

Enterprise Remote Support for SAP Service Cloud

 **SAP** Endorsed App
Premium Certified



Beyond Customer Service: The Need for Connected Digital Support

Intelligent customer service is a key driver for brand reputation, helping to elevate satisfied customers into loyal fans. But ensuring lasting customer advocacy goes beyond even the most personalized interaction-to-resolution customer service processes.

The demands for reliable, timely, and affordable support services are rising sharply as workforce shortages, increasingly complex application landscapes, and skyrocketing costs impact uptime, productivity, and profitability.

Over one billion jobs around the world are being radically transformed¹ as technology advances force change. The widening skills gap is exacerbated by a hybrid, fast-churning workforce.

Downtime costs are soaring. Unplanned downtime costs for Fortune Global 500 companies reached \$1.5T USD in 2022, up from \$864B in 2020.²

Existing processes need to be optimized to achieve greater productivity and the pressure to improve resolution time and operational resiliency has never been higher. The burden to manage these demands often falls on support and service organizations and they are struggling to keep up.

Deliver customer support beyond expectations. Optimize your end-to-end service operations and provide skilled, sustainable, and cost-efficient customer support wherever it's needed with SAP® Service Cloud and TeamViewer Tensor - Enterprise Remote Support, an SAP Endorsed App.

1. ["Reskilling Revolution: Preparing 1 billion people for tomorrow's economy,"](#) World Economic Forum, June 27, 2023.

2. ["The True Cost of Downtime 2022,"](#) Siemens AG, 2023

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Accelerate and Improve the Incident-to-Resolution Journey

Modernize Support with Remote Service Operations

Deliver Better Customer Outcomes with After Sales Support

Enable Connected Retail with Digital Remote Support

Real-time Remote Support for SAP Service Cloud Customers

Accelerate and Improve the Incident-to-Resolution Journey

Empower service and support agents to diagnose, troubleshoot, and resolve issues in real time by remotely connecting to, controlling, and managing smart devices, enterprise IT products, and industrial equipment.

You can guide customer experiences remotely and streamline access to any type of device through embedded connectivity capabilities. With fully-fledged, cross-platform remote control capabilities, agents can securely access the impacted devices and perform corrective actions, without needing to be on site.

As an SAP Industry Cloud Endorsed App, TeamViewer Tensor is seamlessly integrated with SAP Service Cloud. It automatically syncs engagement reports from support calls directly into SAP Service Cloud.

You can connect your support data to post-resolution processes, such as service contract audits and invoices for real-time data synchronization, as well as other relevant customer systems enabling you to gain better insights into agent performance and service operations.

TeamViewer Tensor Enterprise Remote Support integrated with SAP Service Cloud is proven to improve first-call resolution rates by up to 50%.

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Modernize Support with Remote Service Operations

With TeamViewer Tensor, you can modernize and digitalize support services with ease through remote service operations, integrated with SAP Service Cloud for seamless service management.

Not only are you able to centrally monitor and control all types of equipment, machines, servers, and devices, you can also efficiently scale across thousands of assets and locations. You can access and control anything, anywhere, at any time – from industrial machines, windmills, and commercial espresso machines to laboratory equipment, medical devices, and retail kiosks, to name just a few industries that already rely on TeamViewer Tensor's remote connectivity solutions.

Using TeamViewer Tensor, you can reduce or eliminate the need for field support experts to travel to troubleshoot or fix decentralized devices, reducing both travel costs and your carbon footprint. You can securely connect attended and unattended devices from anywhere, while always being assured of enterprise-grade security. Through augmented reality-based video calls, remote experts can also connect directly with workers in the field to further troubleshoot and walk through steps to fix and resolve issues.

TeamViewer Tensor enables connected industries and can help you transform and create new business models leveraging new channels and smart devices.

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A commercial espresso machine manufacturer improved resolution times, increased efficiency by 20%, and created new revenue streams with a TeamViewer-powered remote service program.

Deliver Better Customer Outcomes with After Sales Support

With Industry 4.0 and the digitalization of industrial processes, innovative manufacturers have been moving away from just delivering products and towards offering value-added services.

Now everyone can open the doors to after sales support - improving customer experiences and enabling new monetizable service offerings like Anything-as-a-Service (XaaS) – with TeamViewer Tensor.

By adopting a remote-first approach, you can unlock new premium services and offer better first-response, first-analysis service level agreements (SLAs) that differentiate you from your competitors. Having remote operation capabilities

mitigates operational risks by enabling you to perform regular service checks at lower costs and provide faster reactions to incidents through the remote connection. It also offers greater flexibility for workforce utilization and can facilitate faster ramp up/down.

With TeamViewer Tensor, you can automate recurring maintenance tasks through remote script execution, freeing up an agent or technician's time to work on higher-level activities. By increasing the frequency of regular preventive service tasks with minimal cost, you can increase the lifetime of the product as well as the lifetime value of your customers.

Execution data from the TeamViewer remote access session is automatically recorded and uploaded to SAP Service Cloud for inclusion in asset performance analysis.

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Enable Connected Retail with Digital Remote Support

As physical and digital shopping experiences converge, TeamViewer Tensor can help to transform retail models and increase customer satisfaction and revenue by enabling you to deliver digital remote support wherever it's needed, from the back office to the online store and the store associate.

With TeamViewer Tensor, you can centrally monitor and control tablets, POS systems, servers, apps, digital signage and marketing, intelligent shelves, smart parcel lockers, kiosks, and more to shorten the time to issue resolution. The solution securely connects to devices anywhere and scales to

thousands of devices and stores so you can respond to customer inquiries in real time, even within your mobile apps.

Service agents can improve performance with engagement channels that allow them to gather relevant information and take real-time corrective actions. You can further support online shopping experiences by guiding customers through their online journeys with co-browsing. All integrated with SAP Service Cloud for seamless service management.

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Real-time Remote Support for SAP Service Cloud Customers

Real-time Remote Support for SAP Service Cloud Customers

Accelerate the journey from support incident to issue resolution with TeamViewer Tensor integrated with SAP Service Cloud. An SAP Industry Cloud Endorsed App, TeamViewer Tensor empowers service and support agents to diagnose, troubleshoot, and resolve issues, remotely and in real time.

Agents can easily and securely connect to, control, and manage smart devices, enterprise IT products, and industrial equipment remotely, from anywhere in the world with an internet connection. Fully-fledged, cross-platform remote control and guidance capabilities enable service and support agents to securely access impacted devices and perform corrective actions without needing to be on site.

With over 2.5 billion installations worldwide, TeamViewer is a global leader in remote connectivity with a best-in-class security platform. TeamViewer Tensor empowers companies of all sizes and industries with advanced remote support across all devices and operating systems, independent of bandwidth.

Save time, enable expert support delivered from any location, reduce travel costs, and support sustainability initiatives with TeamViewer Tensor for enterprise remote support with SAP Service Cloud.

“With TeamViewer, we now have a solution that covers all our requirements for remote maintenance and significantly improves the workflows for our IT experts.”

- Product Owner, Client and Mobility Operations, Chemical Company

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Summary

Downtime can be costly, not only to your bottom line but also to your customer satisfaction. Support organizations need to build more resiliency while also increasing uptime, productivity, and profitability.

Objectives

Build intelligent service operations and empower your service agents with enterprise remote access and support. They can troubleshoot and resolve issues more quickly and work remotely by connecting to any device or smart product, anywhere, improving customer satisfaction and productivity for critical digital processes with seamless integrations to SAP Service Cloud.

Solution

Optimize your end-to-end service operations and provide skilled, sustainable and cost-efficient customer support wherever it's needed with SAP Service Cloud and TeamViewer Tensor.

Agents can easily and securely connect to, control, and manage any smart device or asset remotely, from anywhere in the world.

Benefit

Improve first-call resolution rates by up to 50% with TeamViewer Tensor and SAP Service Cloud. Save time, enable expert support delivered from any location, reduce travel costs, and support sustainability initiatives with enterprise remote support.



**TeamViewer Tensor -
Enterprise Remote Support**

TeamViewer Tensor - Enterprise Remote Support

TeamViewer Tensor is a 360 degree cloud-based remote connectivity solution that enables you to connect anything or anyone from across the globe with remote access and support, as well as, augmented reality-based video calls for seamless support experiences.

www.teamviewer.com/sap

Learn more

To find out more, call your SAP representative today or visit us online at the [SAP Store](#).



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