

# Proactive remediation to interactive mitigation

Together, TeamViewer DEX and Tensor enable the continuous optimization of digital workplace operations and employee productivity.



## Seamless access to remote access

Tensor can now be accessed directly from DEX providing business continuity from the moment IT support identifies an issue.

- ✓ Reduce time-to-resolution through quick support for end users.
- ✓ Connect to remote devices directly within DEX, streamlining IT workflows and eliminating the time wasted by having to switch between tools.
- ✓ Minimize employee disruptions with faster IT support resolution, fixing issues before they escalate.



## Zero-trust security with a zero-compromise solution

Tensor and DEX offer enterprise-grade security to fortify remote control, and management, providing compliance safeguards and maintaining safety protocols.

- ✓ Prevent unauthorized access with role-based access controls.
- ✓ Maintain an audit trail for compliance and forensic analysis.
- ✓ Reduce security risks with encrypted and policy-enforced connections.



## Real-time alerts, real-time insights, real-time action

With DEX's always-on monitoring and Tensor's AI-powered session insights, IT teams get real-time alerts and actionable insights for data-driven decision making.

- ✓ Minimize response time to security and IT issues.
- ✓ Prevent operational disruptions with proactive monitoring.
- ✓ Ensure compliance with automated reporting and alerting.



## Problem solving through proactive and interactive support

The DEX solution provides employees remediation without disruption. When remote control and support are needed, Tensor allows IT teams to quickly collaborate just-in-time, leveraging DEX's monitoring data to be better prepared before joining a remote support session.

Learn more by [scheduling a consultation](#) and let us show you how TeamViewer can solve your biggest pain points today.