



Creating a world that works better

Investor presentation

February 2025





Market-leading IT-OT automation platform positioned to capitalize on digital workplace megatrends

01

TeamViewer's IT-OT automation solutions are **positioned at the center of the C-Suite agenda**

02

Operating in a multi-billion TAM as every organization is seeking productivity enhancements

03

Since IPO, we successfully expanded the business along **three key growth dimensions**

- A. **Well-invested GTM** with global sales footprint and premium brand equity
- B. **Successful** organic move into ENT, **from almost zero to 23% of revenues, turbocharged by 1E**
- C. **Decisive** organic and inorganic development strategy to now cover **full spectrum of IT automation and Frontline digitalization...**
- D. **...delivering significant, tangible productivity improvements** across a broad range of customers and use cases
- E. **Very successful** development into **highly strategic partner for renowned global IT & OT leaders**

04

A. **1E adds industry-leading EUC and DEX capabilities** to TeamViewer's platform

B. **Stronger together:** pioneering the intelligent IT-OT endpoint for a frictionless digital workplace

C. **Bringing ENT innovation** down-market will further strengthen TeamViewer's **market-leading SMB proposition**

05

A **strong platform** for **sustained double-digit revenue growth from FY 2027 onwards**, at best-in-class margins and with EPS accretion

TeamViewer's IT-OT automation solutions are positioned at the center of the C-Suite agenda



Hybrid and remote work

Number of global remote jobs to rise by roughly 25% by 2030¹



Cybersecurity at scale

Connected devices to double worldwide to 40bn by 2033²



Shortage of skilled labor

Job vacancies per unemployed person increased 4.2x since 2010³



Digital transformation

98% of companies see technology as their top lever for reinvention⁴



Increased Sustainability

41mn tons CO₂ emissions avoided through TeamViewer usage in a year⁵

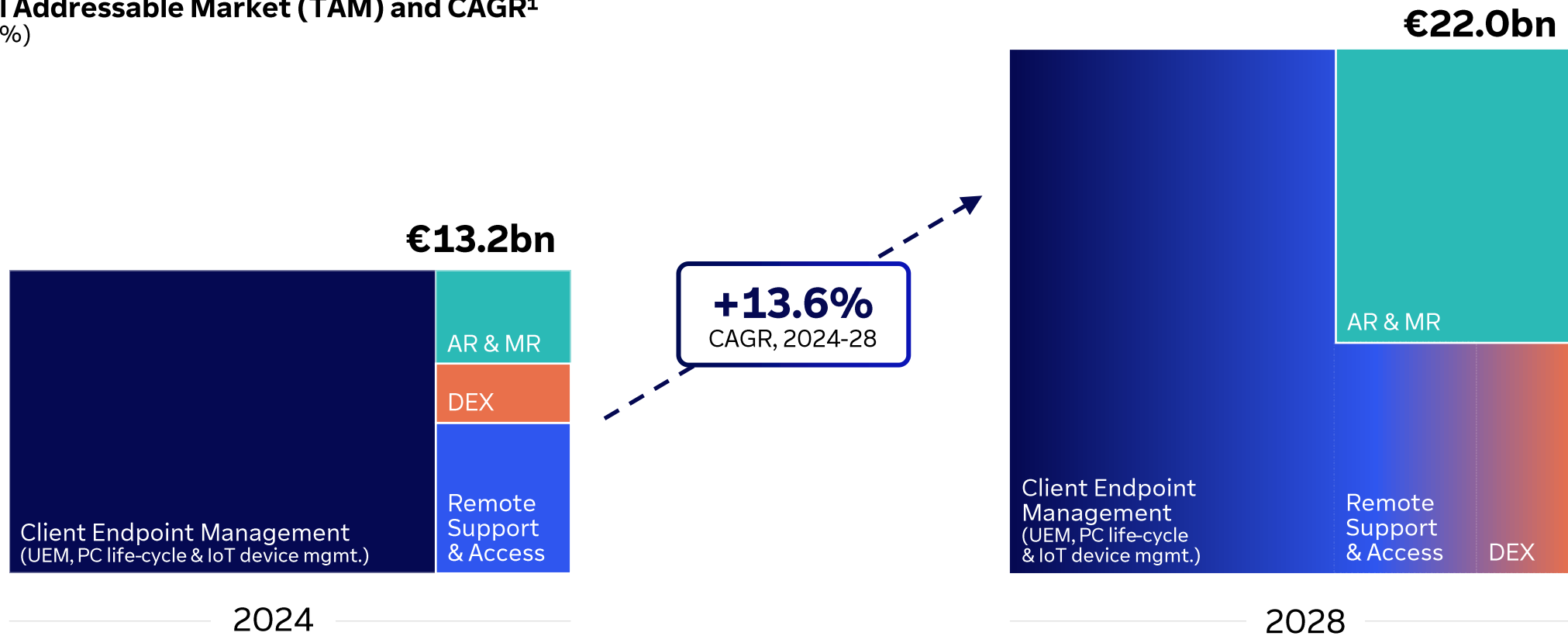


Rise of Big Data and AI

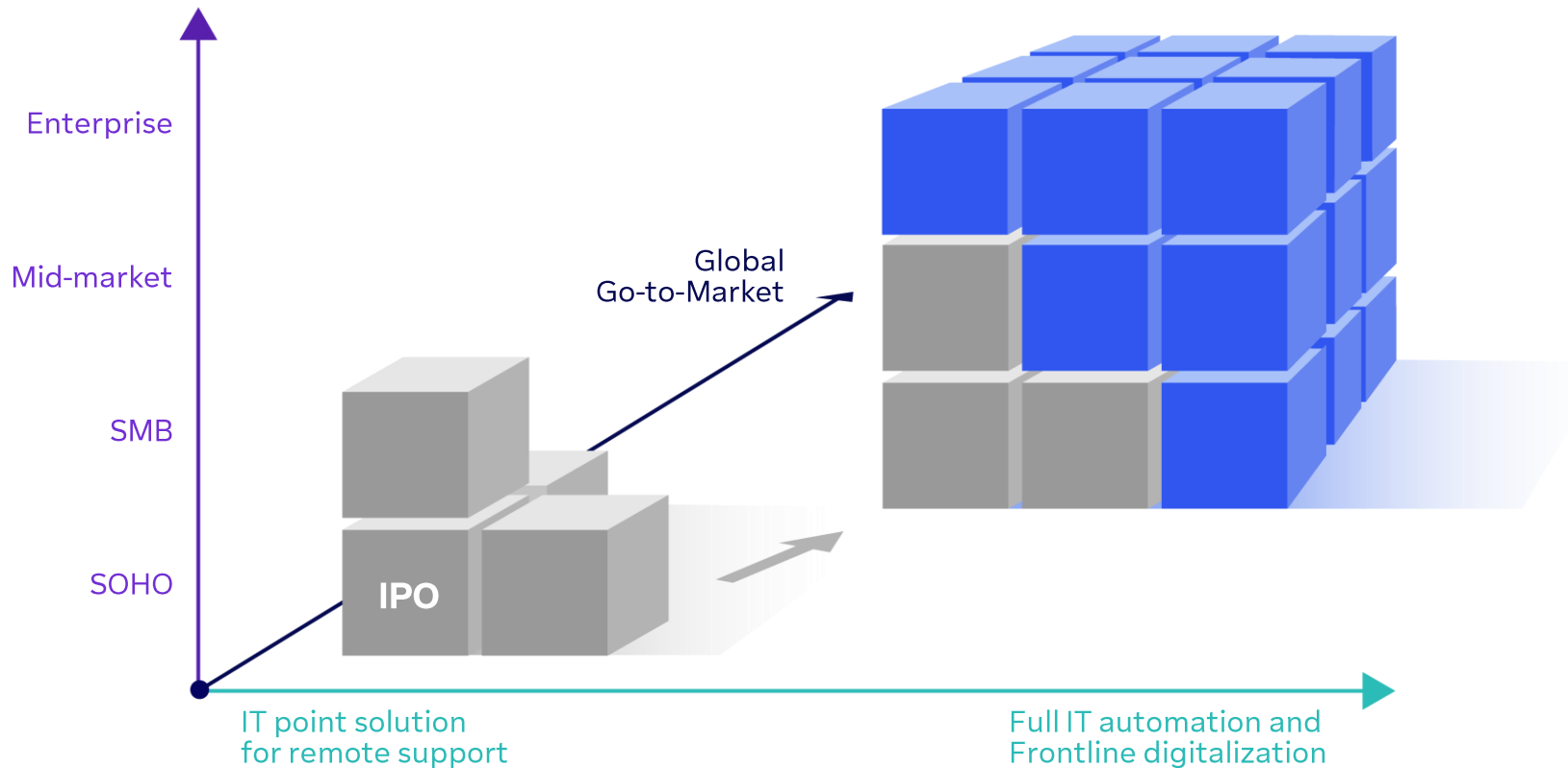
72% of companies have adopted AI innovation in at least one function⁶

Operating in a multi-billion TAM as every organization is seeking productivity enhancements

Total Addressable Market (TAM) and CAGR¹
(€bn, %)



Since IPO, we successfully expanded the business along three key growth dimensions



Go-to-Market

Multi-year buildout of global sales footprint and brand equity

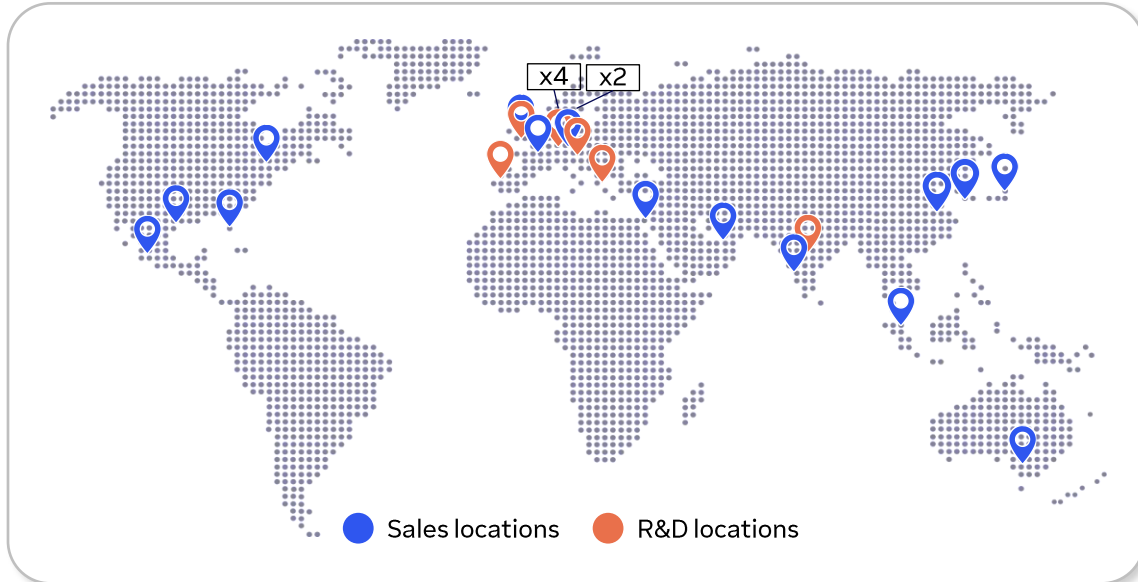
Segments


Organic mix-shift towards Enterprise, now turbo-charged by 1E

Product



Decisive organic and inorganic development strategy

Well-invested GTM with global sales footprint and premium brand equity



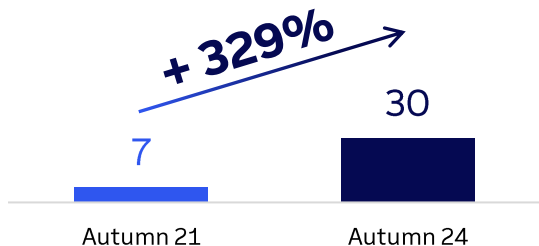


Official Team Partner





Our brand is the most salient among IT professionals (both SMB and ENT) for remote connectivity solutions*

329% increase in unaided awareness since Autumn 2021*



Autumn 21 Autumn 24



90 million
unique visitors to our website in 2024

*Source: TeamViewer Brand Survey (2021-2024, n=4,000-4,400 across 5-6 key markets). Methodology change: category definition evolved from IT remote support (Autumn '21) to remote connectivity solutions (subsequent waves)

Global organization with **a strong local footprint** across important markets – muscular addition to AMS team with 1E acquisition

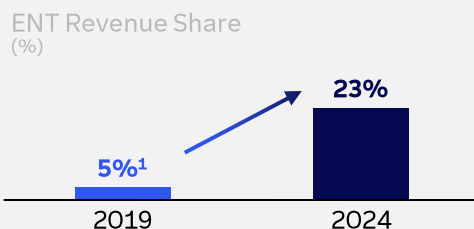
We have **strategically invested in geographic teams** to exploit market opportunities & revenue streams

- Sales FTEs¹
- EMEA 139**
- AMS 134**
- APAC 72**

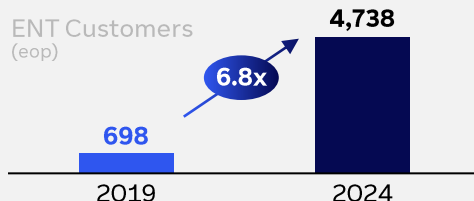
Successful organic move into ENT, from almost zero to 23% of revenues, turbocharged by 1E

Successful organic ENT expansion

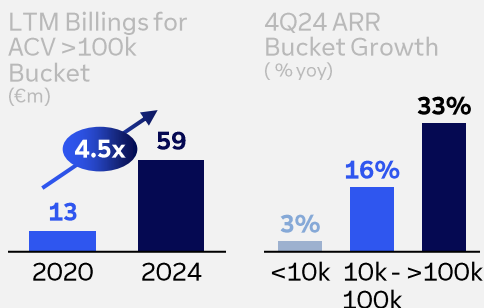
ENT revenue increased in size and share



Strong ENT base growth

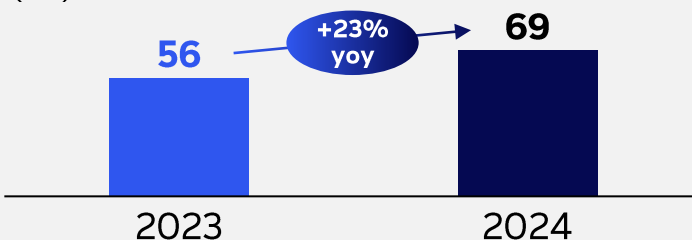


Highest growth in highest value buckets



Stronger ENT presence with 1E

1E Revenue (€m)



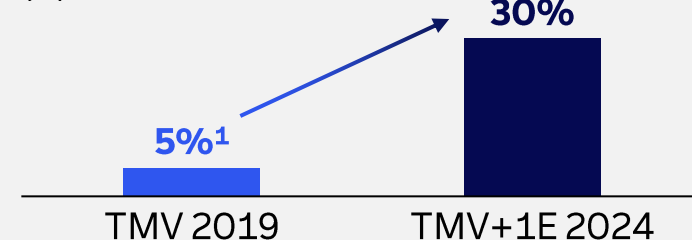
Strong 1E ENT Customer Base



Avg. ARR of top 10 customers >€3m²

Compelling combined profile

ENT Revenue Share (%)



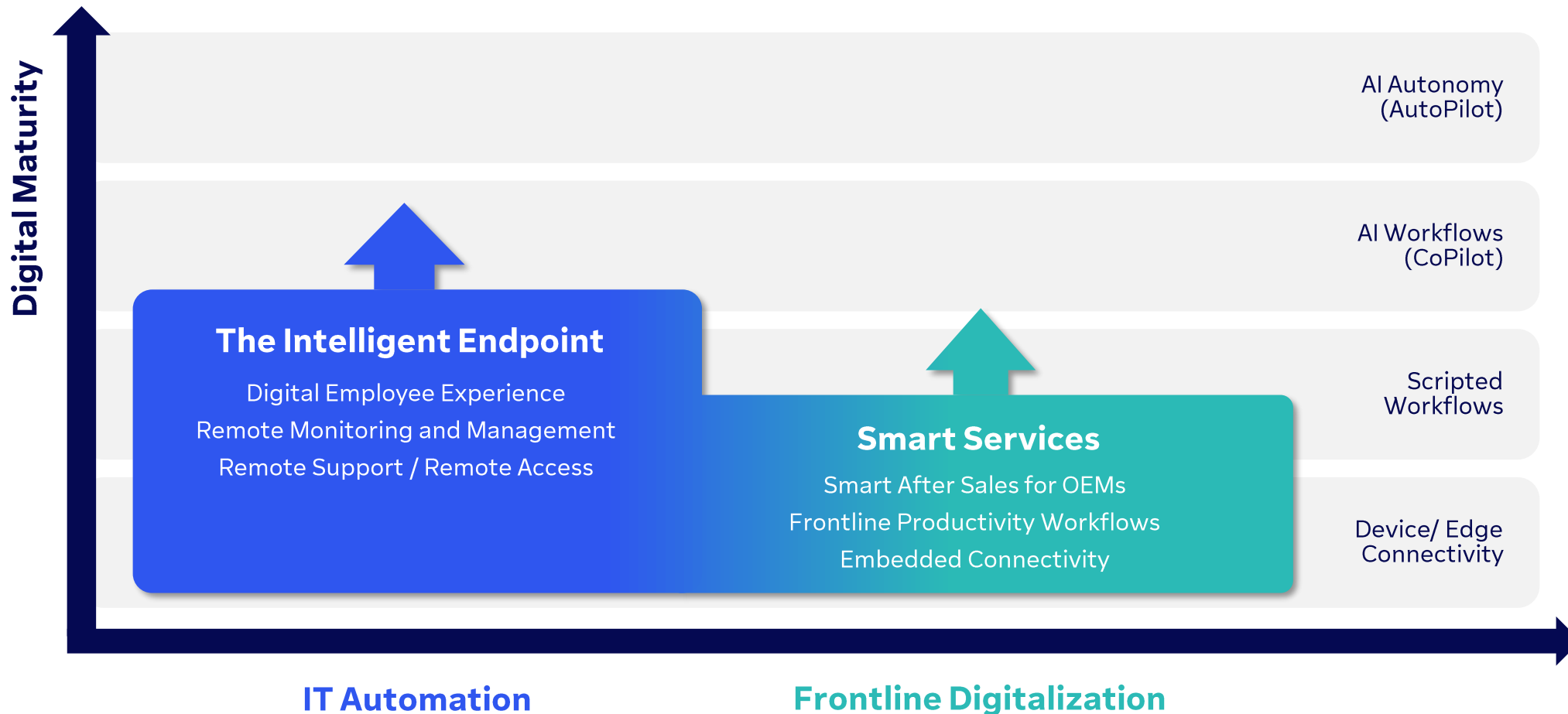
With industry-leading EBITDA margin...

c.43% PF Margin

...high cash generation & shareholder returns

c.70% Cash Conv. SBB '22-'24

Decisive organic and inorganic development strategy to now cover full spectrum of IT automation and Frontline digitalization...



Enabling **>640k** customers with category leading solutions

...delivering significant, tangible productivity improvements across a broad range of customers and use cases



Gartner®

Market leader across multiple categories

Gartner: #2 DEX category leader in Magic Quadrant



The Intelligent Endpoint

Optimizing service desk	Internal IT support	Global in-store support	Infrastructure inventory & insights
More than \$1 million Cost savings	Up to 80% Time savings	2.5k Stores worldwide	\$65 Million savings

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IT Automation

PAC Radar 2024: #1 Platform for Connected Workers (AR)
ABI Research: leader in Enterprise Augmented Reality Platforms

Smart Services

Smart After Sales for OEM	AR-based remote support	AR-based field service in healthcare	AR-based warehouse picking
80% Electrical issues resolved remotely	40 min Time-to-fix decreased	-62% Hospital referrals	-93% Onboarding time

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Frontline Digitalization

Very successful development into highly strategic partner for renowned global IT & OT leaders

The Intelligent Endpoint



- Joint product roadmaps with latest innovation including AI
- Strategic co-sell and co-marketing with global scale
- Frequent executive alignments
- Multiple partner awards, joint industry events and thought leadership
- Increased stickiness for both solutions
- Accelerate customers' digital transformation



Remote IT support



Secure remote work and access



Continuous observability



Real-time IT automation



Embedded connectivity



Field service and maintenance



Assembly and inspection



Logistics and vision picking



Training and onboarding

Smart Services



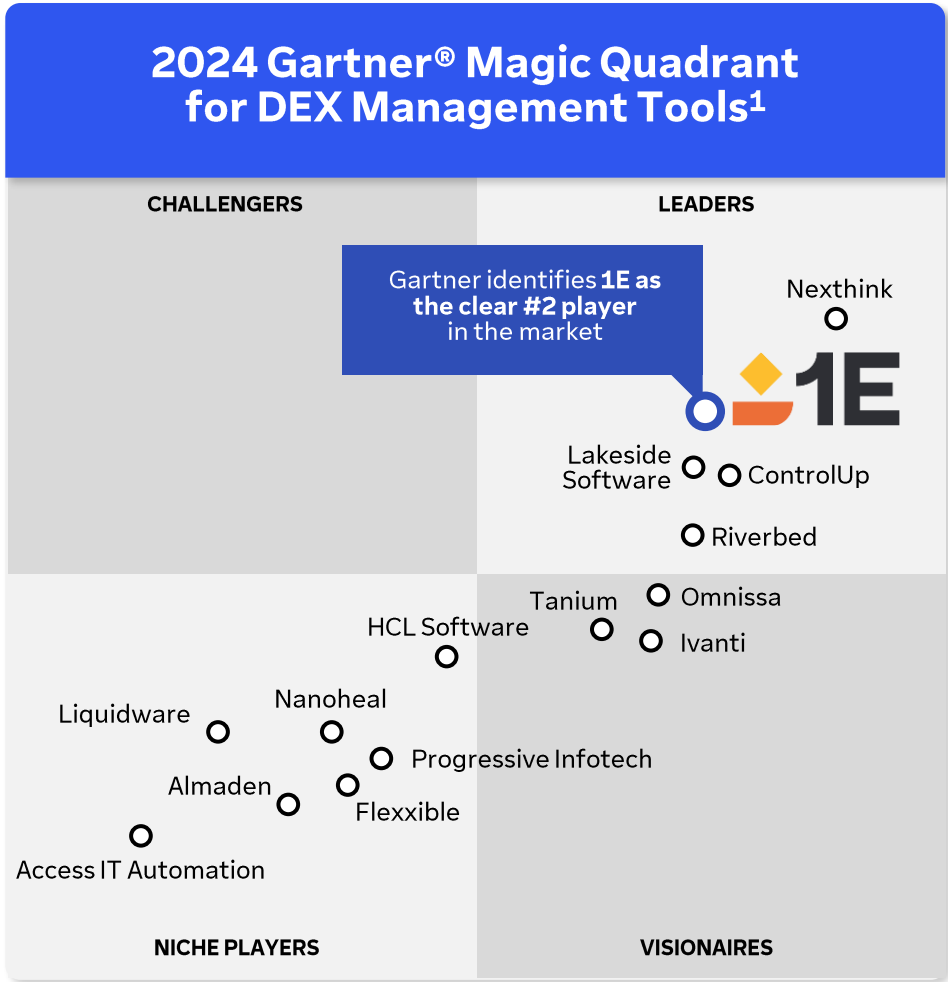
- Deep integrations with leading global industrial systems such as PLM, WMS, ERP, etc.
- Digitalization across key business processes and verticals from design, manufacturing, training, inspection to logistics and after sales
- Joint product development and GTM
- Thought leadership at industry events

1E adds industry-leading EUC and DEX capabilities to TeamViewer's platform

<p>>3000 Pre-built DEX automations available in 1E Exchange</p>	<p>651 Average number of active automations (checks and fixes) per customer</p>	<p>>3 billion Automated checks and fixes executed across customer endpoints in 2024</p>
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<p>Observe</p>	<p>Deepest device telemetry in industry with minimal resource utilization and cross platform native code.</p>
<p>Remediate</p>	<p>Real-time query and response (vs. minutes, hours, days) – seconds count when remediating digital friction.</p>
<p>Automate</p>	<p>Hybrid edge AI enables instantaneous offline automation and preemptive problem resolution.</p>
<p>Validate</p>	<p>Event-driven performance and sentiment validation, further leveraged by synthetic monitoring and AI insights.</p>

Industry-leading **EUC innovation** enabling DEX paradigm shift from device- to **outcome-centric IT management** (focus on business productivity)



Stronger together: pioneering the intelligent IT-OT endpoint for a frictionless digital workplace

Unparalleled Visibility

End-to-End Device Control

AI-Piloted Operations



Real-time observability of deep telemetry across device, application, network, and cloud

Online/Offline edge automation in depth and at scale for real-time issue remediation

AI Autopilot: self-healing of endpoint friction and configuration drift

The Intelligent Endpoint

RS/RA and DEX intelligence enrichment to baseline and contextualize IT-OT anomalies

Integrated IT-OT device control from continuous automation to seamless expert intervention

Synergetic blend of IT-OT auto- and copiloting en route towards the Autonomous Endpoint



RS/RA

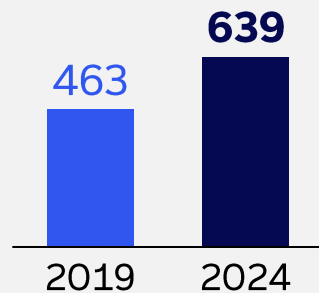
In-depth context of IT issues from ticket to resolution incl. in-session knowledge capture

Secure remote connectivity for device-agnostic attended and unattended expert support

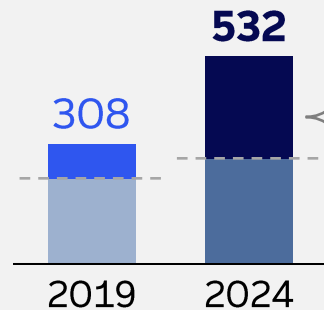
AI Copilot: augmentation of expert support with session insights and automation

Bringing ENT innovation down-market will further strengthen TeamViewer's market-leading SMB proposition

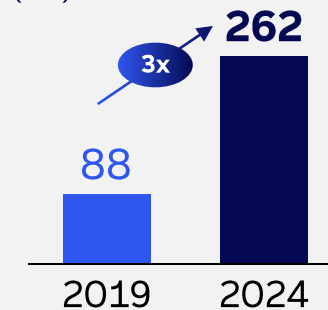
SMB Subscribers
(k; eop)



SMB Billings
(€m)



Highest SMB ACV Bucket¹
(€m)



TeamViewer has a strong record of successful up- and cross-sell into its large and growing SMB customer base.

Clear market leader for Remote Support & Access



SMB IT teams are hard-pressed to drive productivity and “do more with less”

TeamViewer is **uniquely positioned** to bring AI innovation from ENT down-market and accelerate SMB growth

- Huge platform and brand: 639k SMB customers with **millions of connected IT/OT endpoints**
- Proprietary intelligence on IT friction: **knowledge capture** from RS/RA sessions and 1E observability
- Imminent release of CoPilot: **in-session AI assistant** enabling helpdesks to resolve problems faster and better
- Patent-pending AutoPilot capabilities: **real-time 1E remediation** for (semi-)autonomous IT management

Unique value proposition for AI up- and cross-sell in SMB with **strong moat around reach, data, and technology.**

A strong platform for sustained double-digit revenue growth from FY 2027 onwards, at best-in-class margins and with EPS accretion



Positioned at the center of **digital megatrends**



Global footprint, with **exceptional brand equity**



Vast **customer and install base** in SMB and ENT



Category-leader across solution portfolio



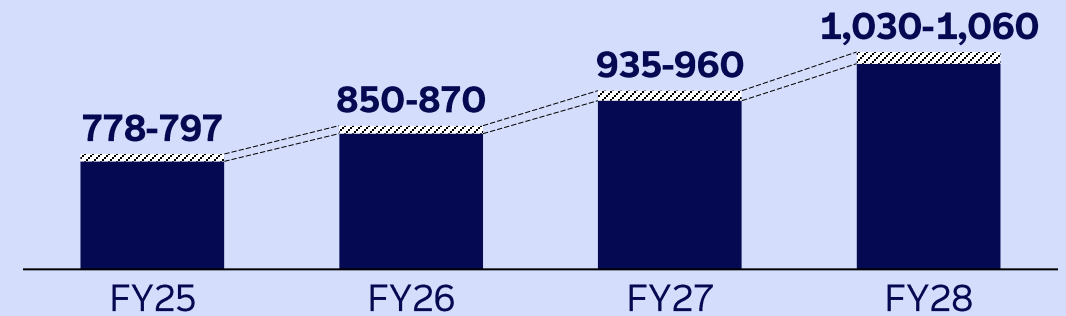
Strategic partnerships with top-tier tech firms



Best-in-class financial profile with excellent cash flow

Revenue Mid-Term Targets

(€m)



FY28 ENT Revenue share:

>40%

FY27 Revenue yoy Growth¹:

c.10%

FY28 EBITDA Margin:

44-45%

Substantial shareholder value creation

EPS Growth FY24-FY28²

70%

