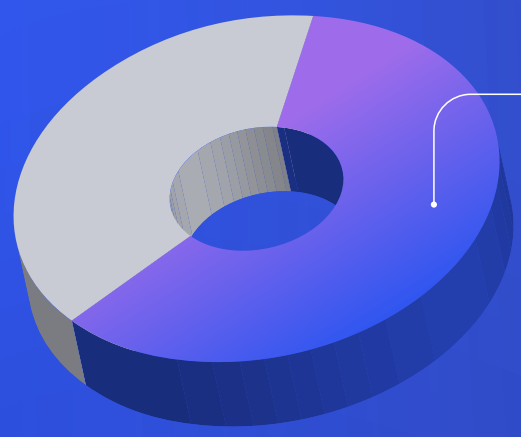
TeamViewer

Why manufacturers tolerate complexity

Fragmented systems are holding back manufacturers. So why aren't they fixing them?

Research based on a survey of manufacturing leaders responsible for shopfloor operations, IT/OT infrastructure, and cybersecurity.

The challenge is clear



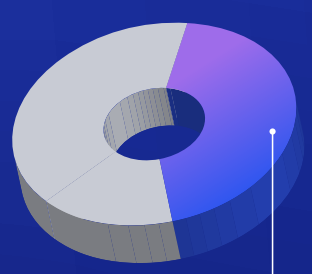
60%

of manufacturing leaders say disconnected tools and systems are one of their biggest operational challenges.

Fragmented environments make it harder to:

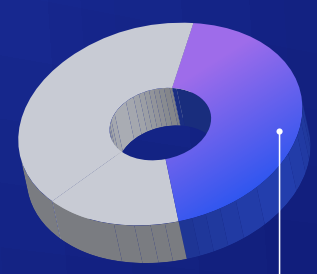
- Maintain visibility across operations
- Standardize processes
- Manage security consistently
- Respond quickly to issues

And fragmentation isn't the only challenge.



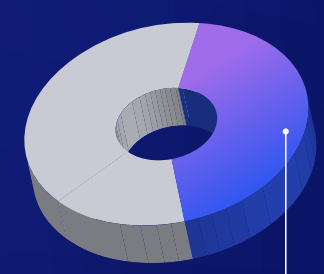
40%

report limited visibility into machines and systems.



37%

cite cybersecurity and compliance risks.



37%

report productivity and efficiency challenges.

The surprising part

Only 7% say disconnected systems would trigger a change in their remote access infrastructure. Which means manufacturers often learn to live with operational complexity. So, what actually drives change?

17%
Cybersecurity concerns

10%
Compliance requirements

10%
Cyber-insurance requirements

7%
Disconnected tools

Key insight Operational pain creates awareness. But security and compliance create urgency.

Visibility remains a major gap

Manufacturers want to solve issues faster. But many still lack the visibility needed to make that happen, and 67% still rely on on-site expert support.

Meanwhile:

47%
struggle with inconsistent troubleshooting.

47%
lack visual guidance when resolving issues.

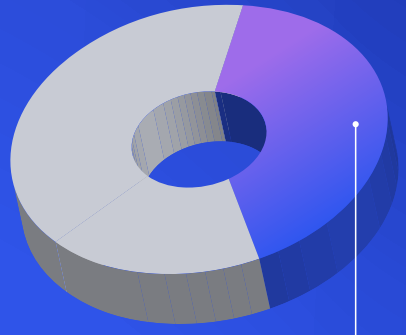
40%
report limited visibility into machines and systems.

Some outcomes: Slower issue resolution, higher costs, and increased operational disruption.

Security friction isn't where most people expect

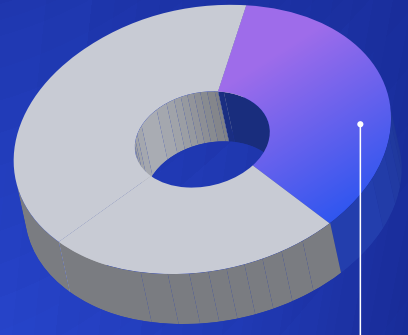
The biggest challenge isn't granting access. It's controlling, tracking, and proving that access is secure.

Top security and compliance challenges:



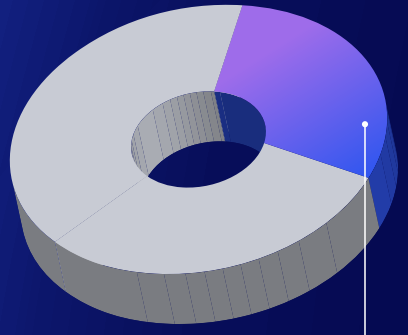
33%

Audit and compliance requirements



27%

Managing access to legacy systems



17%

Remote vendor access

Key insight As manufacturing environments become more connected, visibility, governance, and auditability become critical business requirements.

What manufacturing leaders want next

Top strategic priorities:

67% Cost reduction

63% Operational efficiency and workforce productivity

43% Safety and compliance improvements

33% Process standardization across sites

33% Data visibility and operational analytics

The takeaway Manufacturers are looking for ways to reduce complexity while improving visibility, control, and security.

Support secure, efficient operations from the office to the shop floor

Learn how modern manufacturers rely on TeamViewer Tensor for secure connectivity, operational visibility, and controlled access to critical systems.

Learn more

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