



TeamViewer Tensor User Groups & Roles

Centrally manage disparate IT groups and user permissions, automating user life cycle management to streamline processes, eliminate manual human errors, save time, and increase security.

Key Challenges

User life cycle management for remote access can get complex, tedious, and time consuming, especially for global enterprises with different IT administrator groups supporting distributed workforces.

Enterprise IT administrators responsible for user management end up spending a lot of time and manual effort on recurring, repetitive tasks, such as:

- **Creating new users** during employee onboarding.
- **Assigning user roles and settings** for new or existing users in the organization.
- **Moving users** between different groups as they switch departments or need different security permissions.
- **Deactivating users** immediately when they leave the organization, for corporate security compliance.

User Groups and Roles in TeamViewer Tensor helps organizations improve their employee experience by streamlining and automating user life cycle management for end users, as well as global and regional IT groups.

Save time and effort managing **user lifecycle with User Groups & Roles**

TeamViewer Tensor User Groups and Roles ensures that changes to user rights and group permissions are automated and synced securely across enterprise systems, such as Active Directory — saving time and effort for IT departments and administrators with large-scale deployments.

- **Automate user life cycle management** for creating, updating, and deleting users.
- **Organize users into groups** for easier administration.
- **Move users between groups** for role or department changes.
- **Apply bulk changes** to different users and user groups at once.



Instead of having to manually create and maintain user groups in the Management Console, they are automatically created, changed, maintained, and deleted through the same integrations used for creating accounts:

- SCIM configurations through single sign-on identity providers, such as Okta, Azure Active Directory
- Active Directory (AD) Connector
- API

Feature **highlights**

Centralized user life cycle management

Centrally manage the entire user life cycle and reduce manual processes with automated tools to create users for initial company onboarding, move users to different groups as roles and permissions change, and delete users for efficient offboarding.

Customizable user permissions

Customize user permissions based on individual requirements as needed, such as company, administrator, and member settings; group sharing and password changes; access level to view, modify, or delete logged connection reports; and rights to other TeamViewer services.

User group bulk changes

Automatically create and maintain lists of user groups in your company profile, with easy filtering to apply bulk changes and edit granular permission rights for specific user groups.

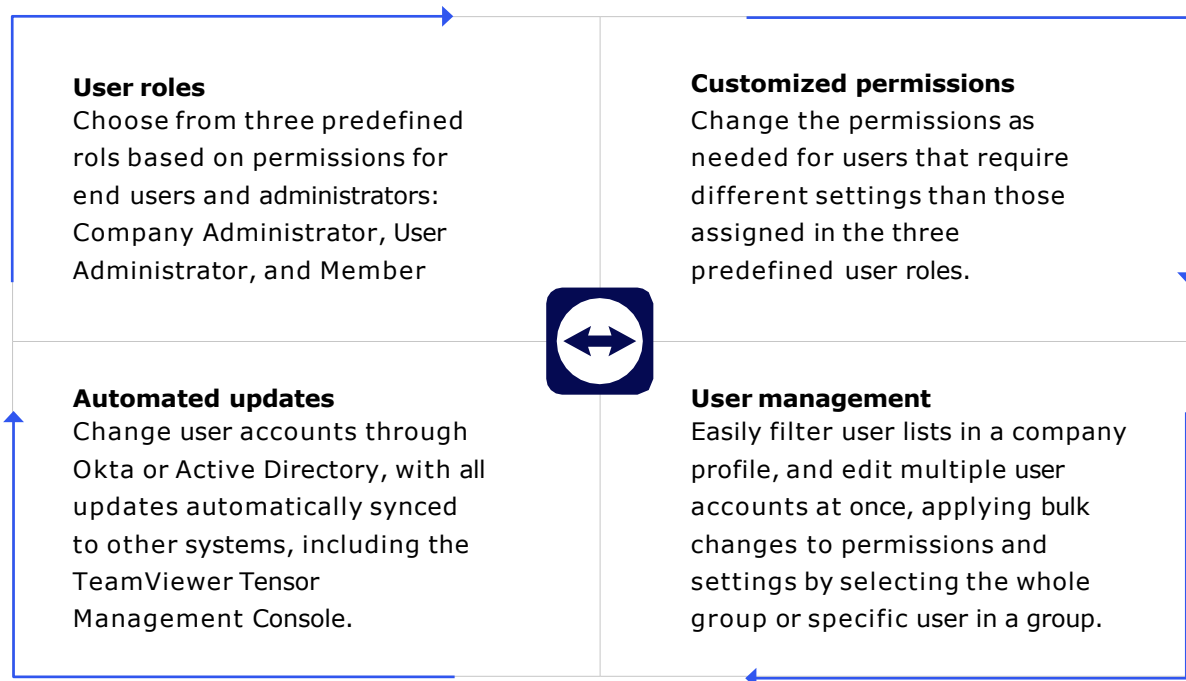
Predefined user roles

Create permissions based on three predefined user roles: company administrator, user administrator, and member.

Role-based filtering

Easily filter user groups based on various roles for more efficient user management.

Streamlining User Life Cycle Management



Key benefits

Save time with automated

Save time by automatically creating user groups, roles, and permissions through SCIM configurations, integrated with leading identity providers such as Okta, Azure Active Directory, AD Connector or API.

Increase security

Integrate TeamViewer Tensor account provisioning with your single sign-on identity provider for enhanced security and corporate compliance, ensuring employee access is immediately deactivated upon company departure.

Mitigate risks

Leverage privileged access management and expiring access rules to stay compliant with corporate security policies and mitigate risks of unauthorized remote access activities.

Boost productivity

Boost IT productivity and streamline processes by eliminating manual user administration tasks for onboarding and offboarding employees, changing roles and permissions, and managing user groups.

Improve Usability

Easily provision different local IT administrator groups within large global enterprise IT organizations to support distributed workforces around the world, ensuring user administration updates sync across all required systems.



About TeamViewer

As a leading global technology company, TeamViewer offers a secure remote connectivity platform to Access, control, manage, monitor, and support any device — across platforms— from anywhere. With more than 600,000 customers, TeamViewer is free for private, non-commercial use and has been installed on more than 2.5 billion devices. TeamViewer continuously innovates in the fields of Remote Connectivity, Augmented Reality, Internet of Things, and Digital Customer Engagement, enabling companies from all industries to digitally transform their business-critical processes through seamless connectivity.

Founded in 2005, and headquartered in Göppingen, Germany, TeamViewer is a publicly held company with approximately 1,400 global employees. TeamViewer AG (TMV) is listed at Frankfurt Stock Exchange and belongs to the MDAX.