



Remote Access – OT use case

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IT and OT convergence trends

The convergence of IT and OT is reshaping industries by integrating digital technologies into physical operations



Predictive Maintenance

- New IT processes for Condition Monitoring-led maintenance strategies are entering into OT business planning.



Cybersecurity for OT systems

- IT cybersecurity measures, such as conditional access, intrusion detection, and endpoint protection, are adapted to safeguard OT networks.



Operational Excellence

- OT systems like HVAC and lighting are integrated with IT solutions for monitoring, analytics, and automated control.



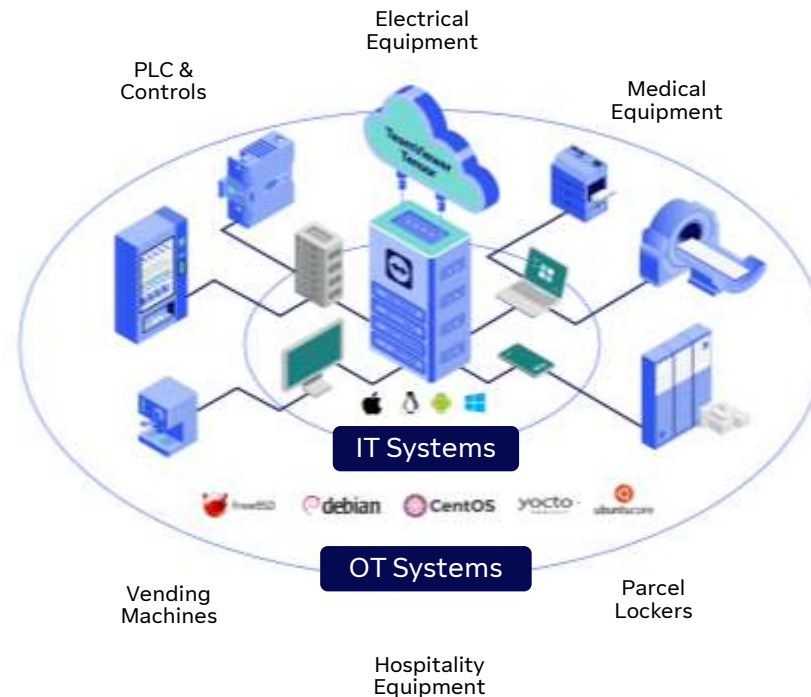
AI-enhanced performance management

- OT systems capture data from cameras and sensors, while IT systems use AI for defect analysis and performance optimization.

TeamViewer is capturing the OT Remote Access market

TeamViewer provides an End-to-End solution for OT cases

- ✓ A **device-agnostic** platform that enables connectivity to devices and PLCs used in multiple industries
- ✓ **Enterprise-grade security** to safeguard business critical infrastructure
- ✓ The power and **scale of TeamViewer** delivering a high-performance solution from IT to the OT world



How the TeamViewer solution differentiates to competition

- ✓ Leverage TeamViewer's **leading position in the IT space** as a trusted partner and cross-sell our solution for OT use cases.
- ✓ **Strategic partnerships** like with SAP, Siemens and Microsoft, allow us to position TeamViewer as part of a wider Enterprise solution platform
- ✓ TeamViewer provides a **horizontal, cross-platform solution**, while many competitors only support very niche cases.



Condition Monitoring-led Remote Access on the shopfloor

TeamViewer Remote Services Delivery Solution

- Remote access to machines on the shopfloor for implementing condition monitoring-led maintenance strategies and increase operational excellence.
- Remotely access machines and devices deployed in the field for commissioning, configuration, and troubleshooting, significantly reducing travel costs and enhancing service efficiency.



After market Remote Services for field deployed assets

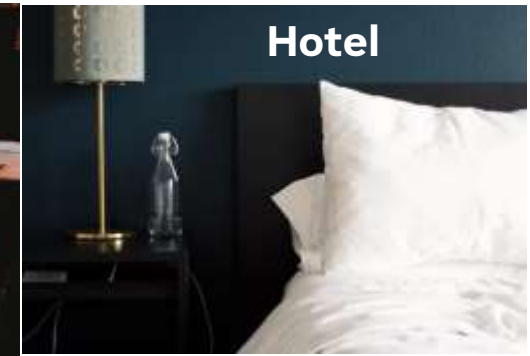


Remote Management of PoS and Menu order tablets



T'order has partnered with TeamViewer to provide Premium After Sales support for Retail devices

- ✓ Main provider of Menu Order devices in S. Korea.
- ✓ TeamViewer's Embedded solution enables remote access and control of devices in both attended and unattended mode for After-sales support
- ✓ Reliable and secure remote access to the T'order devices ensures the minimum downtime for business critical devices.
- ✓ TeamViewer has enabled T'order to offer an premium after-sales subscription service to its customers



Minimize
downtime

Fast
troubleshooting

Increased
Revenue

Thank
You