



Technology Field Trip

11 December 2024



Important Notice / APMs

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All stated **figures are unaudited**.

Percentage **change data and totals** presented in tables throughout this presentation are generally calculated on unrounded numbers. Therefore, numbers in tables may not add up precisely to the totals indicated and percentage change data may not precisely reflect the change data of the rounded figures for the same reason.

This document **contains alternative performance measures** (APM) that are not defined under IFRS. The APMs (non-IFRS) can be reconciled to the key performance indicators included in the IFRS consolidated financial statements and should not be viewed in isolation, but only as supplementary information for assessing the operating performance. TeamViewer believes that these APMs provide an additional, deeper understanding of the Company's performance.

TeamViewer has defined each of the following APMs as follows:

Adjusted EBITDA is defined as operating income (EBIT) according to IFRS, plus depreciation and amortization of tangible and intangible fixed assets (EBITDA), adjusted for certain business transactions (income and expense) defined by the Management Board in agreement with the Supervisory Board. Business transactions to be adjusted relate to share-based compensation schemes and other material special items of the business that are presented separately to show the underlying operating performance of the business.

- Adjusted EBITDA margin means Adjusted EBITDA as a percentage of revenue.
- Billings represent the value (net) of goods and services invoiced to customers within a specific period and which constitute a contract as defined by IFRS 15.
- Retained ARR is defined as the ARR at the end of the reporting period from customers that have been already a customer at the end of the prior year reporting period.
- Net Retention Rate (NRR) (on ARR, cc) is defined as Retained ARR at the end of the reporting period divided by the Total ARR at the end of the prior year reporting period.

Important Notice / APMs (continued)

- Annual Recurring Revenue (ARR) is annualized recurring revenue for all active subscriptions at the end of the reporting period. SMB (ARR view) means customers with ARR across all products and services of less than EUR 10,000 at the end of the reporting period. If the threshold is exceeded, the customer will be reallocated. Enterprise (ARR view) means customers with ARR across all products and services of at least EUR 10,000 at the end of the reporting period. Customers who do not reach this threshold will be reallocated.
- Number of subscribers means the total number of paying subscribers with a valid subscription at the reporting date.
- SMB customers mean customers with ACV across all products and services of less than EUR 10,000 within the last twelve-month period. If the threshold is exceeded, the customer will be reallocated.
- Enterprise customers mean customers with ACV across all products and services of at least EUR 10,000 within the last twelve-month period. Customers who do not reach this threshold will be reallocated.
- Annual Contract Value (ACV) is used to distinguish different pricing buckets within SMB and Enterprise. The ACV is defined as the annualized value of one SMB / Enterprise contract.
- Net financial liabilities are defined as financial liabilities (without other financial liabilities) less cash and cash equivalents.
- Net leverage ratio means the ratio of net financial liabilities to Adjusted EBITDA of the last twelve-month period.
- Levered Free Cash Flow (FCFE) means net cash from operating activities less capital expenditure for property, plant and equipment and intangible assets (excl. M&A), payments for the capital element of lease liabilities and interest paid for borrowings and lease liabilities.
- Cash Conversion means the percentage share of Levered Free Cash Flows (FCFE) in relation to the Adjusted EBITDA.

Agenda



- 1 Strategy**
Oliver Steil (CEO) & Mark Banfield (CEO 1E)
- 2 Product Strategy**
Mei Dent (CPTO) & Mark Banfield (CEO 1E)
- 3 Sales Strategy**
Rupert Clayson (President TeamViewer EMEA)
- 4 Scalable Growth**
Michael Wilkens (CFO)
- 5 Customer Sessions**
The Mercedes-AMG PETRONAS F1 team, t'order, Gruppo Cimballi, Specsavers
- 6 Product Demos**
- 7 Q&A**

Strategy

Oliver Steil (CEO)



Megatrends are changing the global work environment



Powering hybrid & remote work

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



Staying secure at scale

Number of connected OT devices to double worldwide to 40bn by 2033²



Bridging the skills gap

Job vacancies per unemployed person increased 4.2x since 2010 in 30 advanced countries³



Accelerating 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

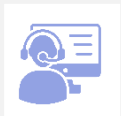
¹World Economic Forum, ²IoT Analytics Research, ³McKinsey Global Institute, ⁴Accenture, ⁵Five Glaciers Consulting

Connectivity and productivity solutions For SMB and Enterprise customers



Remote Support Solutions

Remote access, control and management solutions for SMB IT departments



Remote Support



Remote Monitoring & Management



Endpoint Protection



Ticketing

TeamViewer Remote



Enterprise Connectivity Solutions

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



Enterprise IT



AI Session Insights



Smart Devices



Industrial Equipment

TeamViewer Tensor



Frontline Productivity Solutions

Digital workflows, instructions and assistance for smart frontline operations



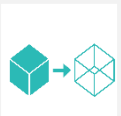
Digital Workflow



AR Assistance



Image Recognition



Digital Twin

TeamViewer Frontline

TeamViewer's value proposition: SaaS to tackle megatrends



Powering hybrid & remote work

Centralized dashboard for easy management / monitoring of thousands of devices & complex IT infrastructure



Staying secure at scale

Remote connectivity platform with state-of-the-art security, testified by independent security rankings



Bridging the skills gap

Remote assistance solution for expert support, independent of location & flexible spatial training capabilities



Accelerating digital transformation

Remote access to machinery plus remote assistance capabilities across the globe in case of equipment downtime



Increased Sustainability

Remote connectivity & management for lower travel cost & less waste due to immersive step-by-step instructions

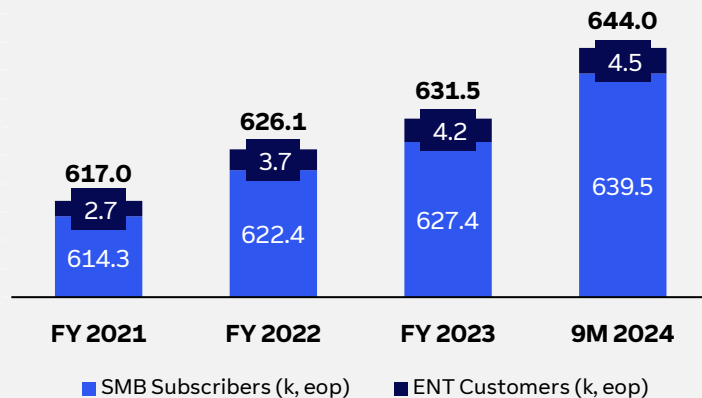
Best positioned to capture growth

Strong operational & financial fundamentals

Leading Platform

- Installed on ~ 2.5bn devices worldwide¹
- 644k paying customers²
- >400 FTEs in R&D²

Customer Development



Proven G2M Strategy

- High brand awareness, world class brand equity
- Best in class integrated GTM
- Fully invested sales organization

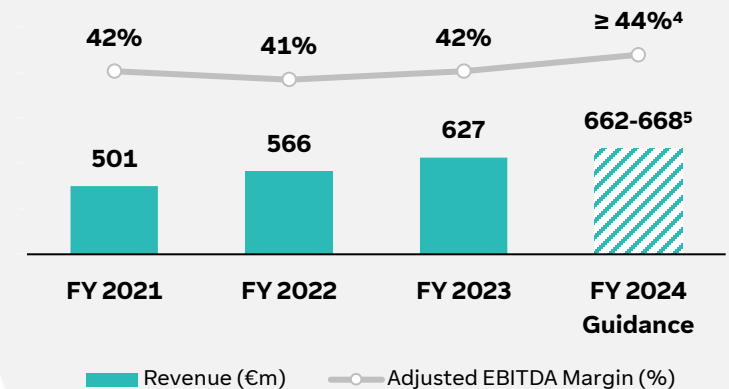
Top-tier Strategic Partnerships



Strong Financials

- High single digit ARR growth³
- 13% revenue CAGR FY 2019-2023
- Best-in-class margin profile
- Excellent cash conversion of 76%¹

Revenue and Margin Development



¹ Per end of FY 2023; ² Per end of 9M 2024; ³ Q3 2024 (ARR growth of +7% cc yoy); ⁴ Updated Adj. EBITDA Margin Guidance as of 06 November 2024; ⁵ Updated Revenue Guidance as of 06 November 2024; based on the average FX rates of 2023

1E is a leader in Digital Employee Experience

1E's unique DEX offering enables IT teams to be proactive in remediation



Real-time diagnostics & remediation

Controls and remediation processes implemented at the Client, achieving maximum speed



Holistic Insights

Advanced monitoring and analytics to provide real-time insights, detect anomalies, and predict potential issues, even operating offline if required



AI-Driven Automation

Predicts and fixes recurring issues, ensuring long-term stability and efficiency

1E DEX PLATFORM

Observe **Monitor** **Remediate** **Automate** **Validate**

3,000+ DEX Automations

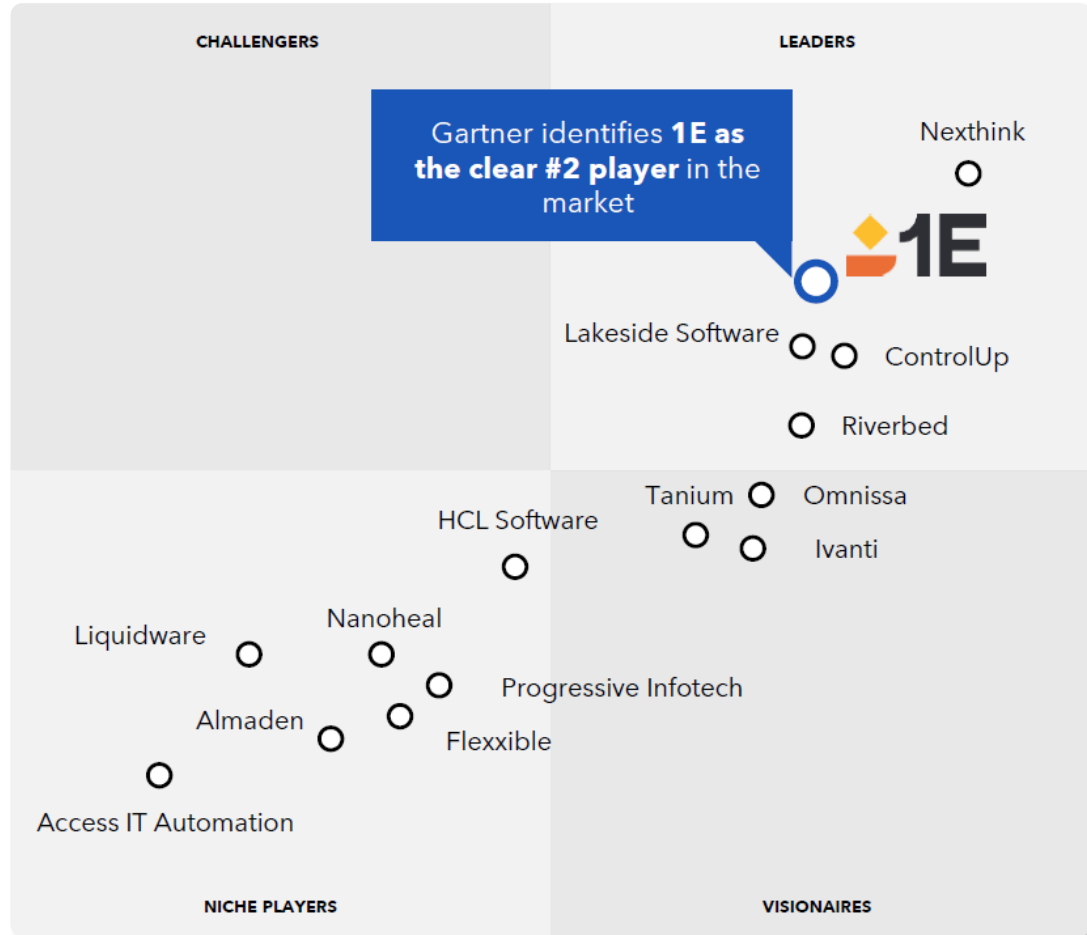
Autonomous Digital Workplace Management

Real-time Service Desk Troubleshooting and Resolution

Predictive Digital Experience Monitoring

1E rated as a clear leader by Gartner industry analysts

2024 Gartner® Magic Quadrant for DEX Management Tools Report¹



Elevates Digital Transformation: Bridges employee productivity with modern IT infrastructure



Re-platforming the digital workplace



Supports AI and Automation initiatives, driving proactive IT operations

TeamViewer +1E: leveraging the combined strengths of two category leaders



Category leadership

- TeamViewer is a global leader in remote connectivity and digital workplace solutions
- 1E is a leader in the Digital Employee Experience (DEX) management tools
- 1E offers a leading DEX platform that delivers real-time visibility on enterprise IT landscapes

Strong strategic product fit

- Best in class and truly complementary products and technologies
- Creating an industry-leading, one-stop-shop for IT operations, intelligent endpoint management, and enhanced user experience in the digital workplace
- Bridging the gap between IT and OT

Significant market expansion

- Significant TAM expansion to a multi-billion-euro market, growing double digits
- Expanding Enterprise and North American customer base, with potential for more market opportunities

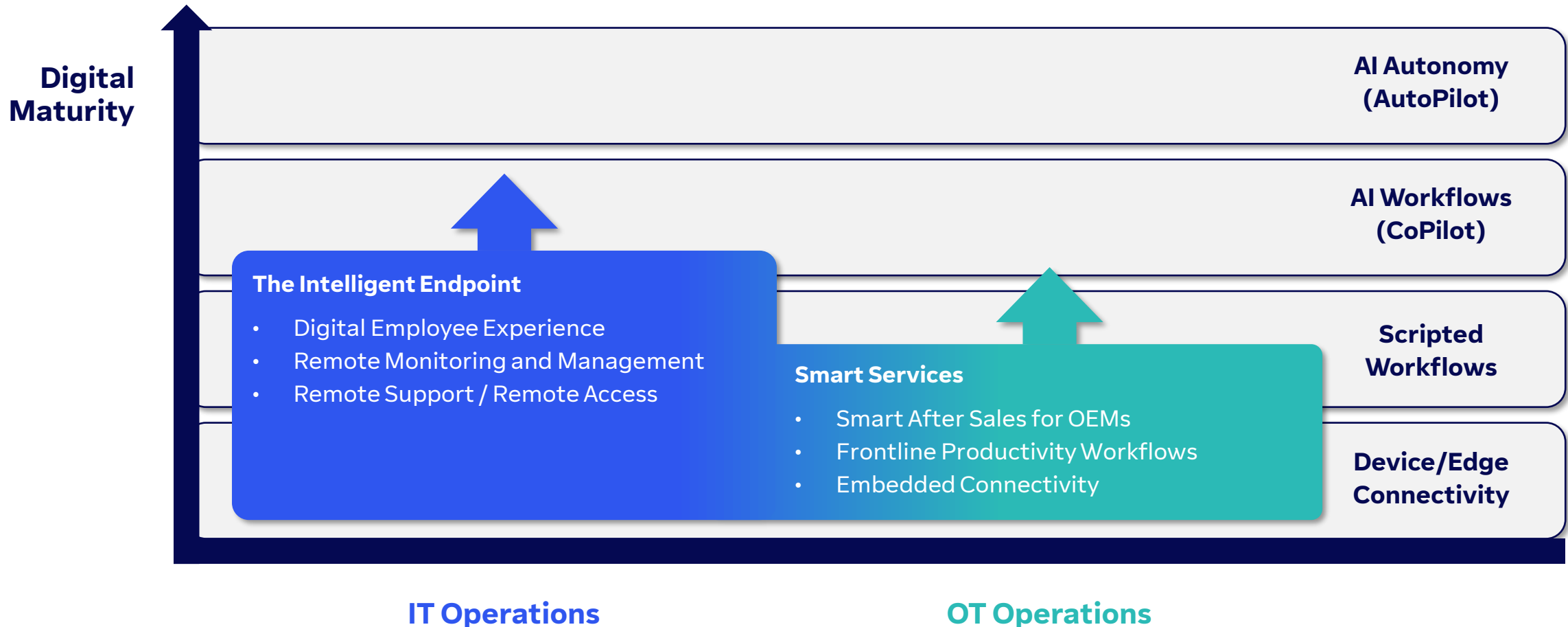
Strong revenue synergies

- Leveraging each others client segment positioning, technology/product integration and GTM alignment
- 1E has strong Enterprise presence in North America in particular, with cross-selling opportunities and geographic expansion into EMEA and APAC

Enhanced financial profile

- Accelerate Enterprise transition & return to double digit revenue growth
- 1E's complementary offering and customer base will accelerate TMV's Enterprise growth, shifting the revenue mix towards more ENT
- Around 3pp higher revenue growth over time due to mix and revenue synergies

Two secular growth engines driving E2E digital transformation across IT & OT



Product Strategy

Mei Dent (CPTO TeamViewer)



Q4 Launch: AI Session Insights & Analytics

Knowledge capture in RS/RA Sessions

TeamViewer's recently released AI capabilities are an important step on our mapped AEM journey

- ✓ AI-generated session summaries reduce manual documentation and speed up post-session reporting.
- ✓ Reporting dashboards make it easy to gain deep insights into support patterns.

Strong productivity gains for IT support teams

Resolving growing number of IT support cases faster and **scaling expertise**

Ensuring high-quality documentation and case handover

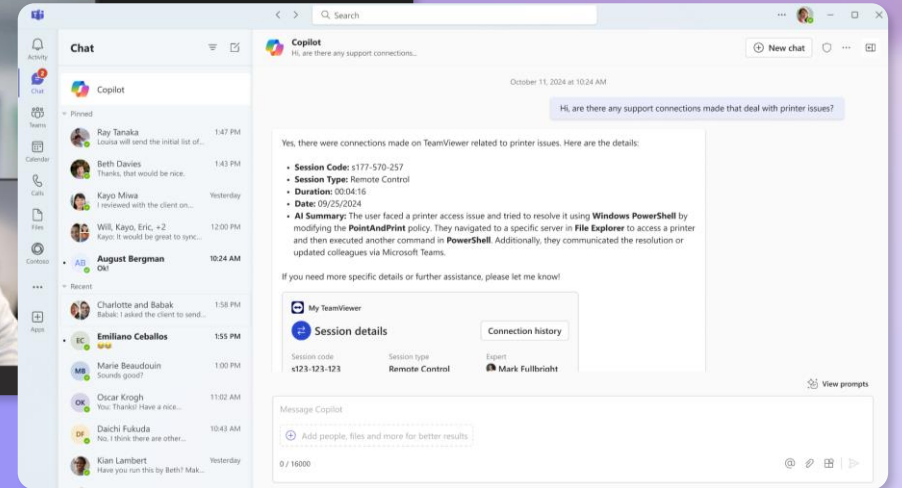
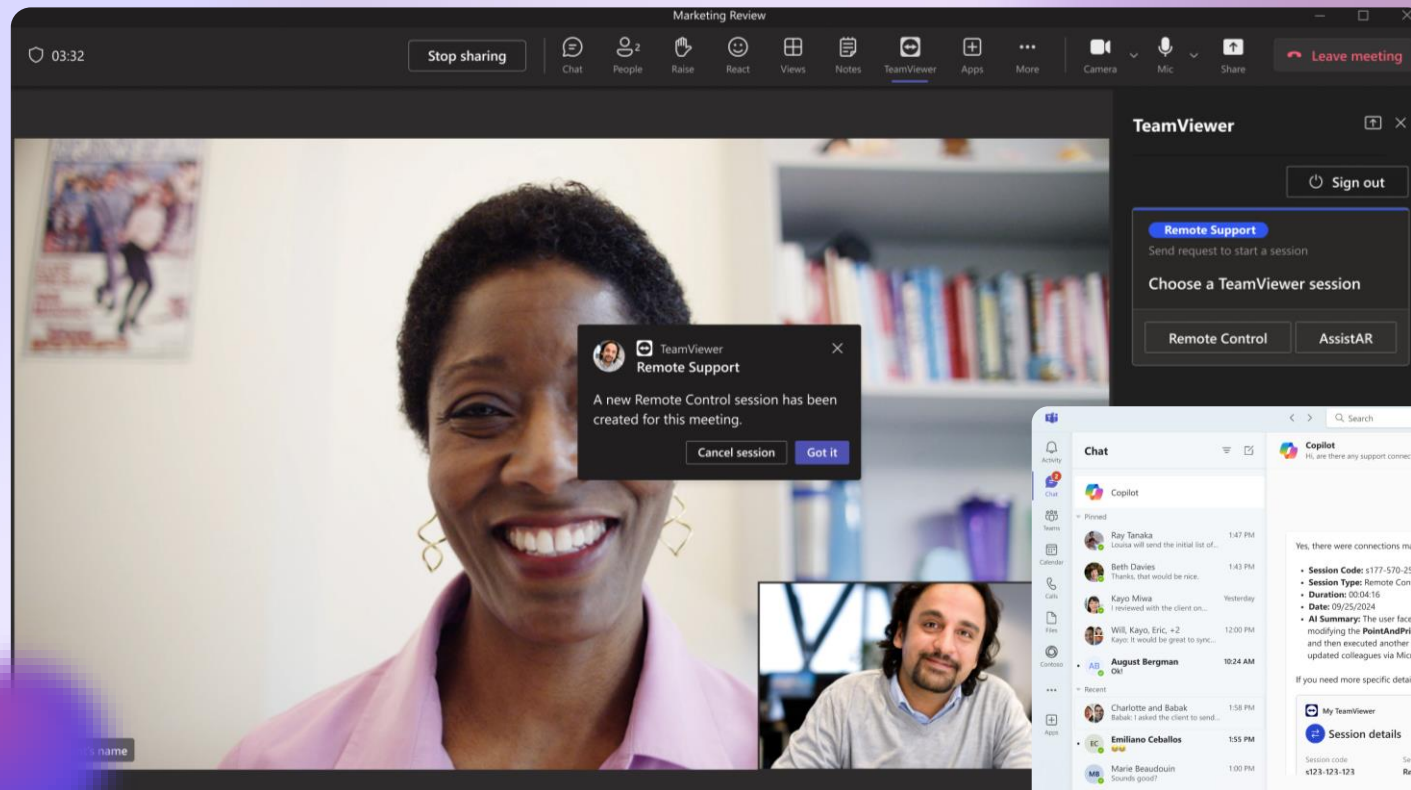
Reducing mean time to resolution, meeting SLAs and boosting customer satisfaction

Identifying recurring issues and troublesome applications to drive improvements and optimize resources



Launched at Microsoft Ignite: Best-in-class integration

Support agents can pull up session data, view insights, query Copilot, and receive AI-powered recommendations—all within the tool used daily by IT teams.



Traditional OEM After Sales needs digital upgrade due to increasing complexity and inefficiencies



Q4 Launch: With TeamViewer Smart Service, OEMs uplevel After Sales and tap into servitization



Remote expert advice

Accelerate time to resolution

Connect on-site staff with experts immediately via see-what-I-see video calls, boosting first-time fix rate.

Solve complex issues

Remote assistance features designed for support cases make knowledge sharing straightforward, enabling experts to lead anyone through troubleshooting procedures.

Streamline documentation

All session activity is logged, shared media is saved, and participants are visible, resulting in a comprehensive service report.

Secure remote access

Deploy without friction

Enable your experts to service, connected OT devices as if they are sitting right in front of them, only more efficiently and more securely.

Tailor access to your use case

Depending on use cases, leverage attended or unattended access. Conditional access helps prevent unauthorized activities.

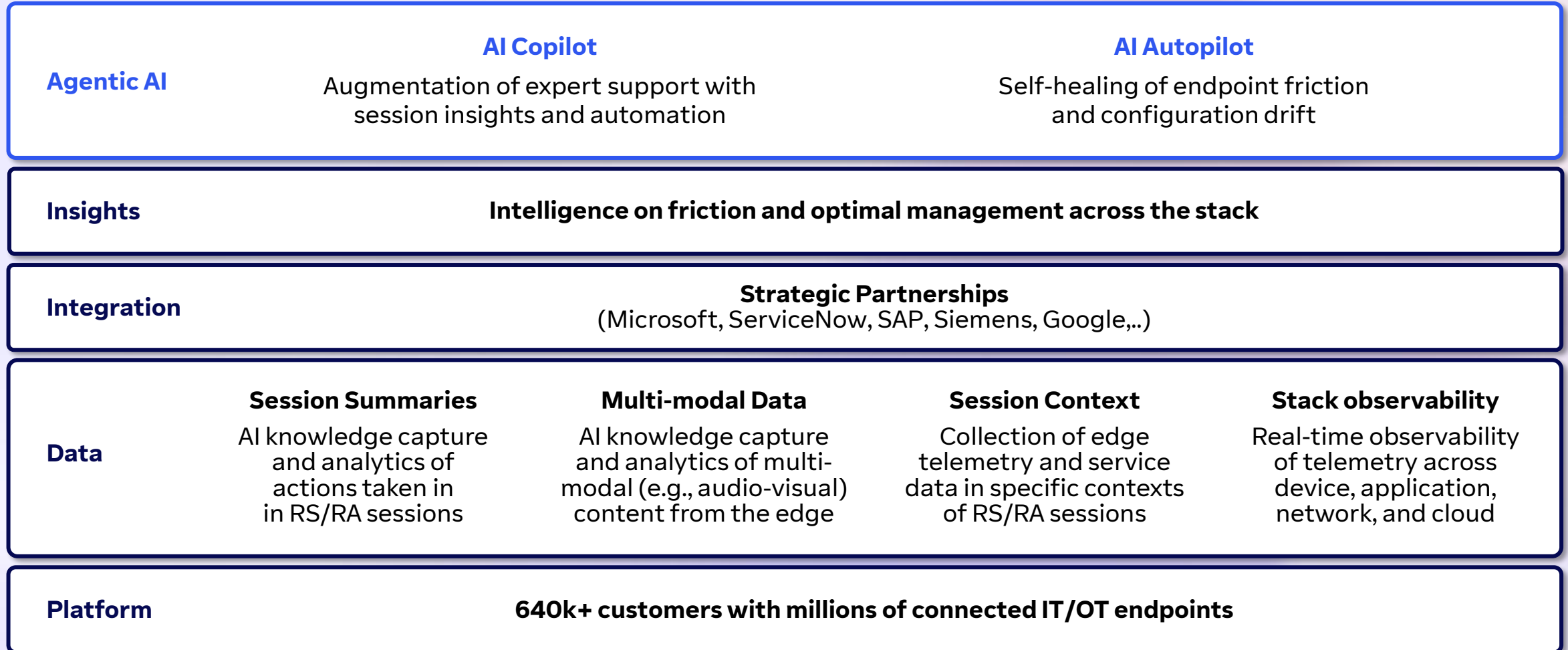
Stay in full control

Define user access rights and specific conditions while logging all actions. Update packages as well as the TeamViewer client are distributed over-the-air managed from a single pane of glass.



Knowledge capture in service cases with AI sessions insights to address skilled labor shortage

TeamViewer's unique **AI proposition** is built on a strong moat in proprietary data acquisition



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

Sales Strategy

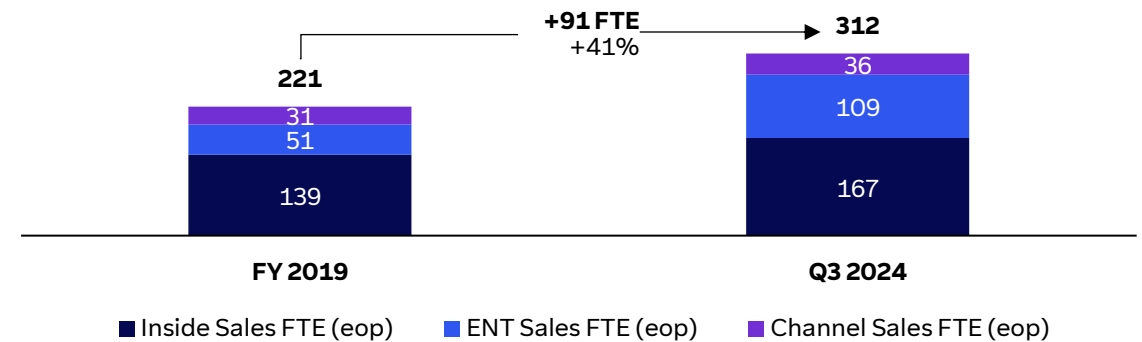
Rupert Clayson (President TeamViewer EMEA)



Scaling Sales: Unique global combination of SMB & ENT footprint



Significant invest in Sales led by ENT



ENT and Inside Sales expansion across all regions

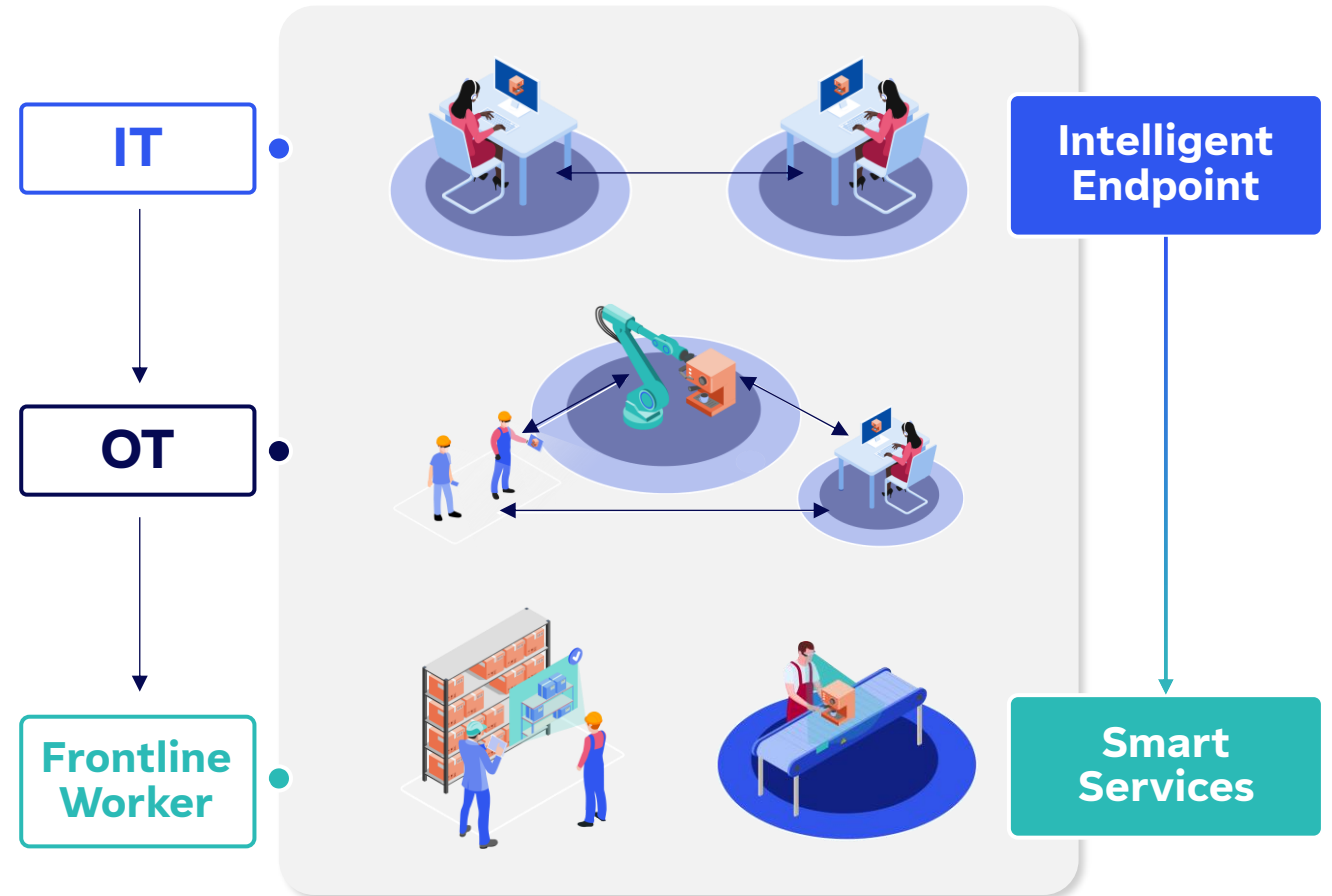
	Channel		Enterprise		Inside	
	2019	2024 ¹	2019	2024 ¹	2019	2024 ¹
EMEA	14	13	26	45	56	74
AMS	9	11	16	46	49	60
APAC	8	12	9	18	34	33

Global (Sales) organization with **offices in 14 countries, local footprint** in our most important markets in EMEA, AMS and APAC

We have **right-sized geographic teams & Investment** to exploit market opportunities & revenue streams
























Specialized Sales capabilities strategically matching R&D

- **Scale from SMB to Enterprise/VLE:** Capture new revenue streams with Managed Enterprise Connectivity.
- **Leverage IT/OT Convergence:** Drive digitalization and operational workflow optimization.
- **Enhance Workforce Capabilities:** Extend AR/MR innovations to human assets, maximizing value from the TeamViewer platform.



Sales Operating Model

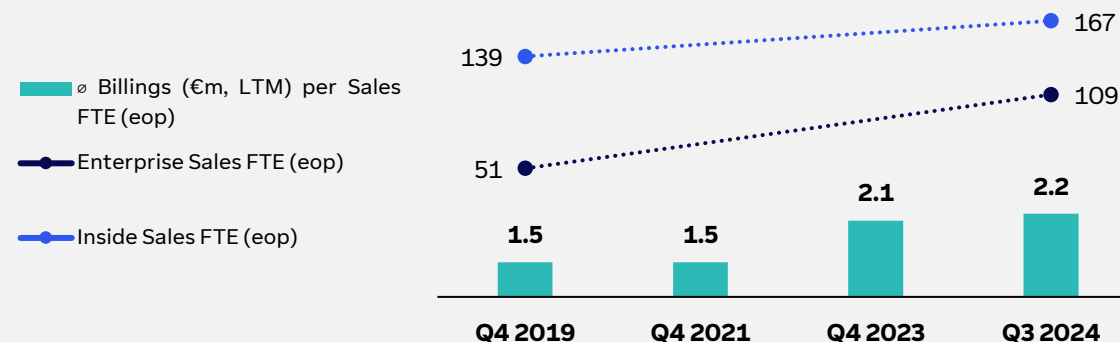
Channel overview

SMB	Enterprise	Strategic Partners & Marketplace	MSP
 1-49 50-499	 500-5,000 >5,000	 Public Cloud	 MSP IT MSP OT OEM After Sales
 <10m <150m	 >150m >5bn	 >1bn	 >100m
 Direct or Business Partner	 Direct, Premier or Champion Partner	 Direct Dedicated Channel	 Direct, Champion Partner / GSI
 Webshop Inside Sales	 Account Director / Executive SE & CSM	 Alliances Manager	 CAM Sell to: AD/AE
 Digital Light Touch Regional BI allocation Use Case Solutions	 High Touch Vertical & Account Business Outcomes	 Co-Sell Motion	 Service Level Sell With/To/Through
 Digital & Intent-based	 Insights & Intelligence Vertical, Use Case & ABM Sales Development Rep	 Joint Marketing	 Co-op & Channel

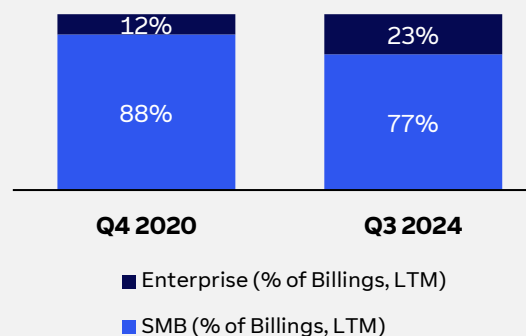
Investment is paying off: Sales facts & figures

- Strategy since the IPO is consistently **delivering tangible sales results**
- We continuously improve to **capitalize our strong customer base**
- With 639k SMB customers, we have further **tremendous potential to up- and cross-sell**

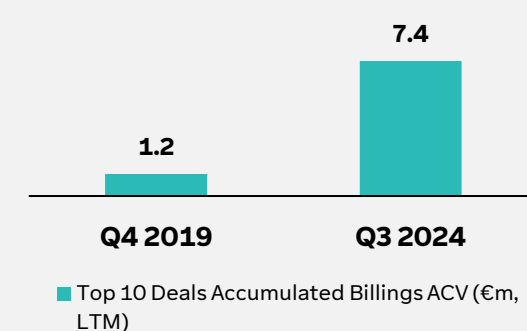
Larger sales team & increased productivity







Higher share of Enterprise

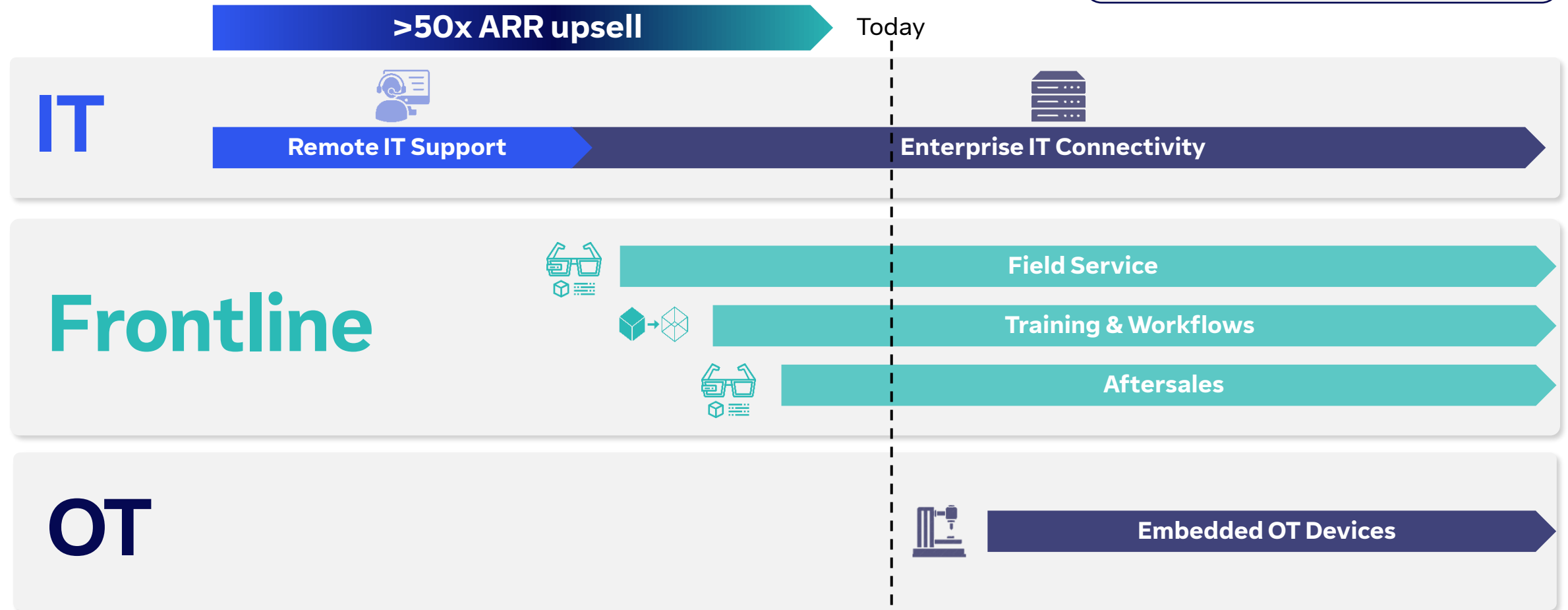


Larger deals



Investment is paying off: Cross- and upsell example

 G2K Manufacturer  17,000
 ~\$4B  40 Countries



Next steps on our Sales journey:

Focus areas



Enhance leverage from partnerships

- Channel enablement
- MSP



Build on strong marketing engine

- ABM
- Thought Leadership



Integrate value engineering

- Business cases
- Measure value



Accelerate innovation & tech adoption

- AI in sales
- Enterprise cadence



Continue data-driven pivot

- Verticalization
- Potential

TeamViewer's Sales strategy:

Key takeaways



We have a clear, global Sales strategy.



We made significant investment and progress.



We focus on innovation and efficiency.



We are positioned for Enterprise growth.

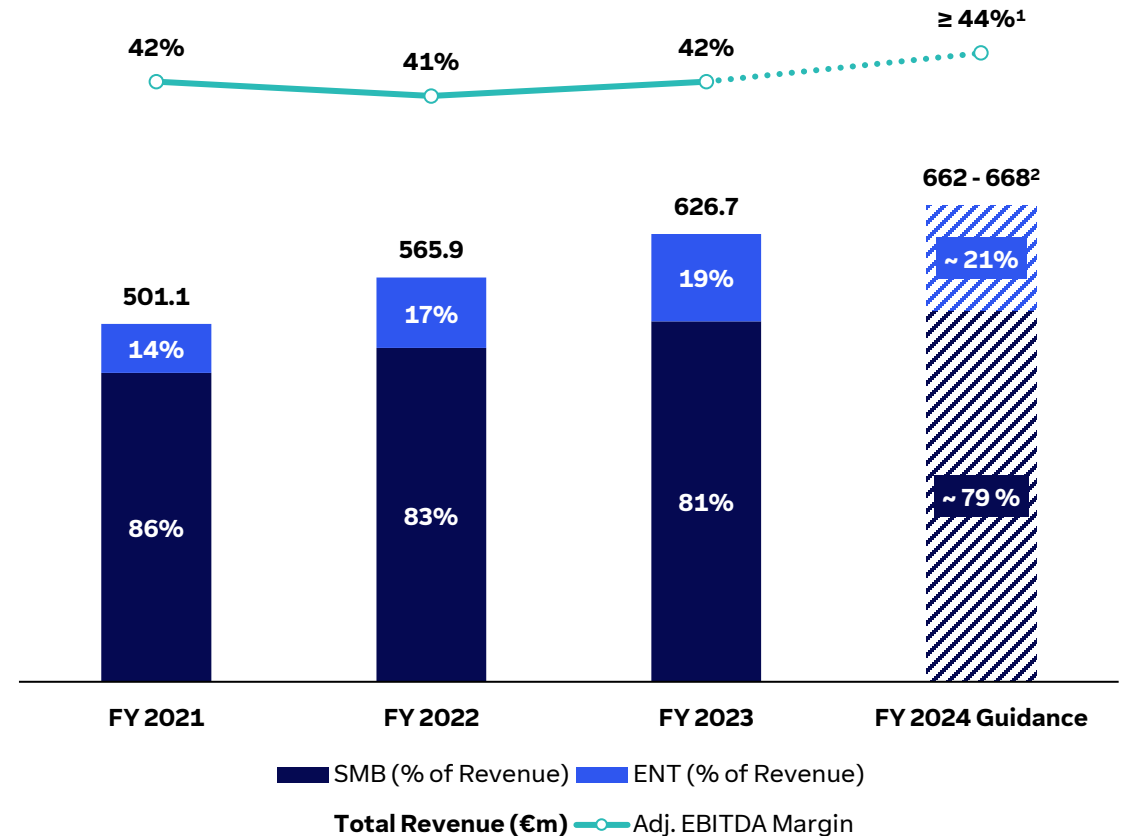
Scalable Growth

Michael Wilkens (CFO TeamViewer)



Profitable growth while transition towards ENT is in full swing

Revenue growth AND Margin Expansion while Enterprise grows in the Revenue mix

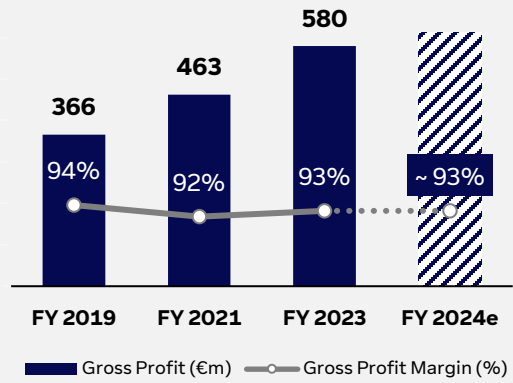


¹ Updated Adj. EBITDA Margin Guidance as of 06 November 2024

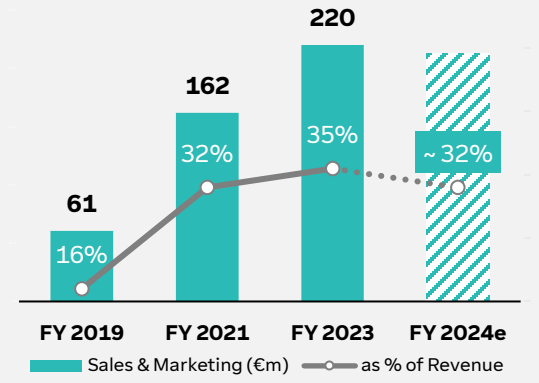
² Updated Revenue Guidance as of 06 November 2024; based on the average FX rates of 2023

Continued investments support our transition and further growth

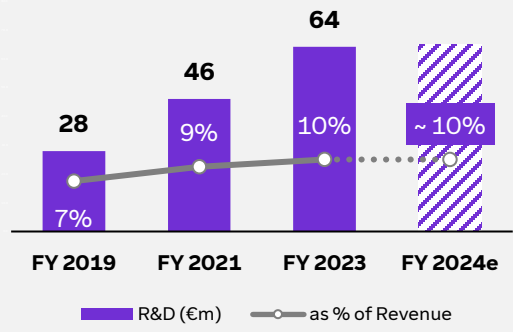
1 Gross profit margin continuously high.



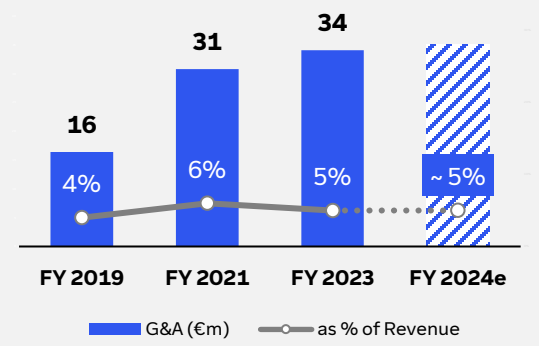
2 Sales & Marketing fully invested and expected to scale.



3 R&D with ongoing invest.



4 G&A cost to remain largely stable.



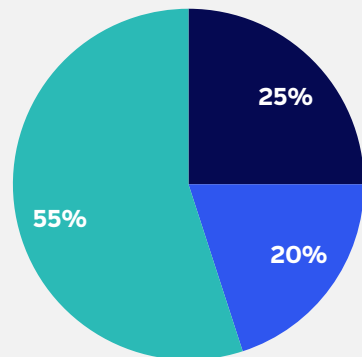
Sales & Marketing Cost consolidated; excluding Other Cost (FY 2023: €1m, FY 2021: €14m, 2019: €13m), which mostly consist of Bad Debt expenses and Derivate Gains

Operational leverage as ENT and Platform cost scale

1

More than half of recurring cost are shared across the platform

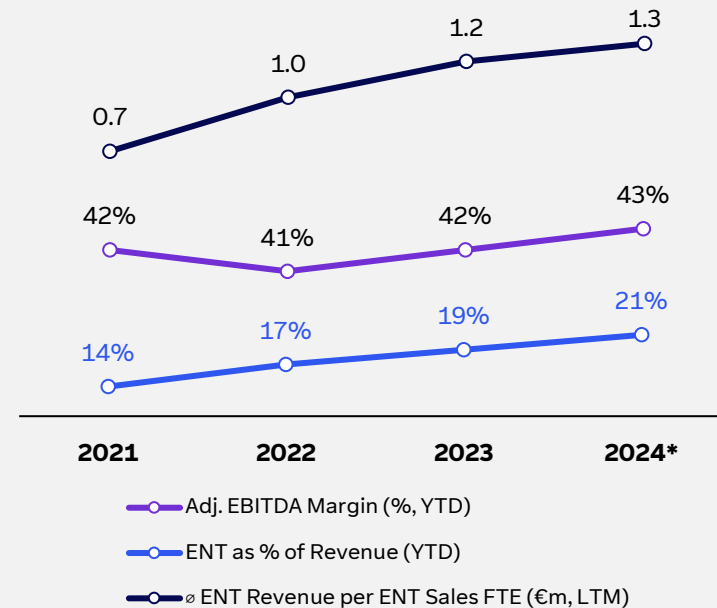
Share of recurring cost



■ ENT cost ■ SMB cost ■ Platform cost

2

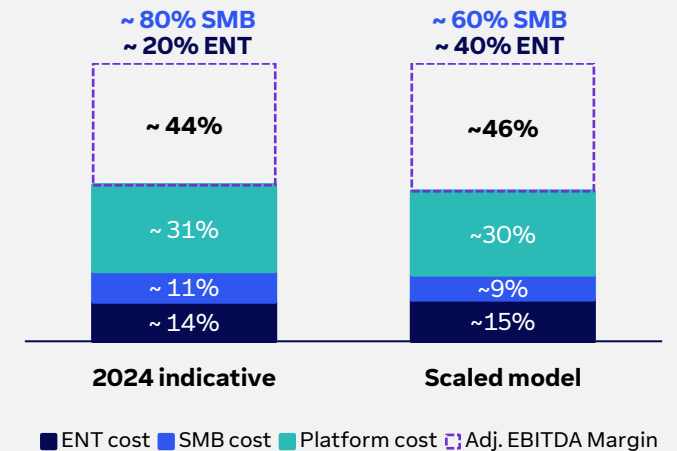
ENT to scale from further productivity gains



3

Further Enterprise growth is margin accretive

Share of Revenue



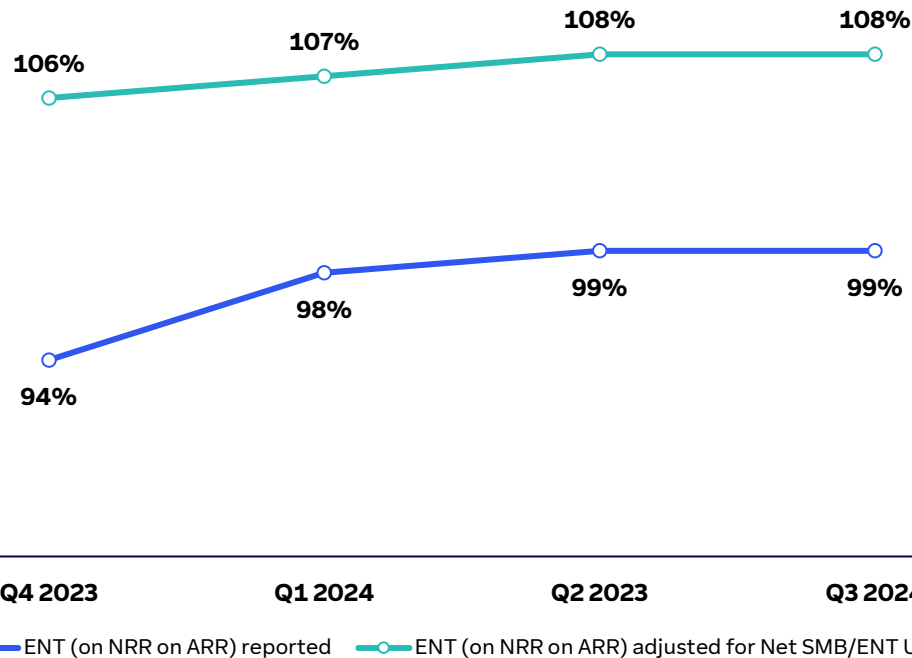
* 2024 per end of Q3 / 9M 2024

Transition towards stickier ENT business

NRR trends positively

ENT NRR (on ARR) reported and adjusted for Net SMB/ENT Upsell

(%; cc)

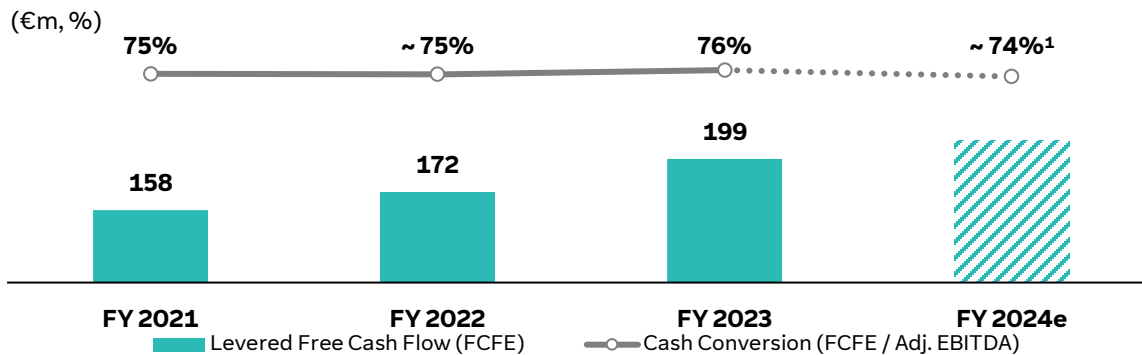


- **Ent NRR (on ARR) as reported does not reflect Net Upsell from SMB to ENT** between the current and prior year reporting period.
- **Adjusted for Net Upsell from SMB to ENT, Ent NRR on (ARR) would have been consistently >100%** over the last four quarters.

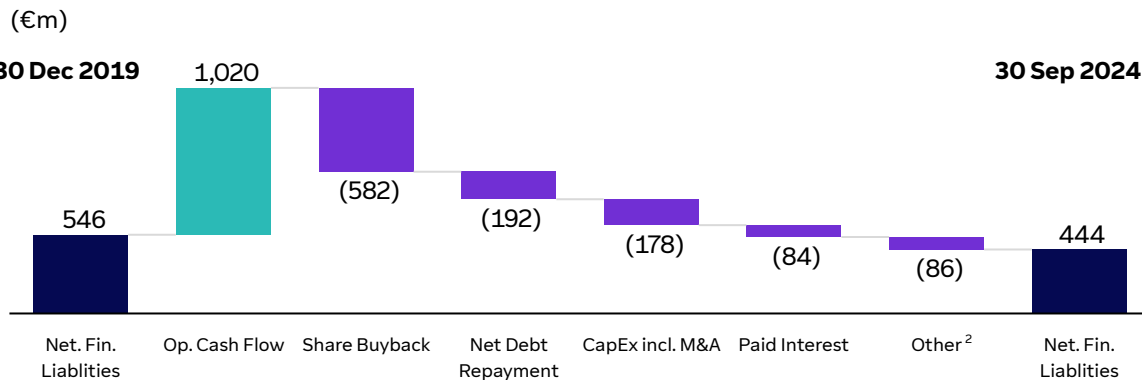
Net Retention Rate (NRR) (on ARR, cc) is defined as Retained ARR at the end of the reporting period divided by the Total ARR at the end of the prior year reporting period.

Strong cash-generative business fuels further investments while we delever

Strong FCFE generation



Returned EUR ~600m to Shareholders



¹ Based on updated FY 2024 Guidance for Revenue and Adj. EBITDA Margin Guidance as of 06 November 2024 and an expected FCFE growth of ~8% (yoy)

² Other mainly consists of payments capital element of lease liabilities (FY 2020 – 9M 2024: €-39.6m), FX effects (FY 2020 – 9M 2024: €29.9m) and payments for financial assets (FY 2020 – 9M 2024: €-21.8m)

1 TeamViewer's capital allocation strategy supports **strategic investments into organic and inorganic growth.**

2 Expected Pro-forma net leverage ratio after closing of **~3.3x** Adjusted (revenue) EBITDA.

3 Targeting to **reduce net leverage ratio to below 2.0x** by the end of FY 2026.



Scalable growth

Key takeaways



The transition towards ENT is in full motion.



We continue to grow profitably while ENT grows in the mix.



Fully invested company – ready to scale further.

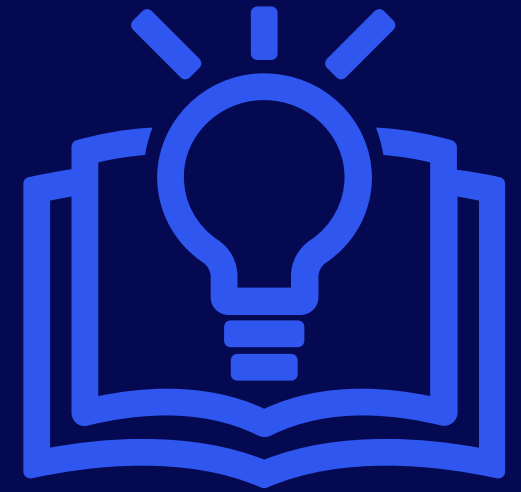


Capital allocation enables growth and debt repayment.



1E to broaden & strengthen product portfolio and to fuel further growth

Customer Sessions



Customer Sessions



Steven Riley
MAMG
Petronas F1

*Head of IT
Operations and
Service
Management*



Austin Kwon
t'order

*Chief Executive
Officer*



Edgardo Ferrero
Gruppo Cimbali

*Group Services
Director*



Neal Silverstein
Specsavers

*Head of Technology
Customer Services*

The Mercedes-AMG PETRONAS F1 Team x TeamViewer

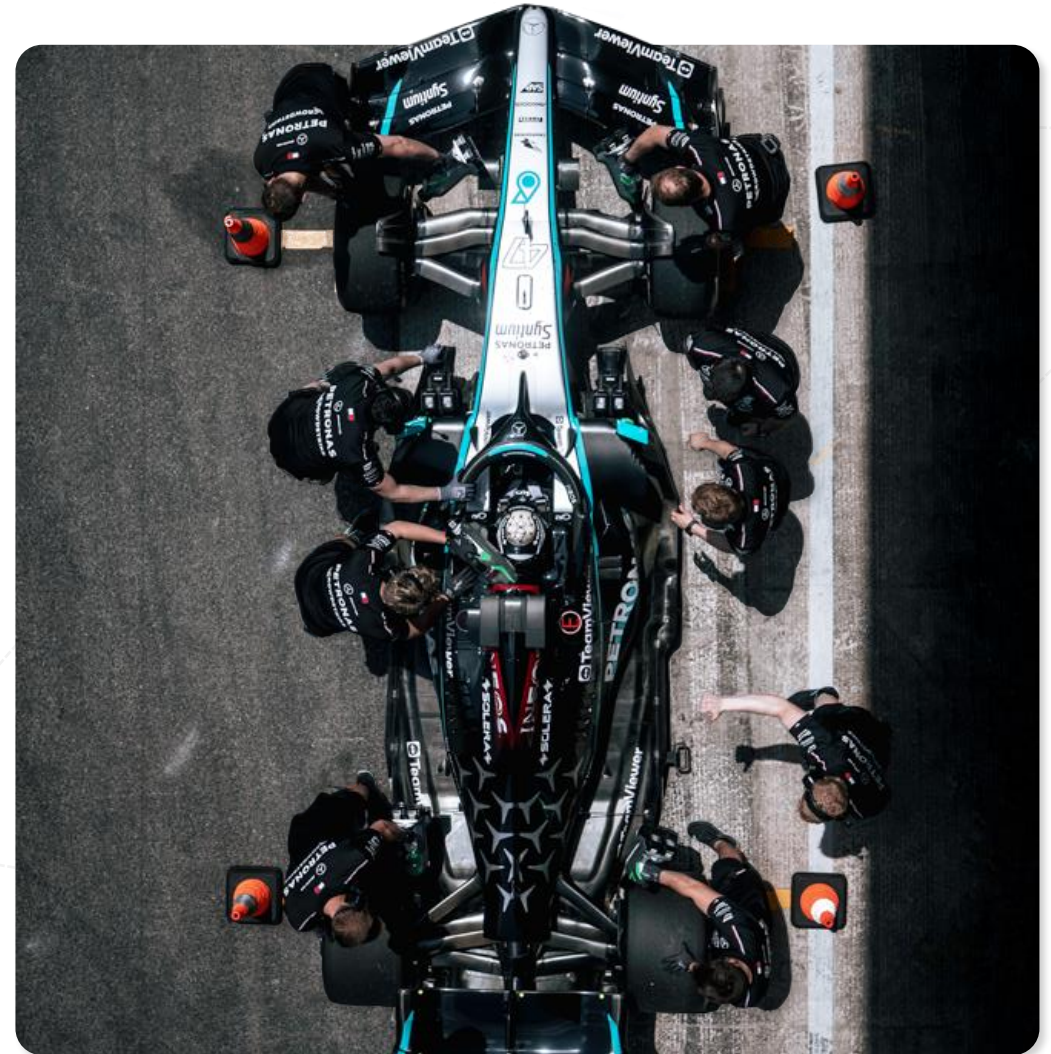
Steven Riley (Head of IT Operations and Service Management)



More than a partnership

Team Partner and customer: Two key factors when choosing both – reliability and performance

- ✓ High performing Formula One team
- ✓ Enterprise with more than 2,500 employees across Brackley and Brixworth
- ✓ All the traditional departments – IT, engineering, HR, marketing
- ✓ Around 120 personnel allowed at track on a race weekend – many also at the factory on race weekends
- ✓ Connectivity is crucial





Driving speed and efficiency in the world's fastest laboratory



Reducing the risk of downtime due to IT issues



Running tests and labs effectively and efficiently



Connecting trackside crew and engineering team, **avoiding travel CO₂ emissions**



Delivering data to engineers and drivers in the garage during practice and qualifying

Deep dive: Trackside use case



01

Every
milli-second
counts on a race
weekend

02

Drop down
screens for
drivers in the
garage

03

Critical to making
decisions about
strategy, tyres, pit
stops and our
performance

04

Crucial for drivers
to get all the data
during practice
and qualifying

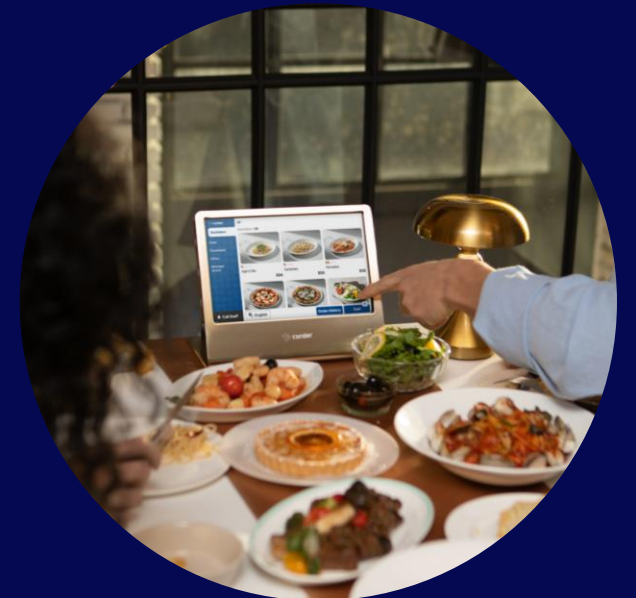
Find Your Better



t'order x TeamViewer

Austin Kwon (CEO)

Represented by Gina Park



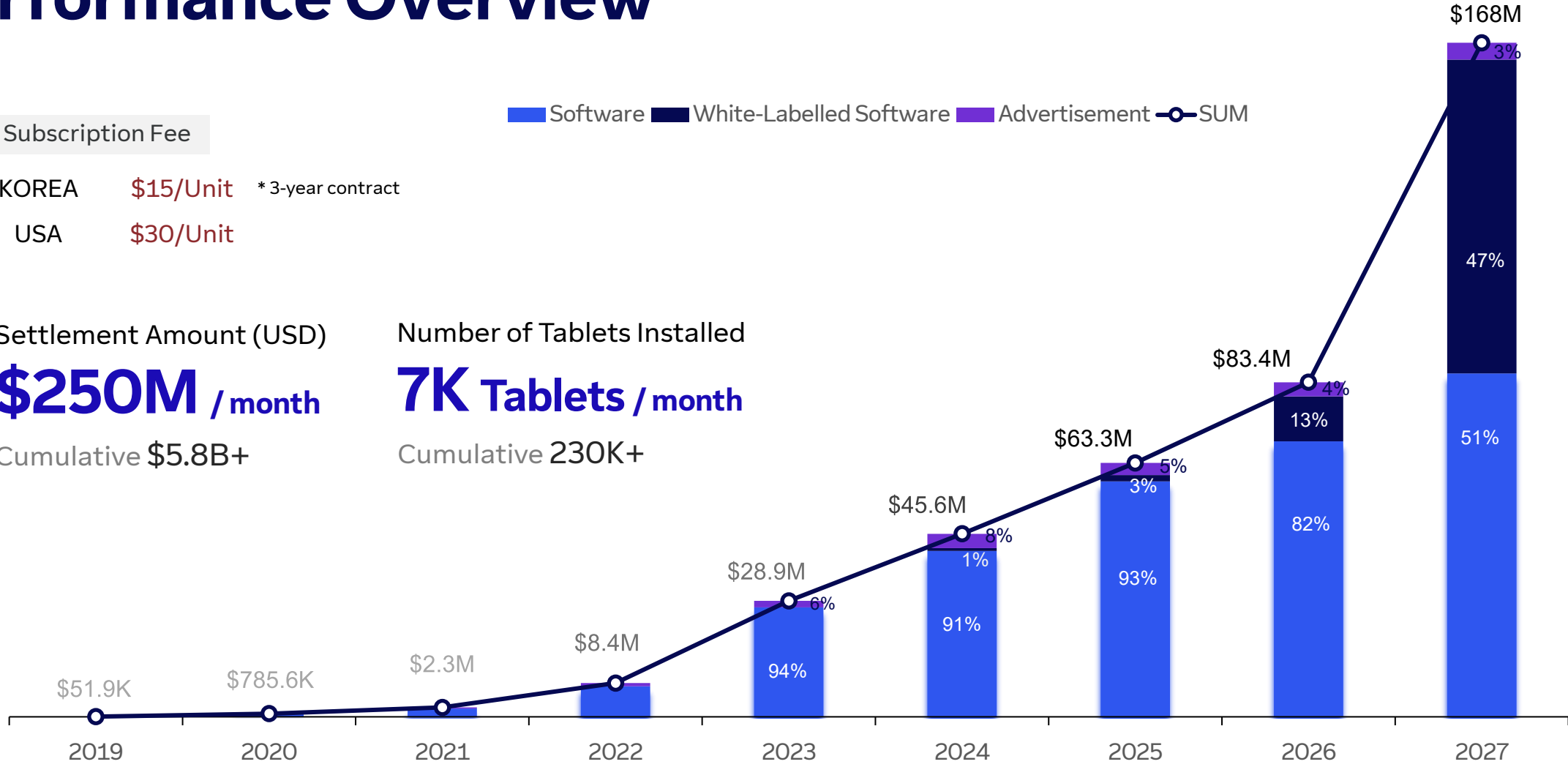
t'order BM & ARR Performance Overview

Subscription Fee

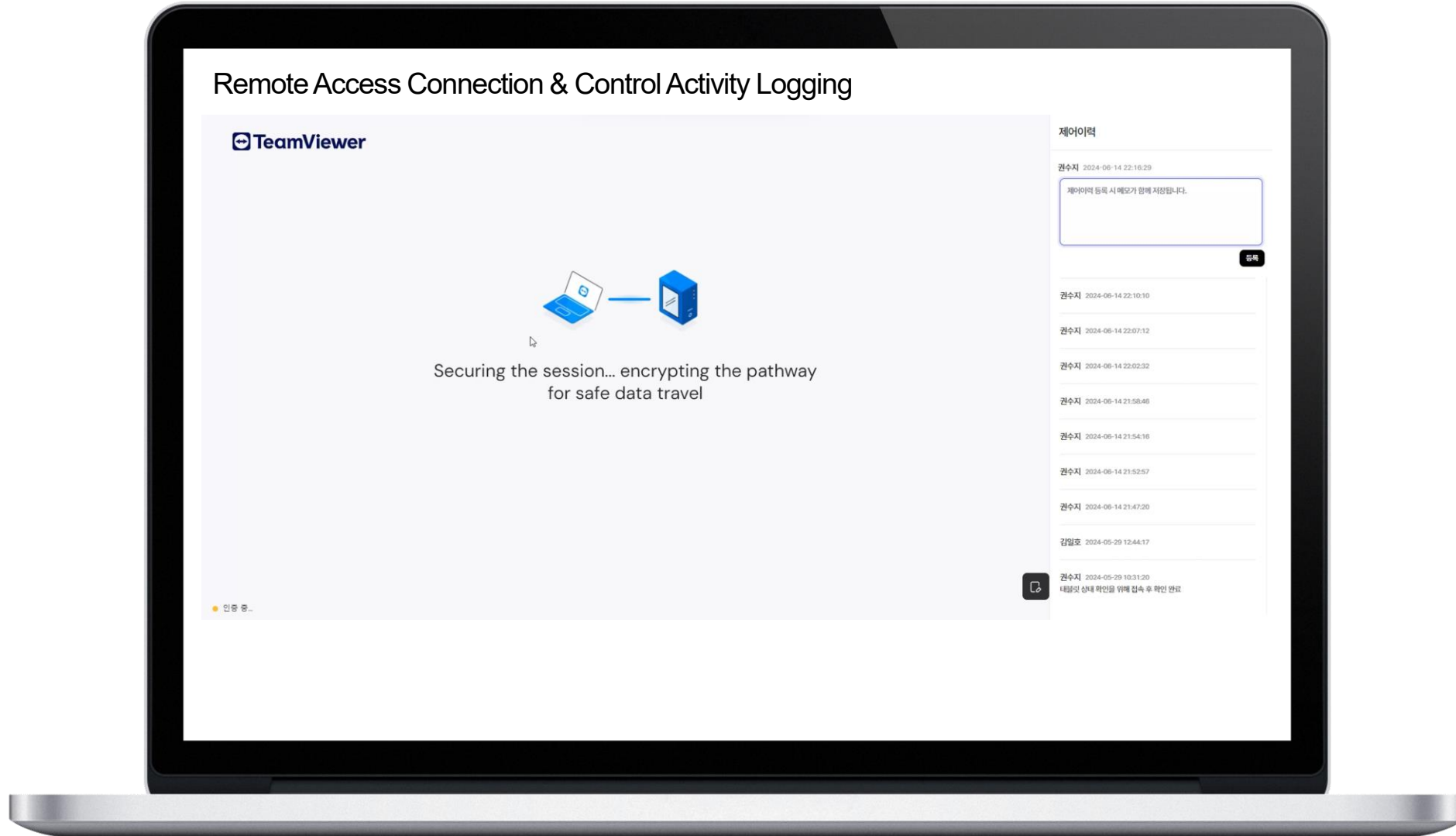
KOREA \$15/Unit * 3-year contract
 USA \$30/Unit

Settlement Amount (USD)
\$250M / month
 Cumulative \$5.8B+

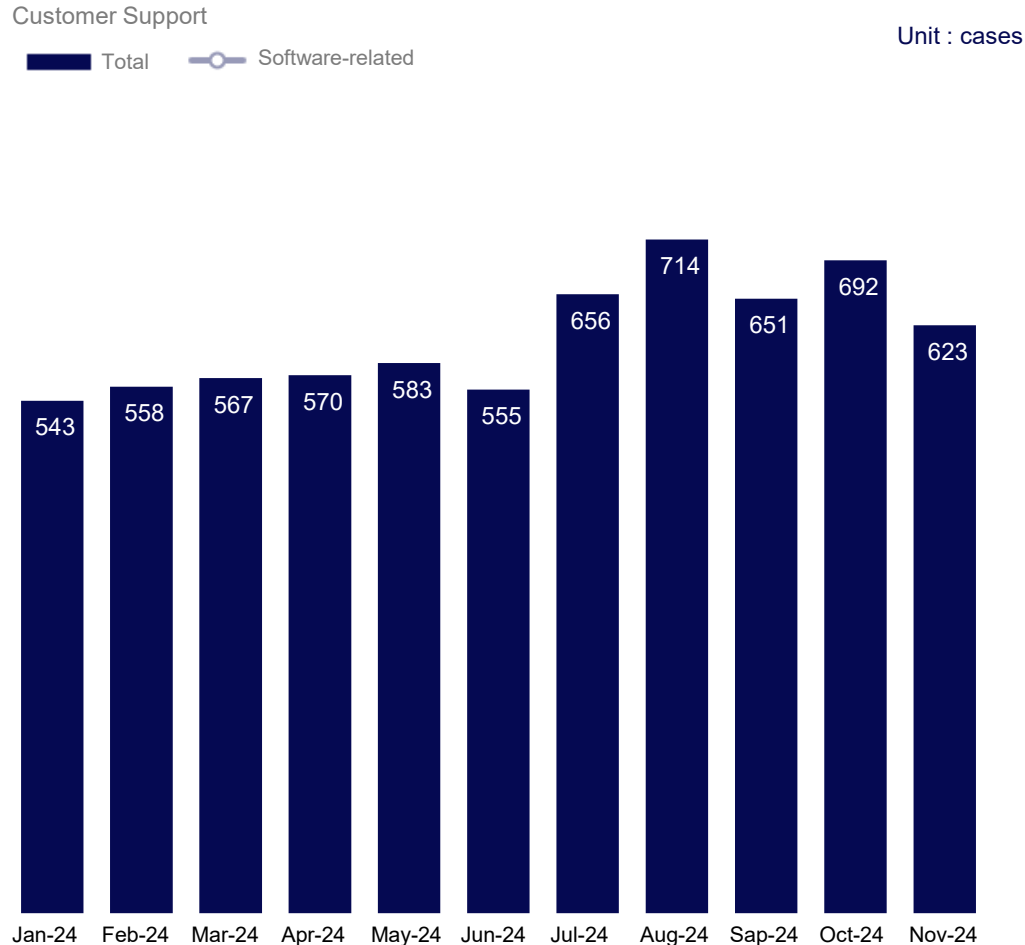
Number of Tablets Installed
7K Tablets / month
 Cumulative 230K+



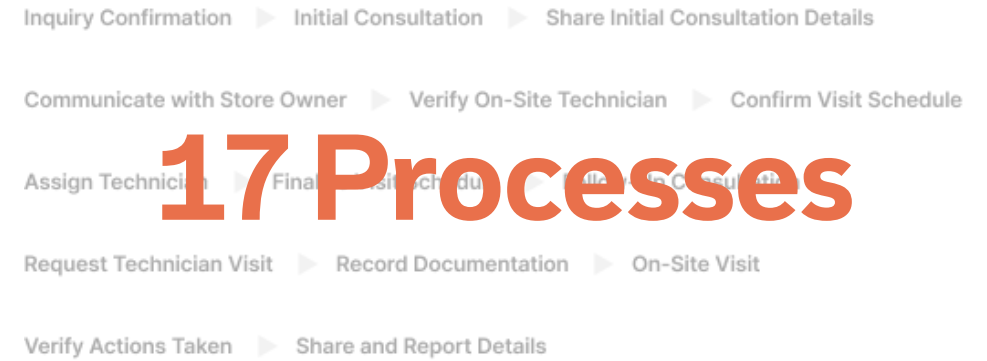
t'order & TeamViewer



Operational Cost Savings with TeamViewer



Without TeamViewer



17 Processes

With TeamViewer



3 Processes

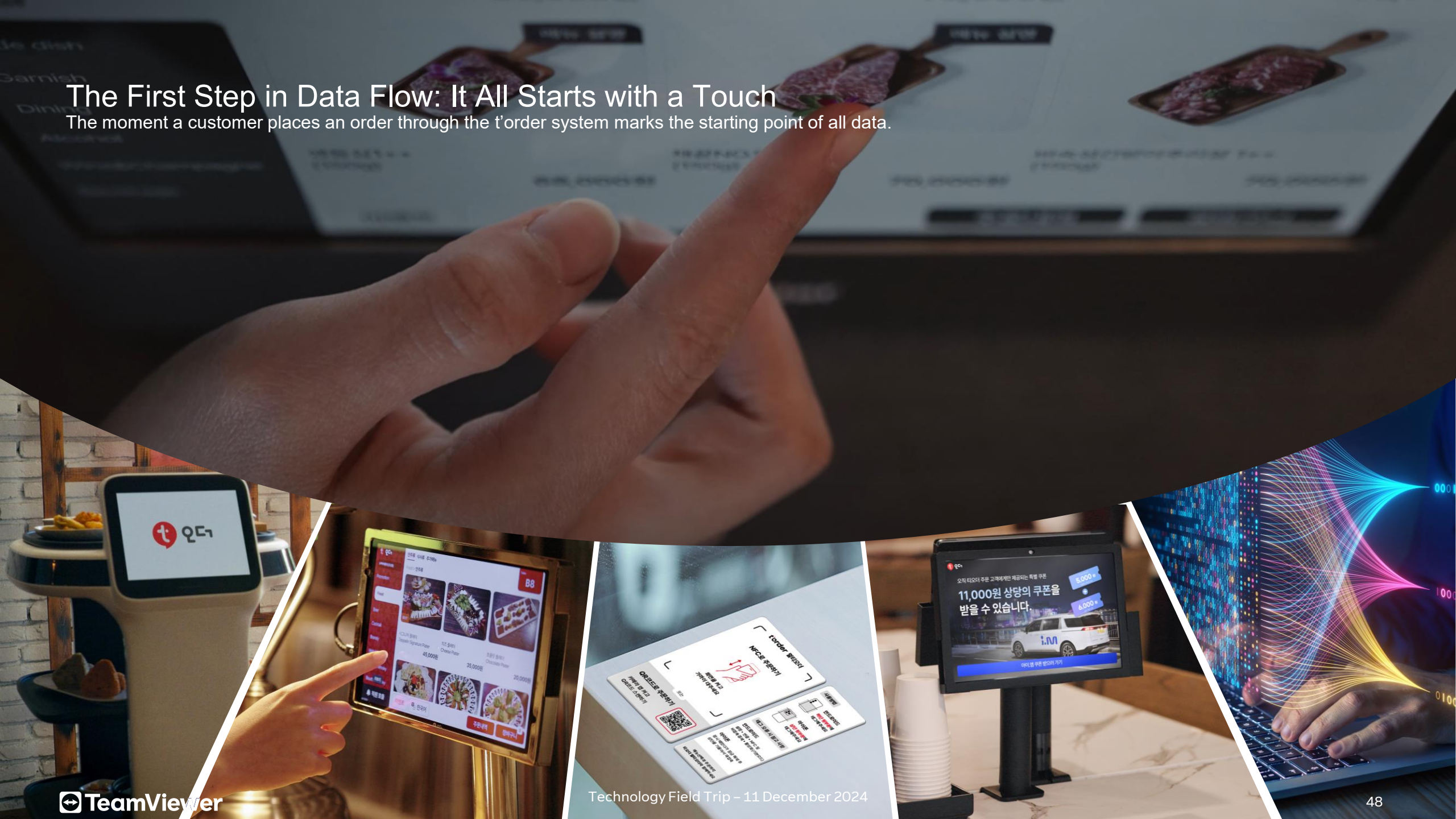
Can reduce current operational costs 5% of total revenue through TeamViewer implementation

Imagine every table has t'order

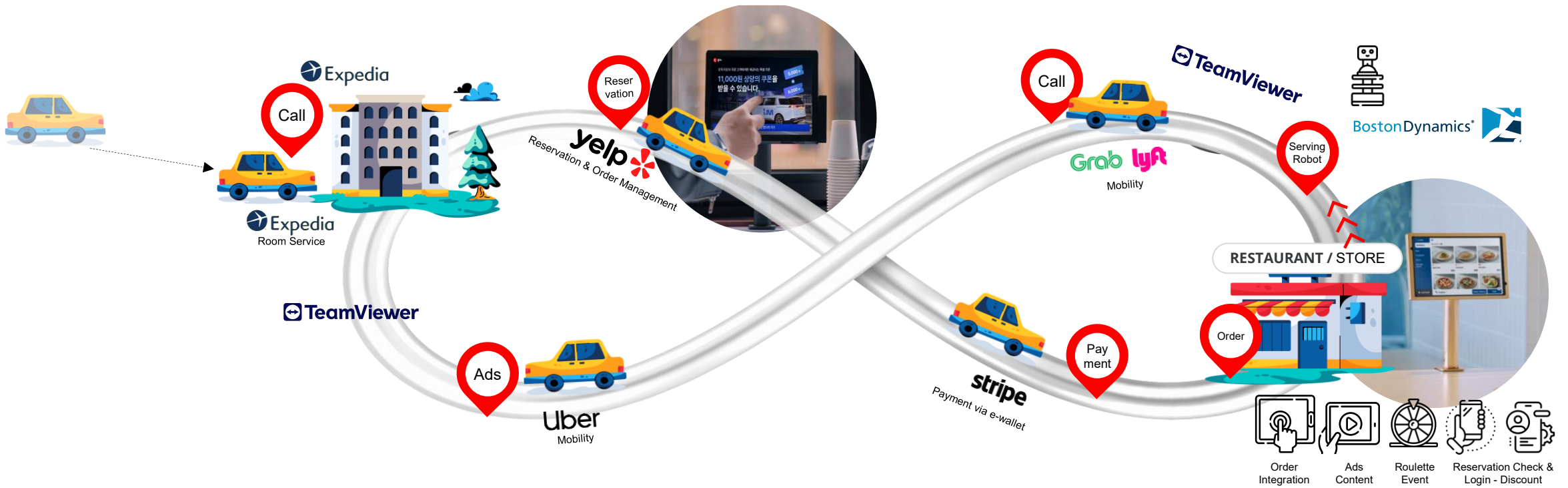


The First Step in Data Flow: It All Starts with a Touch

The moment a customer places an order through the t'order system marks the starting point of all data.



A Successful Future with TeamViewer



Find Your Better



Cimbali x TeamViewer

Edgardo Ferrero (Group Services Director)



Cimbali & TeamViewer @ Microsoft Ignite 2024



Cutting travel costs and boosting technician efficiency



Cimballi introduced a global remote service program, based on TeamViewer's secure connectivity solution.

- ✓ Global leading designer and manufacturer of professional coffee machines
- ✓ TeamViewer's enterprise connectivity solution to enable new digital customer service for Gruppo Cimballi
- ✓ Reliable and secure remote access to the coffee machine's file system and screen for efficient global customer support
- ✓ Reduced machine downtime and minimized revenue loss for the customers; less travel costs for technicians



Cimbali's Global Remote Service Program: Results speak for themselves



15%
reduced
service travel
costs

Reduce
costly machine
downtime

Up to 20%
increase in
technician
efficiency

"Our clients rely on a 24/7 availability of their professional espresso and cappuccino machines. With TeamViewer, we can significantly lower downtime of the machines, support them quickly, and therefore increase customers' return on investment."

Edgardo Ferrero

Services Director at Cimbali Group

Find Your Better



Specsavers x TeamViewer

Neal Silverstein (Head of Technology Customer Services)





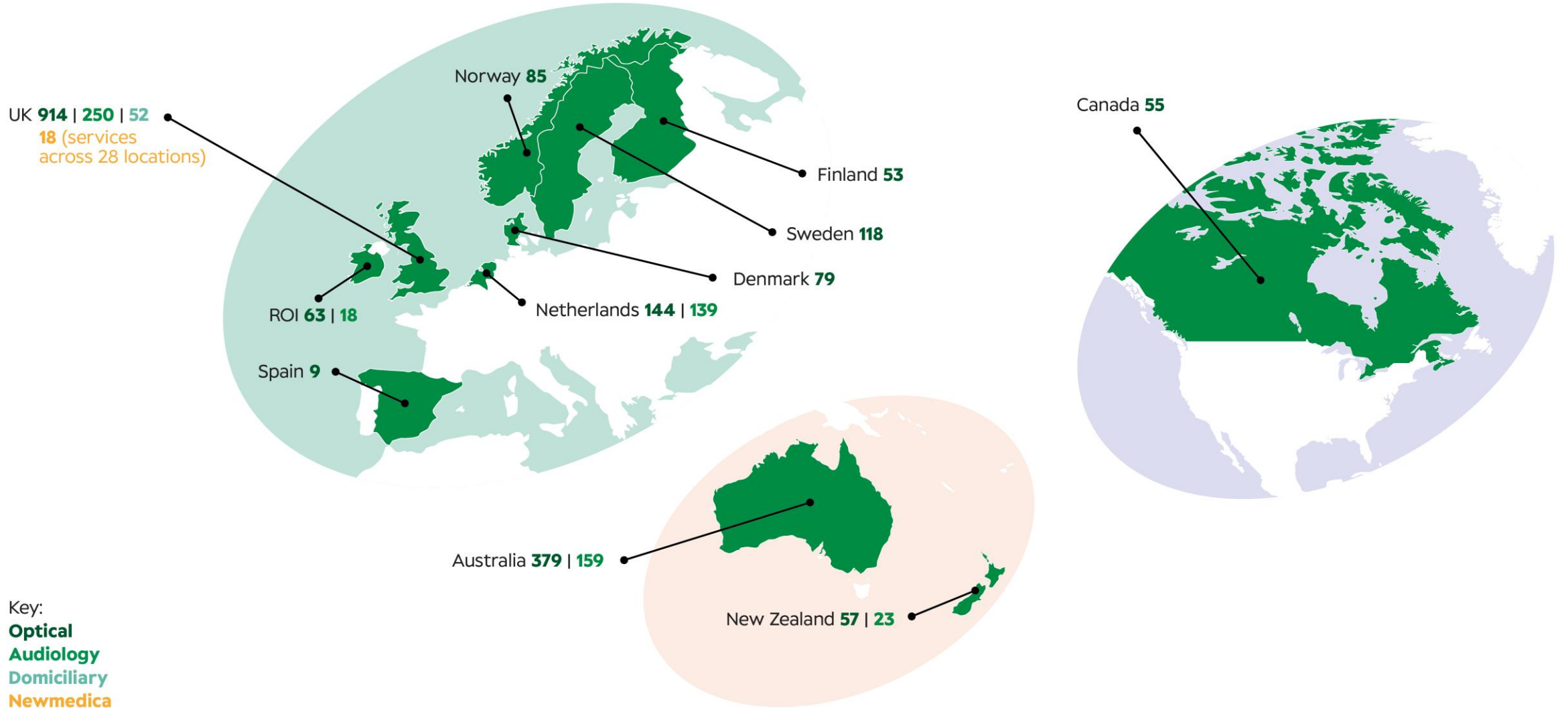
**To change lives
through better sight
and hearing**



**Today we are the world's largest
privately owned optical group
with more than 2,793 optical,
audiology, domiciliary
and ophthalmology businesses
across 11 countries**



Where we operate



Enterprise IT solutions for eyewear company

 TeamViewer & 

Eyewear giant Specsavers leverages TeamViewer for global remote support

- ✓ Secure remote support for 2,793 stores worldwide with TeamViewer Tensor
- ✓ Remote support for in-store PCs as well as medical devices, leveraging TeamViewer's Augmented Reality solution for enhanced **visual remote support** in Specsavers' stores
- ✓ TeamViewer meets Specsavers' high compliance requirements around security and GDPR
- ✓ Smoother store operations and better customer experience

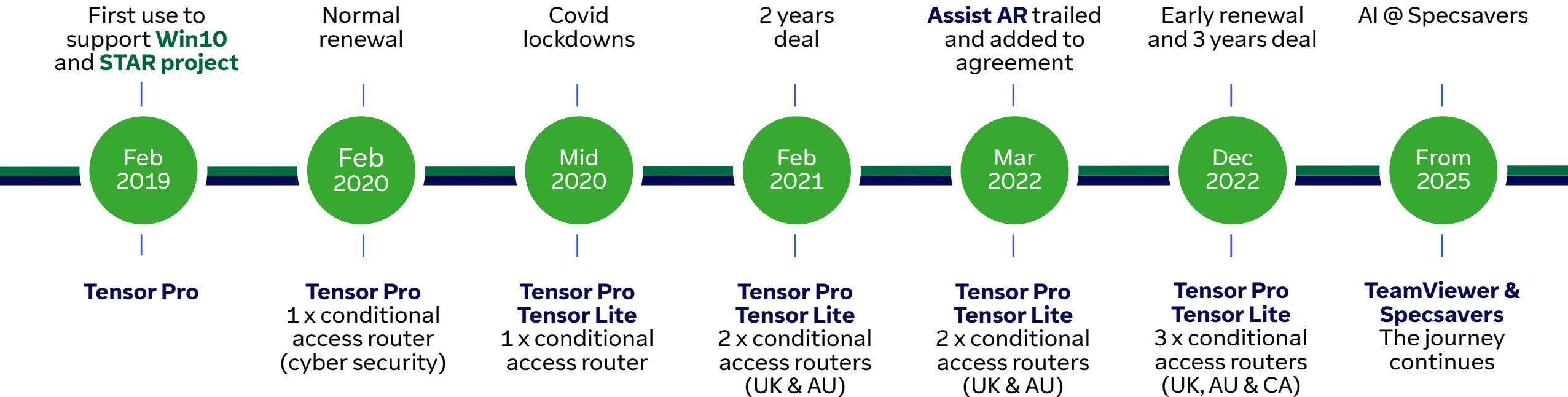
IT support for
2,793
stores

Seamless
troubleshooting

Full
compliance



Specsavers and TeamViewer: A joint customer journey – to be continued



Find Your Better



