TeamViewer

Powered by TeamViewer

Connecting People, Places, and Things

Remote access,
remote support and
collaboration

Remote access and support

Ensure maximum uptime for internal and external employees and customers by remotely monitoring and supporting computers, servers, and other devices.

Mobile connections and support

Connect from any platform to Android, iOS, Windows, or BlackBerry mobile devices. Access and control headless devices like displays and point-of-sale systems built on the Android OS.

Meetings and collaboration

Conduct more productive online meetings, presentations, trainings, and interactive conferences with useful features like screen sharing, video-conferencing, whiteboard, and file transfer.

Home Office

Work from home securely and efficiently by connecting to a remote office computer to access files, networks, applications, and more. Even print from the remote computer to your local printer.

Benefits

Maximum compatibility

Flexible PC to PC, mobile to PC, and PC to mobile connections that support Windows, Mac OS, Linux, Chrome OS, iOS, Android, Windows 10 Mobile, and BlackBerry.

Smooth connectivity

Start and use TeamViewer instantly. TeamViewer works behind firewalls and automatically detects any proxy configuration.

Productivity-boosting

Support, assist, interact, and collaborate with people. Exchange information. Access and use technology. Work like you're in the same room without the travel and expense.

Secure operations

Ensure the security of data, devices, and networks with military-grade encryption and additional security features.

TeamViewer

Licensing

A perpetual license is available for TeamViewer based on your business needs.

For more information visit **www.teamviewer.com**

BUSINESS

Use the license on up to **three different devices.**

With **one channel**, you can connect to an unlimited number of devices (and up to 200 managed devices).

PREMIUM

Up to **50 licensed users** can use **one channel** to connect from anywhere to an unlimited number of devices (and up to 400 managed devices).

One AddOn Channel can be added.

CORPORATE

Up to **200 licensed users** can use three channels to simultaneously connect from anywhere to an unlimited number of devices (and up to 1,000 managed devices).

Multiple AddOn Channels can be added.

ENTERPRISE

Managing large, complex IT infrastructures requires custom solutions and the ability to scale.

- More than **200 licensed users**
- More than **12 concurrent users**
- Manage more than **1,000 devices**
- Dedicated point of contact
- Consultation and training
- Advise on tailored solutions

Security

TeamViewer protects data and devices with RSA 2048 public/private key exchange, AES (256 bit) session encryption end-to-end, which is based on the same standards as https/SSL and considered very secure.

Additional security features

Random passwords for one-time access

Two-factor authentication

Access protection via trusted devices and black- and white-lists

DIN EN ISO 9001
südcert
D-ZM-16093-01-01

ISO 9001:2008 Quality Certification

TeamViewer GmbH is one of the very few companies on the remote control market with a certified quality management system according to ISO 9001. This is an additional verification that every aspect of our quality management system meets or exceeds internationally accepted standards.

HIPAA Compliance

HIPAA

TeamViewer provides security and privacy necessary for organizations to remain HIPAA and HiTech compliant.

Information Sheet

TeamViewer

1. General Details

What is TeamViewer?
- Leading software solution
- All-in-one: Remote Control, Remote Access, Collaboration, Remote Support
- Available across all relevant operating systems

Target Customer
- Internal/external support
- Home office
- Mobile sector

Market Conditions
- Market leader
- 30+ languages
- 1 billion installations / 20+ million devices online at any time

2. TeamViewer Features and Benefits

- All-in-one (File transfer, desktop sharing, online meeting, Computer and Contacts list)
- Usability (easy to use – immediate start)
- High performance
- Mass deployment (MSI, Android Host) & centralized policies
- Custom modules with customer branding
- Support by phone/email from vendor for all licenses

3. Which License?

Golden Questions

(1) **From how many workstations[1] do you want to work?**
- 1-3 devices // Business
- 3+ devices // Premium, Corporate

(2) **How many simultaneous connections do you want to have?**
- 1 Connection // Business
- 2 Connections // Premium + Add on Channel[2], Corporate
- 3+ Connections // Corporate + Add on Channel

Licensing

(1) **Freemium**
Private use only

(2) **Business**
- 1-3 Workstations, 1 Licensed User
- One channel
- Up to 5 meeting participants

(3) **Premium**
- Unlimited Workstation Activations, 50 Account Based Users
- One channel (One add-on channel available)
- Mobile Device Support (Connect to a mobile device, even if unattended)
- Manage all connections (Connection reporting & billing)
- Up to 15 meeting participants

(4) **Corporate**
- Unlimited Workstation Activations, 200 Account Based Users
- 3 Channels (up to 9 add-on channels available)[3]
- Mobile Device Support (Connect to a mobile device, even if unattended)
- Manage all connections (Connection reporting & billing)
- Mass deployment (MSI, Android Host)
- Up to 25 meeting participants

Pricing

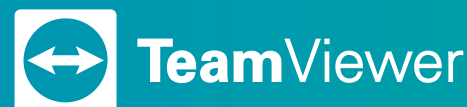**Please contact Ingram Micro at sales.teamviewer@ingrammicro.com**

4. Place Order

TeamViewer Requirements?
- Correct License
- Enduser Details
- In case of Updates/Upgrades: Old License Key

Please contact your Ingram Micro Sales Representative. Alternatively please send an email to sales.teamviewer@ingrammicro.com

TeamViewer License Sheet

Features	Business	Premium	Corporate	More Information
Remote Control Features				
Device activations	3	Unlimited	Unlimited	Device activations means the number of devices that can be activated on the license. 3 devices can be activated on a business license at any one time; with 10 activations available in total if any of your activated devices are encountering a problem and you need to activate another device.
Account activations	1	50	200	Account activations means the license can be activated by email ID. The user will have to create an account at login.teamviewer.com and the license administrator will enable this email id on the license. Everytime the user signs into the TeamViewer application using these account credentials, their TeamViewer will work as a licensed version preventing unauthorised access. On signout, the TeamViewer application will act as unlicensed version. This can also be referred as a floating license.
Concurrent users / Channels	1	1	3	Number of channels means the number of people that can use the license concurrently. With 1 channel, only 1 user / device can initiate the remote connection. If there are 3 channels, 3 users / devices can initiate the connection concurrently.
Ability to expand concurrent users / channels	No	Yes	Yes	Concurrent users / channels can be added on Premium and Corporate licenses only. This is achieved by adding channels to the main license at the price of a channel.
End Points	Unlimited	Unlimited	Unlimited	End Points means the devicess which are being controlled or remote devices. On each license, there is no limitation on the number of remote devices which can be controlled and it can be a new device everyday.
Concurrent End Points / Simultaneous sessions	3	5	15	1. On a Business license you can take remote control of 3 devices at the same time from one initiating device. 2. On a Premium license, up to 5 devices can be controlled simultaneously from one initiating device. 3. On a Corporate license, up to 15 devices can be controlled simultaneously from one initiating device. Since a Corporate license can be used from 3 devices concurrently and each device can remotely control 15 devices, you can take control of 45 (3*15) devices at the same time on a corporate license.
Unattended access	upto 200	upto 400	upto 1000	Unattended access means the devices can be assigned to your TeamViewer account and you do not need anyone on the remote side to allow you to take control of these remote devices. This is typically used for devices like servers because access to server rooms are typically for authorized personnel only. This feature is very useful if you have a situation where round the clock support is to be given to fixed computers which are in remote locations.
Mobile Device Support	No	Yes	Yes	Mobile Device Support means you can remote control to and from mobile devices. This feature is not available in a business license.
Full, high performance control and access on remote devices	Yes	Yes	Yes	
Highest security standards and tools	Yes	Yes	Yes	Our security statement can be found by simply googling "teamviewer security statement".
File transfer	Yes	Yes	Yes	*File transfer speeds are directly dependent on your available connection bandwidth.
Comprehensive support tools	Yes	Yes	Yes	e.g. remote reboot, remote printing, and VPN.
Meetings and Presentations				
Meeting participants	5	15	25	Meetings functionality is a part of every TeamViewer license and no separate license is required for this purpose. Meetings allow you do voip calls, video calls, white boarding, chat, present, organize meetings or simply as a screen sharing tool.
Chat, video, VoIP, tele-conference	Yes	Yes	Yes	
Schedule and record meetings	Yes	Yes	Yes	
Collaboration tools (e.g. whiteboard, handover control, meeting roles)	Yes	Yes	Yes	
Customization and integration				
Customization and corporate branding	Yes	Yes	Yes	Design your own customer modules: 1. QuickSupport for fast, spontaneous support (without installation). 2. TeamViewer Host for permanent installation on servers and computers.
Pre-built integrations for Salesforce, Outlook, Zendesk, and more	Limited	Yes	Yes	3. QuickJoin for presentations and meetings (without installation).
Easy-to-integrate REST API and SDK	Limited	Yes	Yes	Incorporate your own logo, color scheme, and welcome message. Customizations are applied to customer modules as well as their associated download sites and waiting rooms.
Management and Administration (Management Console feature / Web Based GUI)				
Centralized setting policies	5 Policies	10 Policies	15 Policies	Management Console is our web based GUI (Graphical User Interface) where the administrator can sign in to their TeamViewer account and make changes like manage users on license, create policies and roll them out to selected devices, settings access management, etc.
User management	No	Yes	Yes	
Detailed client access controls and advanced client settings	No	Yes	Yes	
Mass deployment (MSI, Android Host)	No	No	Yes	
Teamwork and Reporting				
Service case management and live session handover	No	Yes	Yes	For remote support where the remote computer can raise a service request and the same is assigned to the administrator.
User connection reporting	No	Yes	Yes	1. Connection reports: Whether Windows, Mac, or Linux, browser-based or from a smartphone, all connections made by your support team are automatically logged. 2. Billing: Use these reports as the basis for your invoicing. 3. Real-time session notes: Maintain a protocol or note something during a remote control session. 4. Customer satisfaction form: Measure customer satisfaction and automatically request a voluntary written evaluation directly following a remote support session."
Device connection reporting	No	No	Yes	View all inbound connections at a glance within the Management Console to quickly know who has been connecting to your devices.