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It's time for a new view – TeamViewer Remote

1	**Introduction and Update on TeamViewer**	30min
3	**Deep Dive: TeamViewer Remote**	30min
2	**Where are we heading … beyond TeamViewer Remote**	15min
4	**Question & Answer Session**	45min

TeamViewer

Today's Speakers

Peter Turner
CCO

Dr. Hendrik Witt
CPO

Ursula Querette
VP Capital Markets

Introduction and Update on TeamViewer

Peter Turner, CCO

Peter Turner
Chief Commercial Officer / Management Board member

|	
	• Joined TeamViewer in July 2022 • Responsible for driving SMB growth, marketing, partnership and customer retention activities
Past experience	• Previously, 7 years at global cybersecurity software firm Avast • 7 years at world leading data analytics firm Experian • Various other marketing leadership roles in financial services, telecoms and retail spaces
Initial measures taken at TeamViewer	• Adding to the team with experienced people including Cisco, Oracle, Terradata • Continuing to refresh and update TeamViewer's global marketing capabilities, including o Digital acquisition o Brand & sports partnerships o Customer focus o Commercial projects
Personal motivation	*"Bringing the TeamViewer potential to life across all our audiences, showcasing our capabilities and benefits and fueling our growth."*

The leader in remote access and support
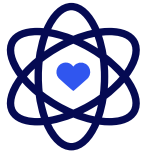
>2.5 billion installations
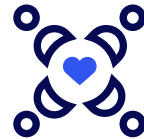
Hundreds of millions of non-commercial users

631,000 customers (Q1 2023)

>17 years of remote access and support history

Loved by users & customers
(e.g. rated 4,8 out of 5 on Trustpilot)

Awarded for outstanding customer centricity

Creating a world that works better

Purpose
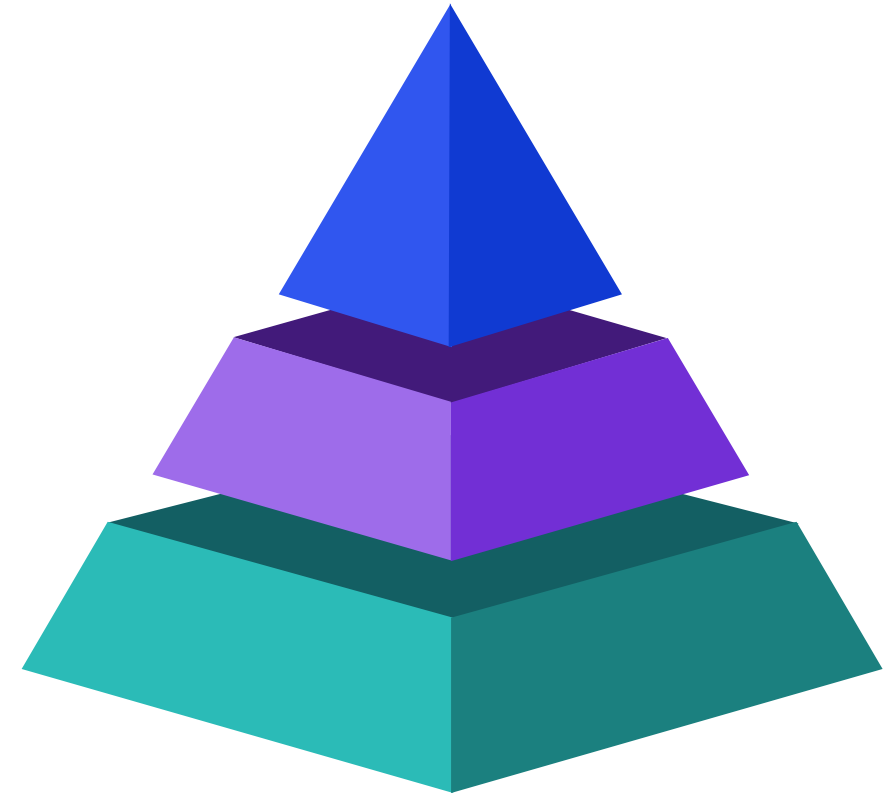To create a smarter working world through leading edge remote connectivity

Vision
To be the global leader in remote connectivity, between systems, devices and employees, improving every workflow and process, creating a more efficient and sustainable world

Values
We are courageous
We are family
We make an impact
We are committed to quality

Telling our story, consistently

	✓	• Update and implementation of TeamViewer's purpose, vision and values
	NEXT	• Meaningful and consistently executed creative • Building a content and editorial team to better inform the market about us, our solutions and our innovations

	✓	• Leverage sports partnerships in client interactions
	NEXT	• Further leverage our partners' social media power • Build new use cases to bring to life our services

	✓	• Increase customer focus with extensive market research • Focused approach to tap full potential in up- /cross-selling
	NEXT	• Building out customer journey to focus teams on building right acquisition journey incl. on-boarding, in-life, cross and up sell, renewal, and retention

	✓	• Implementation of greater rigor in key commercial projects
	NEXT	• Further optimization of website to boost conversion and improve ecommerce performance • Link marketing measures into campaigns to bring attention to efficiency, quality & sustainability

Integrated communications are more powerful

Better understanding our customers

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Making it easier for customers to find, and buy from us

TRIGGER

Acquired new finance software for recording documentation when out on site with clients, but this software had teething problems. It was decided that the best way to troubleshoot would be to have a remote software solution.

Bhavitra needed to access files remotely when on site with clients. Given she works in finance, security was key. It was a big investment for her company and she wanted to be certain that she was making the right choice
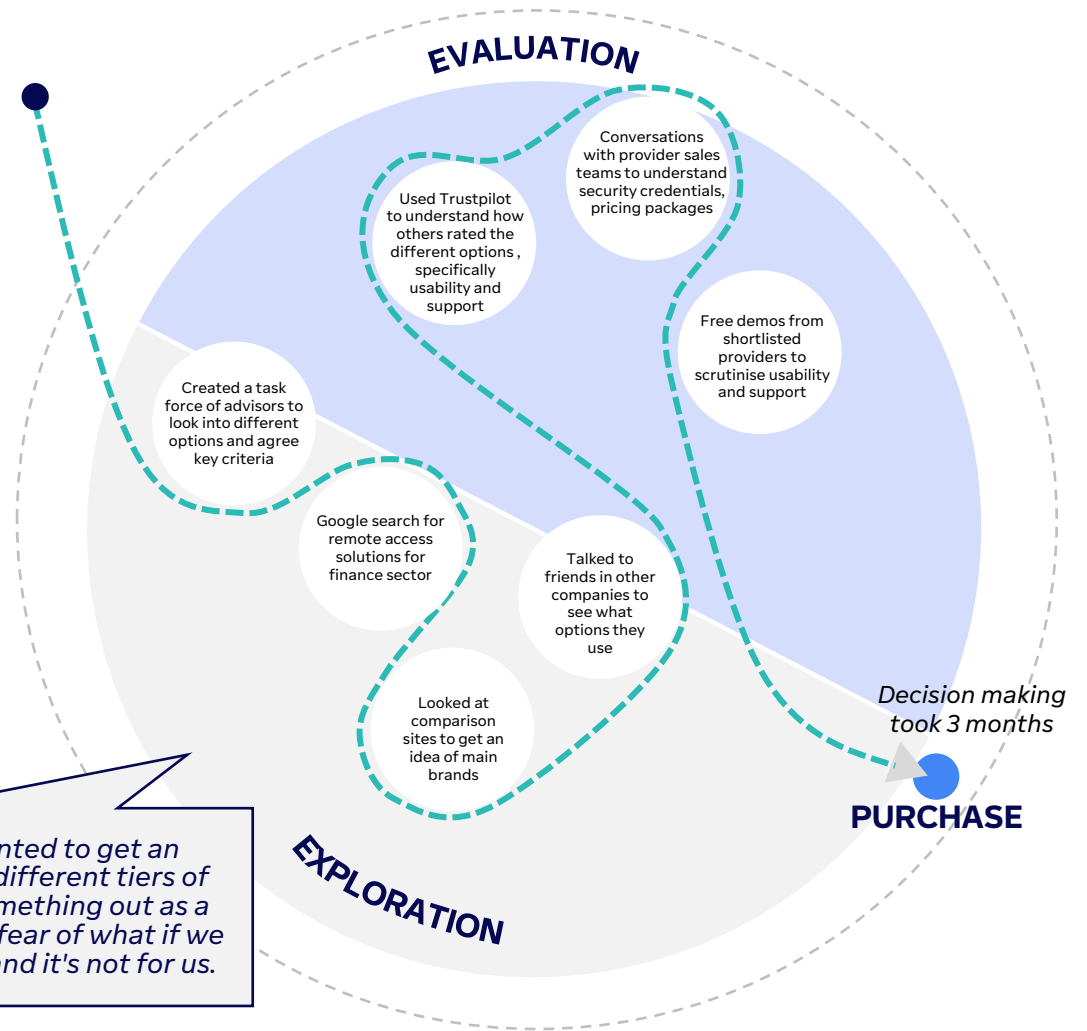
Job Title:
Financial Advisor

Company size:
250+ employees SMB

I went on those websites [Trustpilot] I wanted to get an idea of what do they offer? What are the different tiers of products? Because when you're trying something out as a new customer, I think there's always that fear of what if we have to sign up, like contractually to this and it's not for us.

EVALUATION

Used Trustpilot to understand how others rated the different options , specifically usability and support

Conversations with provider sales teams to understand security credentials, pricing packages

Free demos from shortlisted providers to scrutinise usability and support

Created a task force of advisors to look into different options and agree key criteria

Google search for remote access solutions for finance sector

Talked to friends in other companies to see what options they use

Looked at comparison sites to get an idea of main brands

Decision making took 3 months

PURCHASE

EXPLORATION

Leveraging the power of our partnerships

- Update and implementation of TeamViewer's purpose, vision and values

NEXT
- Meaningful and consistently executed creative
- Building a content and editorial team to better inform the market about us, our solutions and our innovations

- Increase customer focus with extensive market research
- Focused approach to tap full potential in up- /cross-selling

NEXT
- Building out customer journey to focus teams on building right acquisition journey incl. on-boarding, in-life, cross and up sell, renewal, and retention

- Leverage sports partnerships in client interactions

NEXT
- Further leverage our partners' social media power
- Build new use cases to bring to life our services

- Implementation of greater rigor in key commercial projects

NEXT
- Further optimization of website to boost conversion and improve ecommerce performance
- Link marketing measures into campaigns to bring attention to efficiency, quality & sustainability

Activating the huge assets at our disposal to go beyond brand awareness

Mercedes AMG Petronas Formula 1

Manchester United

Optimising performance for us and our customers

✓	• Update and implementation of TeamViewer's purpose, vision and values	
NEXT	• Meaningful and consistently executed creative • Building a content and editorial team to better inform the market about us, our solutions and our innovations	

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Developing ways to show the impact of TeamViewer for our customers business

TeamViewer is built on the foundation of sustainability and was born out of a need to reduce the necessity of commuting – one of the largest sources of carbon emissions.

We embed the need for businesses to reduce CO2 emissions in our product and show how we enable our users to:

- ✓ Significantly reduce travel and thus avoid carbon emissions and costs

- ✓ Support a sustainable infrastructure by reducing emissions associated with maintenance and operation of buildings

- ✓ Hit their ESG and carbon reduction targets

Carbon Emission Calculator
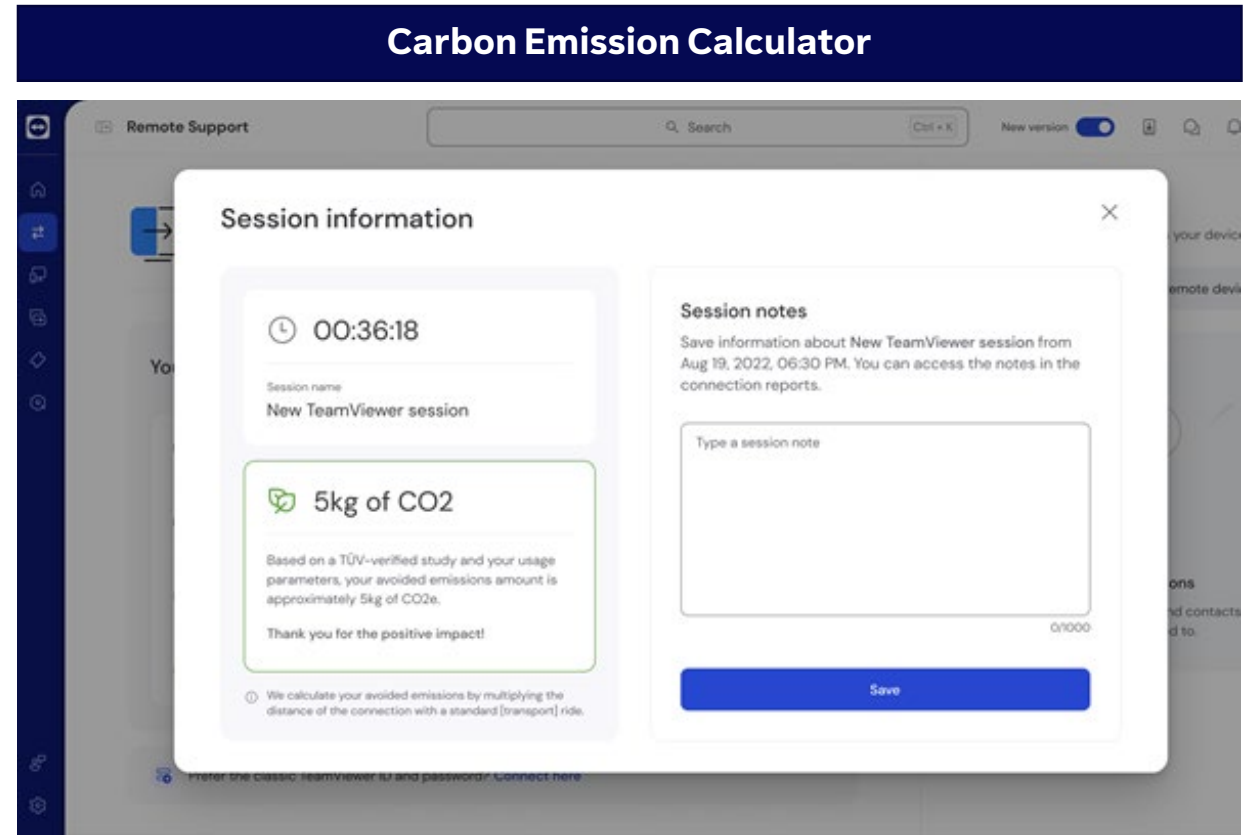
Strong collaboration is key

Marketing & Sales

Product Development
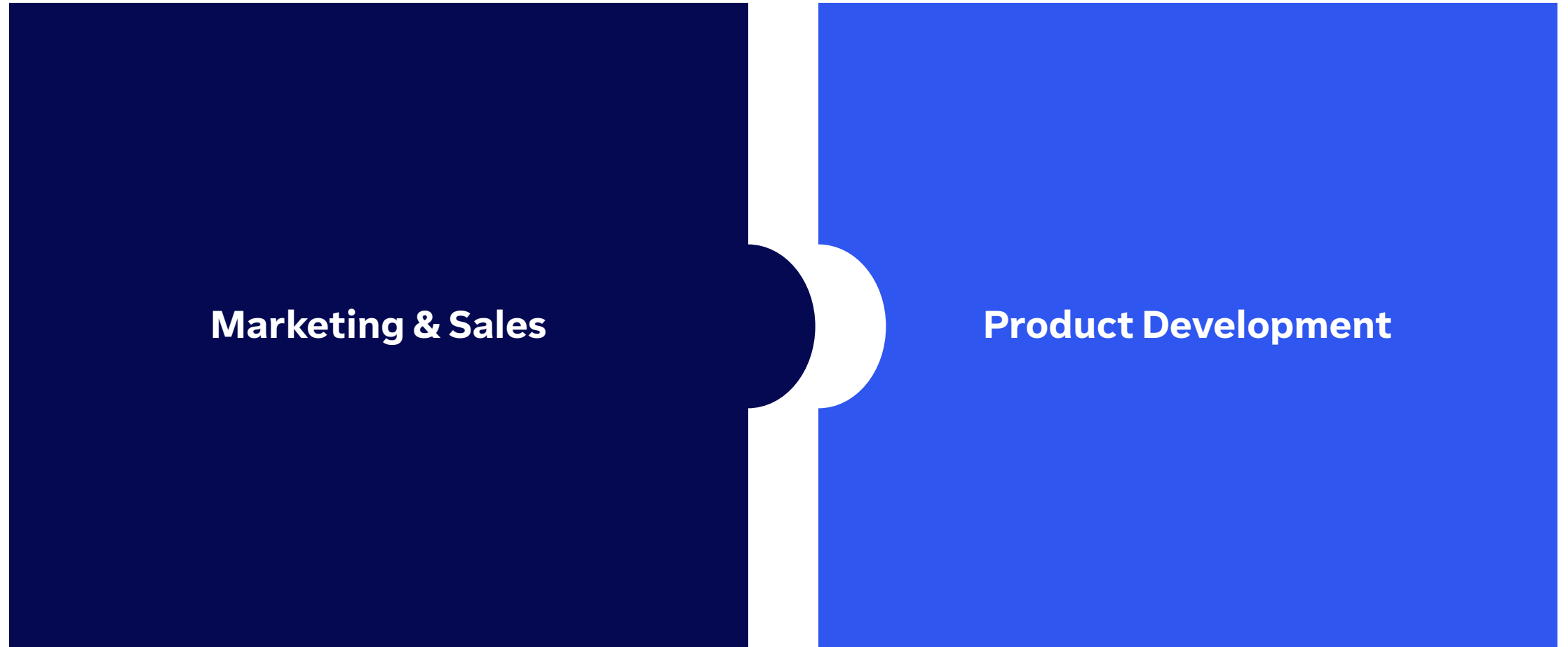
Our product offering got complex over the years ...
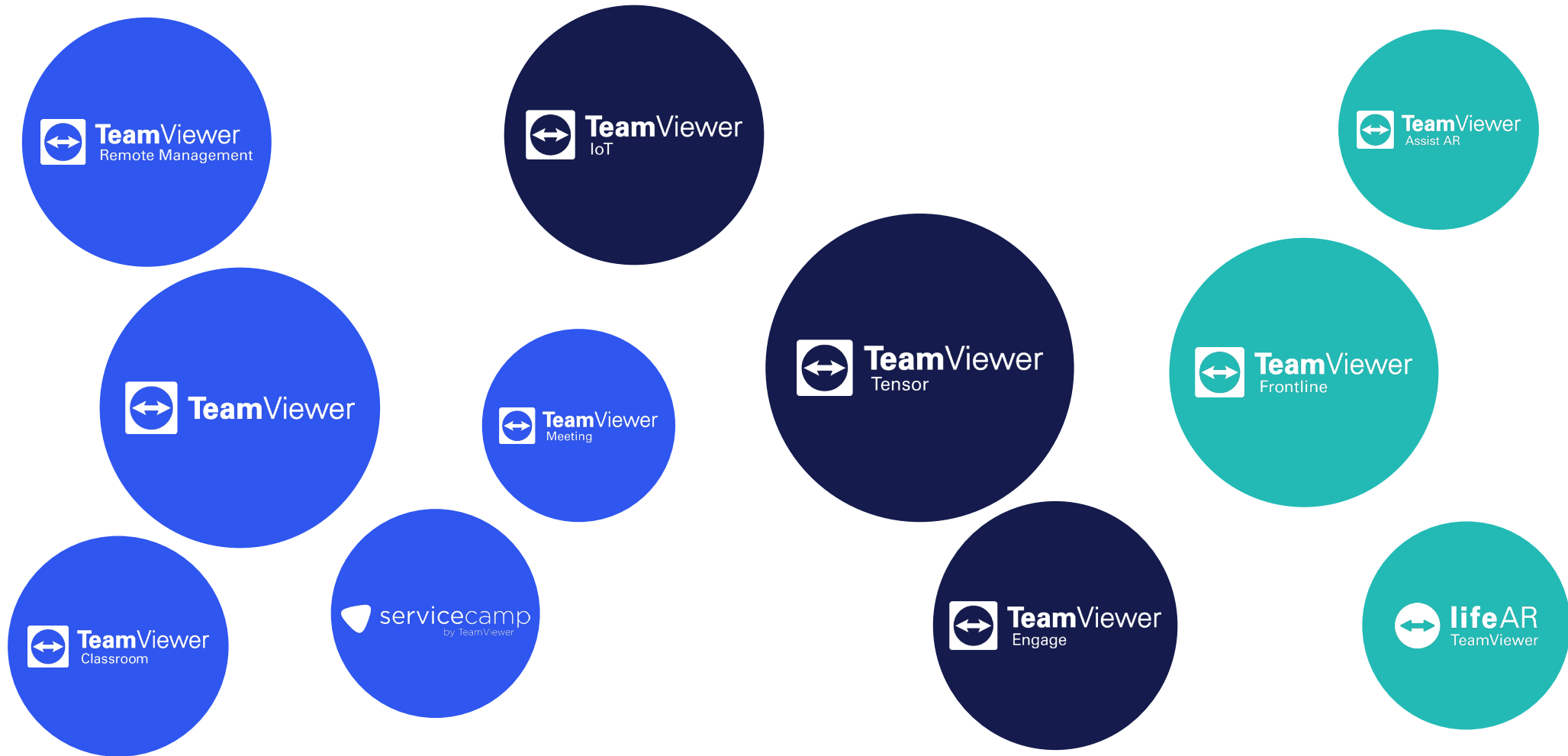
... now, we simplified and modernized our product suite

Remote Support Solutions

Remote access, control and management solutions for SMB IT departments

Enterprise Connectivity Solutions

Advanced remote support, control and management of enterprise IT, smart devices and industrial equipment

Frontline Productivity Solutions

Digital workflows, instructions and assistance for smart frontline operations

TeamViewer Remote	TeamViewer Tensor	TeamViewer Frontline

| Remote Support | Remote Monitoring & Management | Endpoint Protection | Ticketing | Enterprise IT | Co-Browsing | Smart Devices | Industrial Equipment | Digital Workflow | AR Assistance | AI / Image Recognition | Digital Twin |
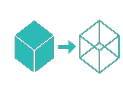
TeamViewer

Deep Dive: TeamViewer Remote

Dr. Hendrik Witt, CPO

Dr. Hendrik Witt
Chief Product Officer

- Joined TeamViewer in August 2020
- Global responsibility for TeamViewer's product portfolio, product strategy and product innovation

Past experience
- Previously 7 years CEO and Co-Founder at Ubimax (acquired by TeamViewer in 2020)
- 4 years with Strategy and Management consultant Arthur D. Little
- 4 years+ technology and innovation consulting for various industries incl. software, manufacturing and retail

Key focus at TeamViewer
- Focus on TeamViewer's product vision and setting up the required environment to execute
- Building up product management and innovation excellence with an experienced team
- Product and Technology Evangelist, Speaker
- Thought leader for Augmented Reality, Wearable Computing, and Applied Artificial Intelligence

Personal motivation

"Leverage TeamViewer's potential to become a leading global software player augmenting humans across IT and OT business processes."

TeamViewer REMOTE:
The next generation of our core product

Modern user experience

New design language and clear customer focus in most important user journeys for ease-of-use
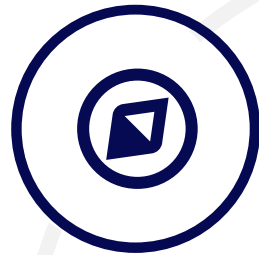
Improved security

Mandatory account creation for supporters, scam protection and enhanced authentication methods

Tech Stack / Architecture

New underlying technology platform as well as web-based technologies facilitating further innovations

Integration of TeamViewer products

Improved user experience due to one access point for multiple TeamViewer solutions & 3rd party integrations

Experience: The new user interface & web client

One of the main improvements is a new, more intuitive and modern user interface.

Modern look & feel

New and updated design language brings a fresh look and feel into our product and mirrors the quality of our service.

Web first

The new web client includes all features bridging the gap between desktop and browser.

Enhanced productivity

User journeys have been re-designed to be more accessible with only a few clicks.
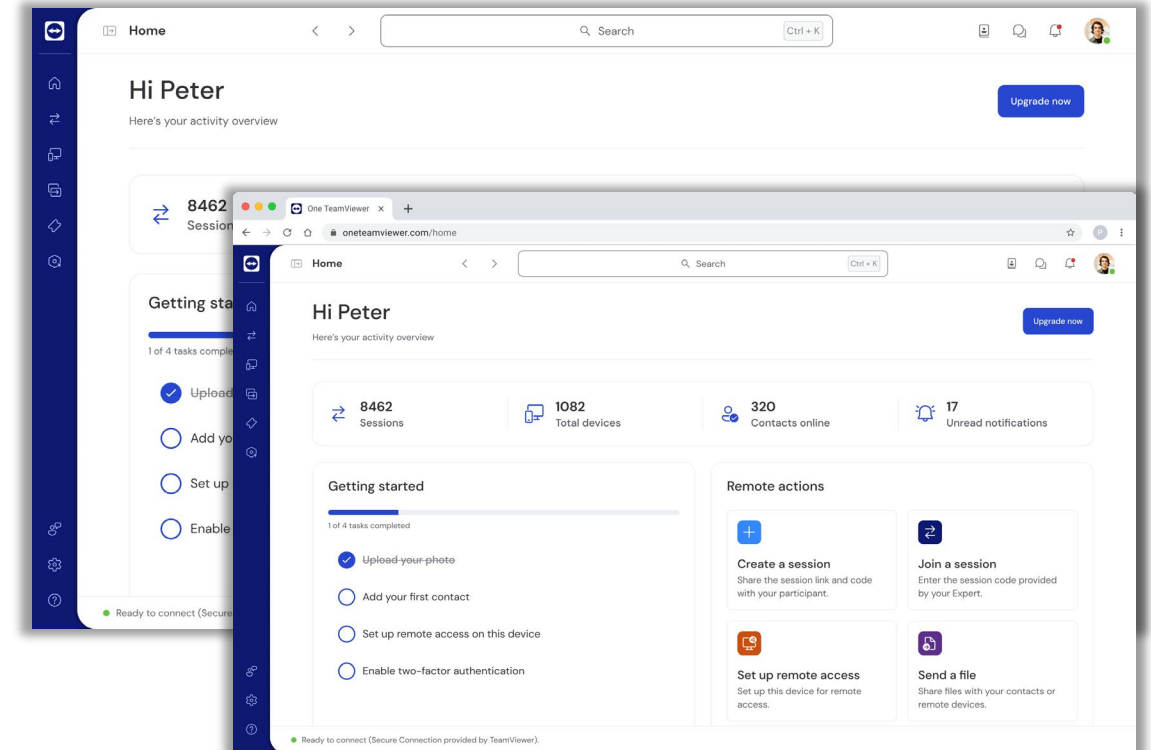
Simplicity: Simplified connection process

Before, connections relied on the exchange of an ID and password. This has been reworked.

Convenience

Instead of an ID and a password, both parties need to enter a support session which is similar to joining an online meeting. The 1-click invitation link can be shared easily via various channels such as email or WhatsApp.

Security

Each session link can only be used once and automatically expires after usage.

Alternative

Users who prefer ID & password can still use this way of establishing a remote session. They are displayed in a separate menu.
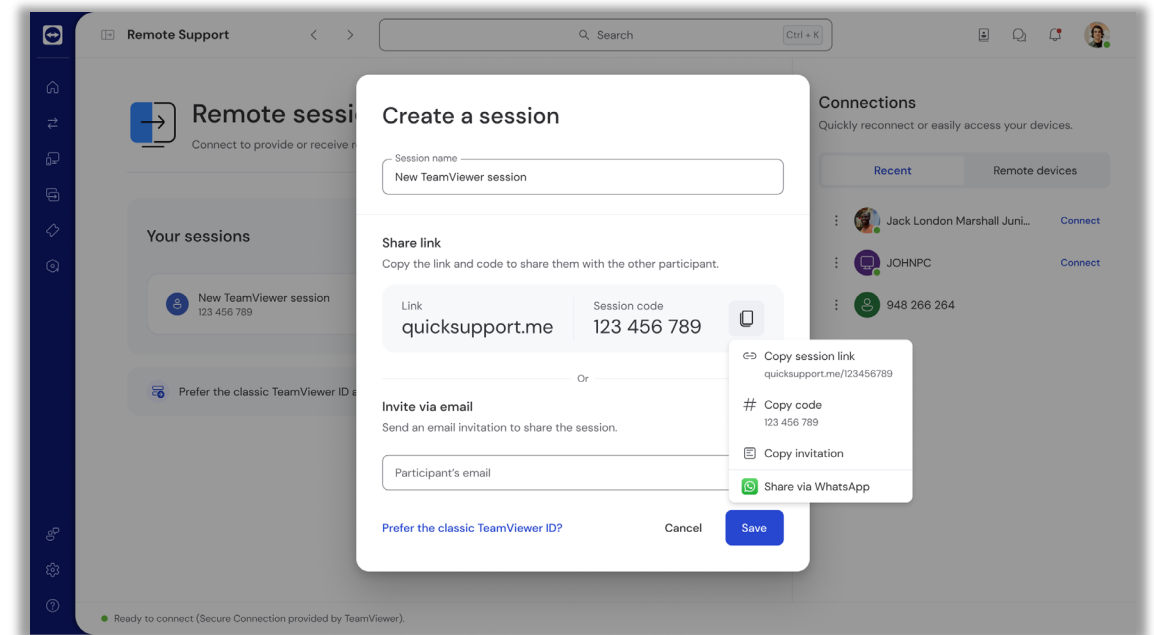
Transparency: Insights on incoming connections

TeamViewer Remote provides more background information about the incoming connection.

Transparency

Users see where the inbound connection is coming from geographically, which email-domain is involved and whether a licensed or free TeamViewer version is used.

Trust

TeamViewer Remote enables users to identify legitimate remote support requests and prevent misuse of the platform.
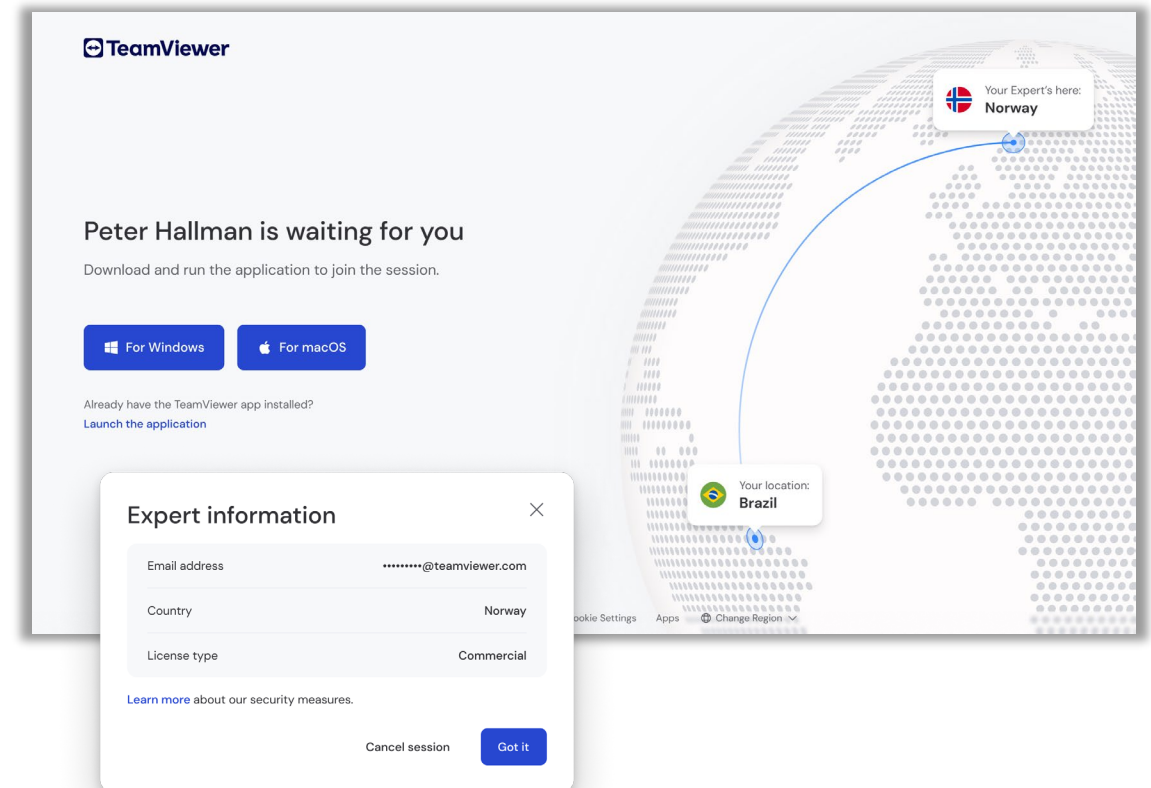
Enhanced Security: Additional security layers

TeamViewer Remote introduces additional features to add further layers of security.

Mandatory account creation for supporters

TeamViewer Remote requires the creation of a user account for supporters to reinforce legitimate usage of our platform. Receiving support does not require an account.

Third party login & personal encryption key

When using an existing Microsoft or Google login for account creation, users will be asked to set an additional personal encryption key. This further protects TeamViewer login independent of Microsoft or Google credentials.

Guided onboarding

Users receive a guided onboarding that asks them to set up two-factor authentication to help prevent misconfiguration and increase security.
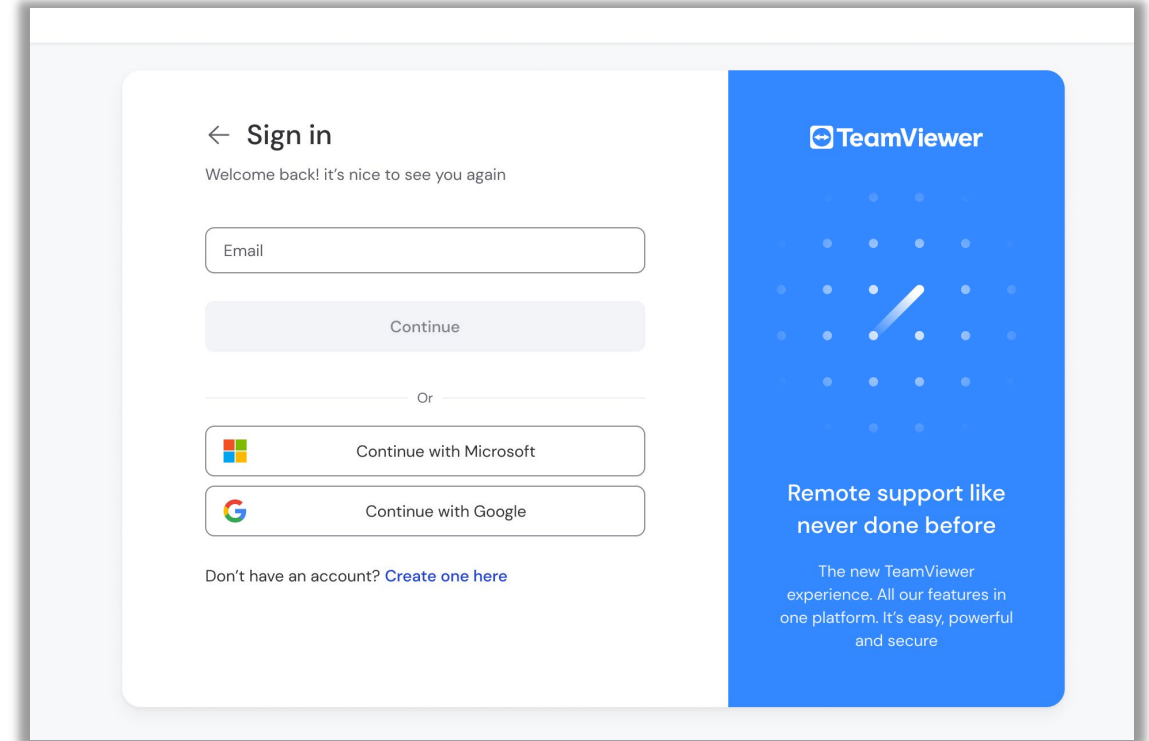
Better Integrations: RMM for business customers

Remote monitoring & management (RMM) capabilities are integrated into TeamViewer Remote.

Device monitoring

Provides early recognition of issues in the IT infrastructure & sends alerts when a device requires an expert's attention.

Asset management

Gives an overview of all deployed hardware and software, pulls device information such as IP address and OS.

Software deployment

Experts can deploy software to multiple devices at a time. Installations are rolled out silently in the background with no disruption for end users.

Patch management

Detects vulnerabilities due to outdated software and enables the expert to deploy missing patches manually or automatically.
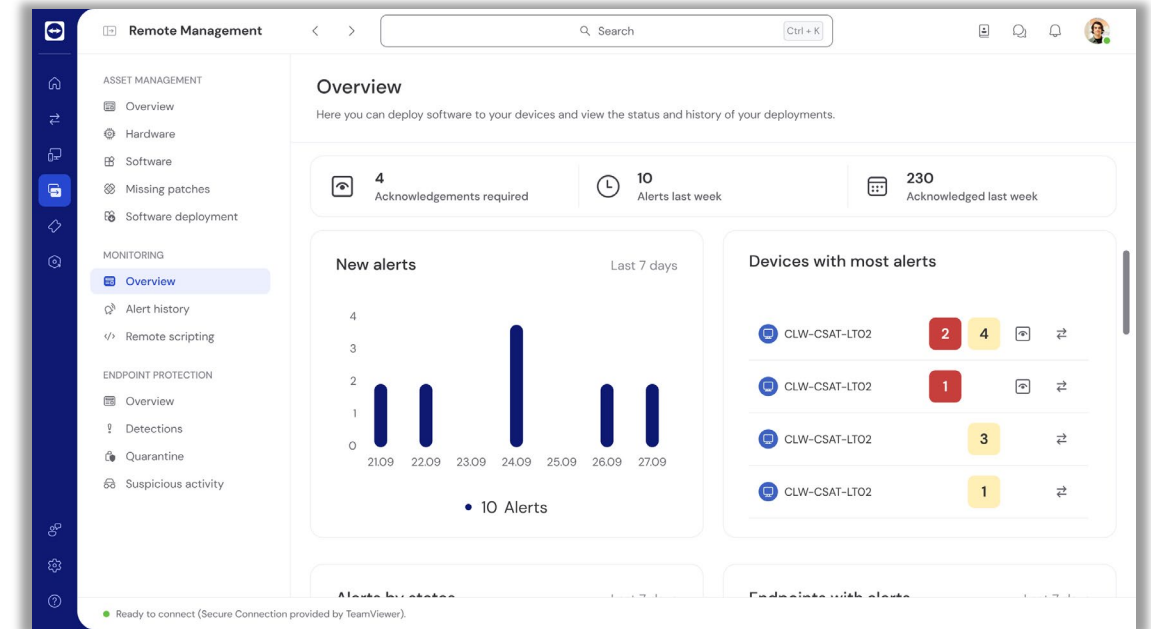
TeamViewer

There is always a connection to be made

We're here to make your next connection a helpful one.

Sign in to TeamViewer   Join a session

Don't have an account? **Create one here**
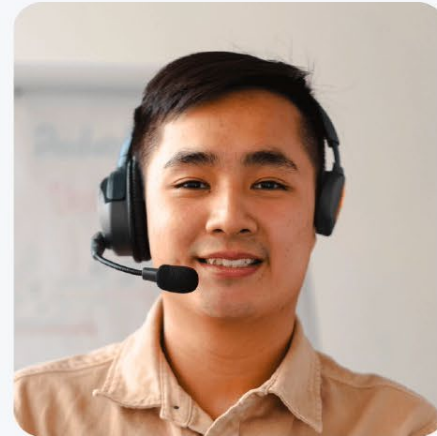
Innovation Outlook

Service-desk & application support functionalities

Predefined support workflows for more efficiency

Artificial Intelligence integration

Where are we heading ... beyond TeamViewer Remote

Dr. Hendrik Witt, CPO

General tech trends influence our future product developments

Relevant Tech Trends

- **IT Equipment is very robust** and more and more equipped with advanced SW-based self-healing capabilities

- **Move into complex Cloud infrastructure** reduces the need for powerful standard IT equipment

- **Computing is becoming ubiquitous** and embedded into more and more none-standard IT equipment

- **Systems and tools are becoming more complex** and smarter, but still require significant expert involvement

Change in Needs

Reduced need for standard IT equipment support

Need for tools & solutions to handle complexity **Increased**

Society trends give us clear guidance on future customer expectations

Relevant Society Trends

- **Humans competing with machines** on increasingly less complex tasks and processes in business and life

- **Growing skill gaps and an aging workforce** are causing increased pressure and need to capture tribal knowledge

- **Digital Natives** increasingly entering the workforce and bring notion of how software should look, feel, and work

- **Mobile is becoming the primary platform** for access to information, services, and the internet across the world

Change in Needs

Reduced value of humans in doing simple tasks

Need for simplicity & solutions to handle complexity **Increased**

However, today Service & Support is still heavily based on Human Capacity

Increase in Support **Request** Complexity

	Volume
Automations	*very low - low*
Static Knowledge Bases	*low - medium*
Human–led Support	*high*
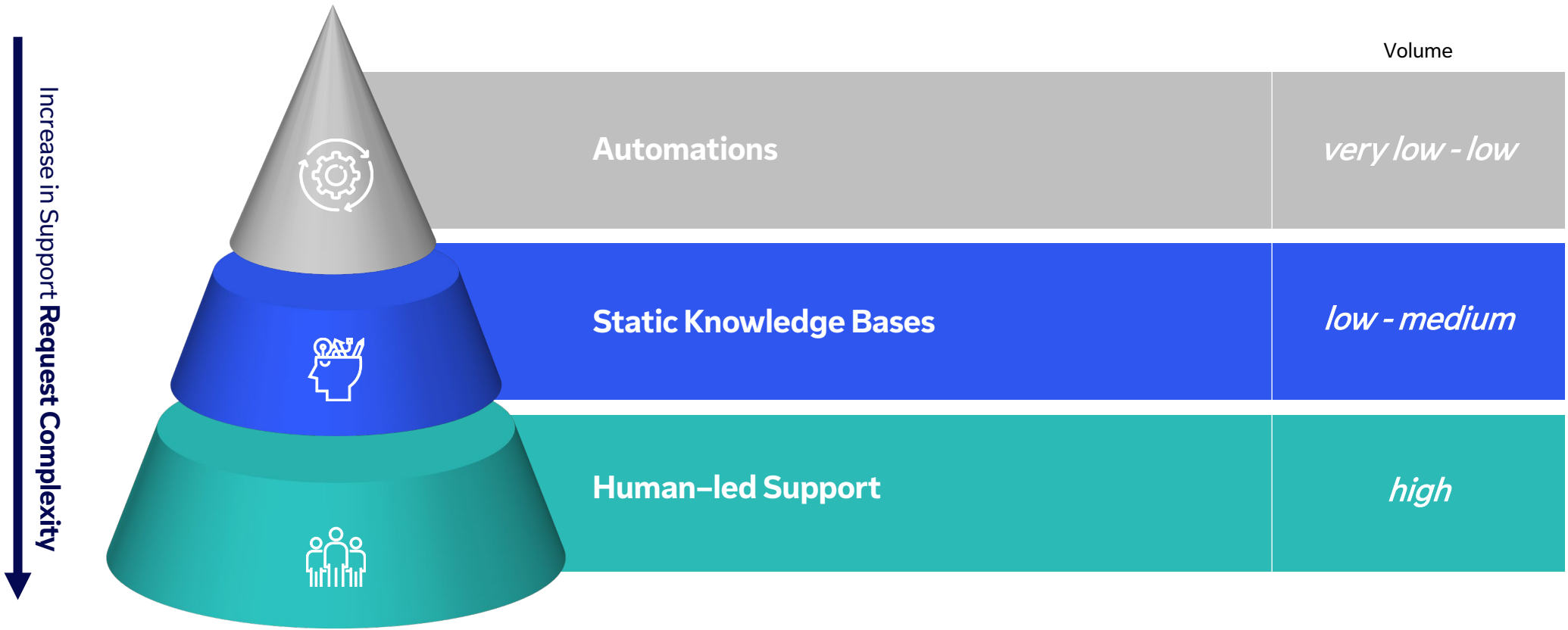
Tomorrow, Service & Support will need to be heavily augmented by Artificial Intelligence

Volume

Increase in Support Request Complexity

Artificial Intelligence

Automation & Scripting
Free up valuable human capacity by offloading automatable tasks

high

Instant Knowledge Access
Augment individuals with dynamic workflows to achieve more

medium

Augmented Human Collaboration
Augment distributed teams to solve issues better together

low
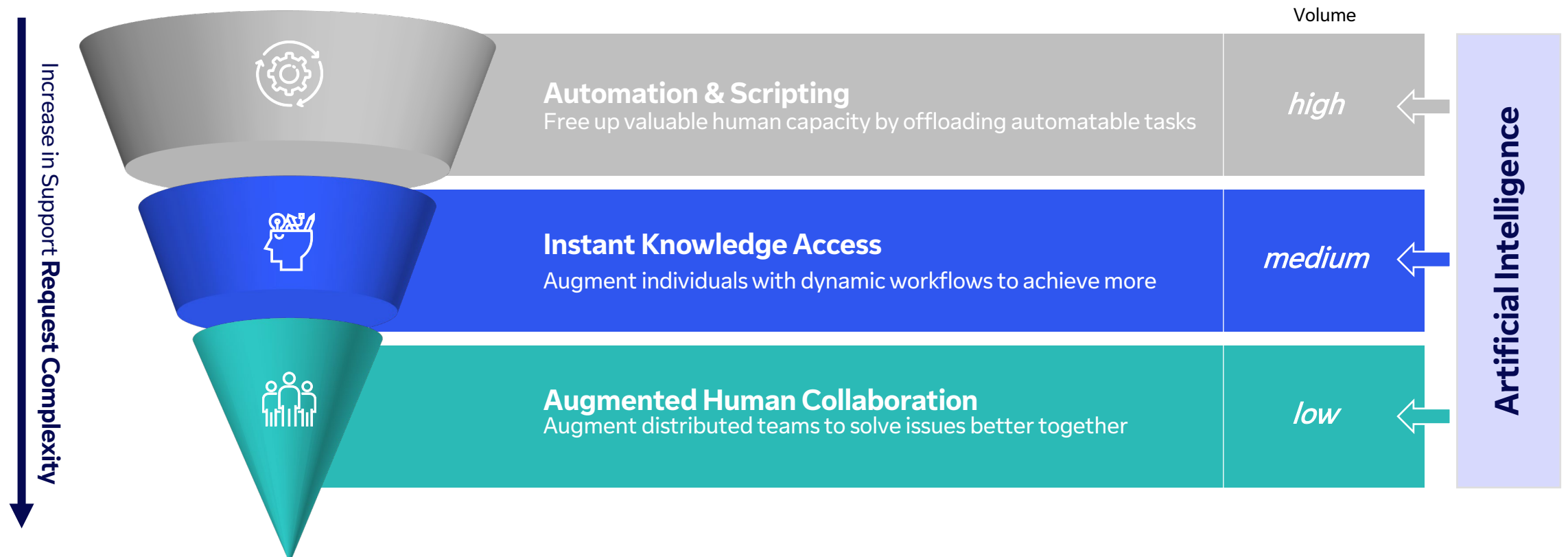
All our Products will start to build out Augmented Assistance Capabilities powered by AI

REMOTE		TENSOR	FRONTLINE	...
Remote Control	Remote Management			

Automation & Scripting

Instant Knowledge Access

Augmented Human Collaboration

TeamViewer Platform
a consolidated and unified platform experience powered by web technology, available across browser, desktop, and mobile

Common Platform Services

Connectivity Service	Remote Control Service	Workflow Engine	Artificial Intelligence	Augmented Reality

The launch of TeamViewer Remote was an important milestone on our way to better assist humans

It's time for a new view

Question & Answer Session