

# TeamViewer ONE Standard & Advanced: One platform for proactive IT management

Move from reactive to proactive IT with an AI-powered platform built for lean teams.



TeamViewer ONE enables lean IT teams to shift from reactive support to proactive device management with a single platform that combines remote access, intelligent automation, experience monitoring, and endpoint management. Fix problems before they create tickets, consolidate tools, and prevent issues from escalating. With built-in security and automation, IT teams can resolve problems faster, support hybrid work confidently, and deliver exceptional digital experiences.

AI helps IT teams work more efficiently by accelerating troubleshooting, reducing repetitive work, and identifying issues earlier. With Tia Troubleshooting, Session Insights, and scripting, TeamViewer ONE helps teams resolve issues faster, automatically capture operational knowledge, and turn proven fixes into reusable automation—improving consistency and efficiency across devices and environments.

## Challenges TeamViewer ONE helps to solve



High operational costs due to lack of automation



Demand for better user experience and compliance



Complex IT environment with siloed tools

## Unlock these key benefits with TeamViewer ONE for business



**Proactive IT management:** real-time endpoint visibility and data-driven automation help IT resolve issues before they impact productivity



**Faster issue resolution:** in-product ticketing, one-click remote access, and automation of repetitive tasks accelerate response and reduce MTTR



**Seamless digital employee experience:** real-time monitoring, proactive resolution, and intelligent automation reduce friction and ensure consistent uptime



**Simplified IT operations:** a unified platform reduces tool sprawl, streamlines workflows, and accelerates rollout across teams



**Real-time endpoint visibility:** a complete view of devices, users, and software enables smarter planning, scalable rollouts, and a stronger security posture



**Effortless scalability:** automated tasks, policies, and deployments reduce manual work and enable growth without increasing headcount

# Essential capabilities to reduce operational costs and elevate the digital workplace experience:

**01****Remote device access and support**

Securely access and control end-user devices to troubleshoot issues, deploy updates, or assist end users—regardless of OS or location.

**02****Remote desktop access**

Securely access and control office devices from anywhere to support users and stay productive remotely.

**03****Remote session automations**

Streamline IT support operations with the help of custom-written scripts to automate tasks.

**04****AI-powered troubleshooting, insights and scripting**

Resolve issues faster in-session with Tia, automatically capture session summaries, and turn proven fixes into reusable automations.

**05****Asset management and discovery**

Discover and manage hardware and software assets in your network.

**06****Device and system health monitoring**

Monitors the health and performance of all connected devices and system to ensure optimal uptime, stability, and proactive issue resolution.

**07****Device policies & user management**

Centralized management and enforcement of TeamViewer settings across selected devices.

**08****Single Sign On**

Save time and effort to enable users to access TeamViewer through your SSO provider.

**09****Patch management**

Automate your patching process of OS/3rd party applications to improve security of your ecosystem.

**10****Software deployment**

Deploy software remotely and in bulk without disrupting workflows.

**11****Connection reporting**

Stay compliant with connection logging and reporting policies.

**12****Automations**

Proactively identify and resolve issues before they impact users and disrupt work.

**13****IT maturity dashboard**

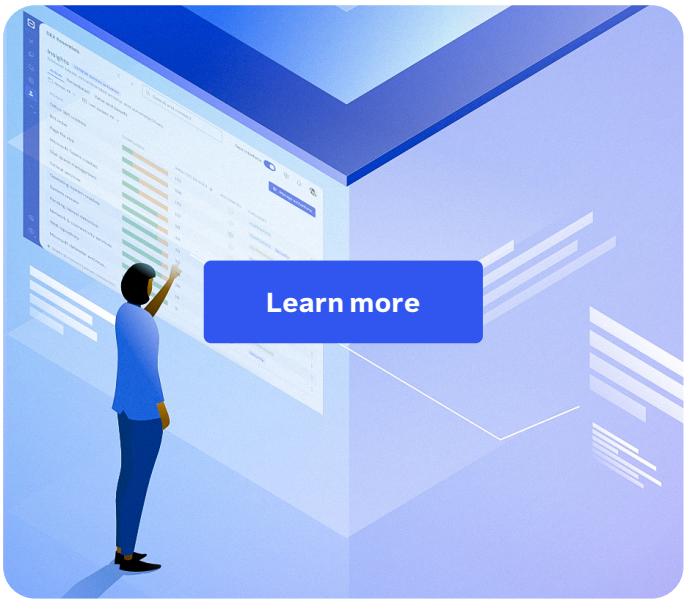
Provides insights into your organization's current IT health and maturity, and guides you with actionable steps to reach the level of platform adoption and operational excellence.

# Accelerate time to value with TeamViewer ONE

| Business goal                              | How TeamViewer ONE helps                                 | Proven outcome                               |
|--------------------------------------------|----------------------------------------------------------|----------------------------------------------|
| Simplify IT toolsets                       | Combines multiple point solutions into one platform      | Lower TCO & reduced complexity.              |
| Move from reactive to proactive IT support | Detects and fixes issues before they impact productivity | Reduced downtime and happier employees.      |
| Maximize output with a lean team           | Uses AI and automation to supercharge lean IT teams      | Boosts efficiency without growing headcount. |
| Monitor and respond quicker                | Provides real-time insights across devices and users     | Faster decisions, fewer bottlenecks          |

## Comprehensive IT Management Features

- ✓ 2FA & RBAC
- ✓ Remote session recording
- ✓ Wake on LAN
- ✓ Multi-monitor support
- ✓ Web API



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