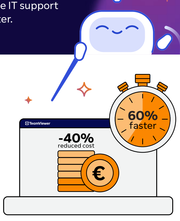
TeamViewer

The future of smarter support: Unravel IT complexities with AI-powered capabilities

According to a recent survey, the implementation of AI solutions has helped businesses reduce IT support costs by 40% and resolve cases 60% faster.



TeamViewer's new AI-powered automation is transforming IT support, eliminating manual documentation, and increasing operational efficiency.

Reduce IT support costs by 40% and resolve cases 60% faster with TeamViewer AI-driven workflows.

The problem: Why IT needs AI-powered support

IT teams face growing challenges that slow down efficiency and increase costs:

- **Manual session documentation** delays issue resolution.
- **Repetitive troubleshooting tasks** overwhelm IT teams.
- **Recurring issues go unresolved**, leading to costly inefficiencies.

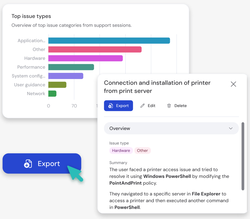
80% of IT teams struggle with backlog due to manual processes.

The solution

How AI fixes IT inefficiencies

AI-Powered IT Optimization

AI automates documentation, streamlines workflows, and improves resolution times.



- **Proactive IT management** with predictive analytics to prevent future disruptions.
- **50% reduction in ticket backlog** by automating workflows.
- **Save 5-10 minutes per support session** with AI documenting and developing case summaries.

The AI advantages: Key benefits

50%
Faster mean time to resolution (MTTR) by eliminating manual troubleshooting delays.

80%
Faster issue resolution with AI-generated documentation.

2000%
Drive up to 2000% ROI by automating mundane tasks and reducing manual operations.

Prevent

Proactively prevents IT disruptions by addressing patterns before they escalate.

Analyze

100K+ IT support sessions can be analyzed to detect recurring issues.

Enhance

reporting accuracy with audit logs and compliance-ready documentation.

Data-driven insights: Smarter decision making

AI Insights analyzes massive data sets to identify patterns and optimize IT performance.

Seamless integration: Work smarter, not harder

AI-Powered IT support integrates seamlessly into existing workflows.

90% of enterprises report higher IT efficiency with ServiceNow and Microsoft Teams integrations.

Work directly in ServiceNow/Teams without switching platforms.

Improve cross-team collaboration with AI-powered insights and shared documentation.

Security & compliance: Enterprise-grade protection

99.9% data protection with advanced encryption secures session data.

Automated compliance tracking ensures audit-ready documentation every time.

The business impact: Measurable results

Companies using AI-powered IT solutions experience:

60%
Faster case resolution with automated documentation and troubleshooting.

40%
Lower IT support costs by reducing manual tasks and inefficiencies.

Higher
Higher IT productivity, as AI enables teams to focus on strategic initiatives.

Transform IT support with AI

Ready to eliminate IT inefficiencies and reduce costs? Discover how TeamViewer AI Insights can optimize your IT support today.

Learn more

About TeamViewer

TeamViewer provides a Digital Workplace platform that connects people with technology – enabling, improving and automating digital processes to make work work better.

In 2005, TeamViewer started with software to connect to computers from anywhere to eliminate travel and enhance productivity. It rapidly became the de facto standard for remote access and support and the preferred solution for hundreds of millions of users across the world to help others with IT issues. Today, more than 640,000 customers across industries rely on TeamViewer to optimize their digital workplaces - from small to medium sized businesses to the world's largest enterprises - empowering both desk-based employees and frontline workers. Organizations use TeamViewer's solutions to prevent and resolve disruptions with digital endpoints of any kind, securely manage complex IT and industrial device landscapes, and enhance processes with augmented reality powered workflows and assistance - leveraging AI and integrating seamlessly with leading tech partners. Against the backdrop of global digital transformation and challenges like shortage of skilled labor, hybrid working, accelerated data analysis and the rise of new technologies, TeamViewer's solutions offer a clear value add by increasing productivity, reducing machine downtime, speeding up talent onboarding, and improving customer and employee satisfaction.

The company is headquartered in Göppingen, Germany, and employs more than 1,800 people globally. In 2024, TeamViewer achieved a revenue of around EUR 671 million. TeamViewer SE (TMV) is listed at Frankfurt Stock Exchange and belongs to the MDAX. Further information can be found at www.teamviewer.com.

www.teamviewer.com/support

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