. This not only removes the digital friction employees face with issues like overheating devices, but further empowers them to work more efficiently, productively, and happily.





**Challenge**

## Observing data and validating patches

Monitoring and validating Microsoft patches is essential, but can be time-consuming, pulling IT's focus from other valuable initiatives. RLI's priority was to ensure system security and adequate scores without interrupting employees.



“We can actually validate when patches make life improvements, and we would never have known otherwise.”

– **Jeremy Roberts**  
IT Manager for Technology Support, RLI Insurance

**Solution**

## Patch Insights

TeamViewer DEX Patch Insights helps IT observe data for their entire fleet and validate patches. This capability not only shows a clear picture of patching status, where organizations can patch using SCCM, WSUS, or Intune, but also scores patches based on priority levels. This makes the patching process simpler, more efficient, and gives IT a better understanding of a patch's impact.

“Per interaction, it was costing us about one hour to get to the information and remediate something before TeamViewer DEX. I would say we've cut out 1/2 an hour per interaction since implementation.”

– **Jeremy Roberts**  
IT Manager for Technology Support, RLI Insurance

## Outcome

# Improved insights and informed decision-making

RLI can now clearly see the tangible impact of patches and validate their effectiveness with data. The time saved in patch management allows the IT team to address other tasks more efficiently. They can now gain insights into patch validation and can make data-driven decisions.

In just a short time, RLI has seen massive value from the TeamViewer DEX platform in terms of visibility, productivity, insights, improved DEX, and time saved.

## 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](https://www.teamviewer.com).

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