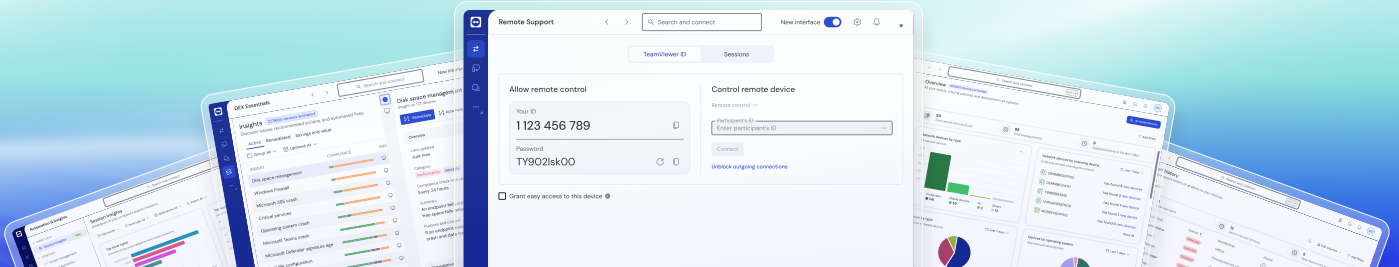# TeamViewer

Partner Innovation Bundles

Simple, ready-to-sell packages for your customers' remote support needs

Make it easy for your customers to adopt secure, scalable, and intelligent remote support solutions. With TeamViewer Partner Innovation bundles, they get pre-configured packages tailored to different team sizes – from small IT departments to large enterprise support teams.

Each bundle is designed to help customers support users remotely with enterprise-grade security, reduce downtime through real-time AR troubleshooting, leverage AI and monitoring tools to streamline operations, and stay compliant with audit logs and session tracking.

Why these bundles?

Quick to deploy
Everything your customer needs is included

Scales with the team
Available in small, medium, and large sizes

Solves real problems
Use cases your customers face every day

Includes advanced features
Like AI-powered summaries and augmented reality support

Flexible add-ons
The enterprise integration add-on or DEX Essentials can be added

Feature highlights

Agents	Licensed users who initiate support sessions.
Managed Devices	Devices assigned to the company account are centrally managed by the administrator and can be accessed remotely.
Single sign-on	Secure access using the customer's identity provider.
Auditability	Tracks session activity for compliance.
Assist AR Lite	Remote Visual Support using Augmented Reality.
TV Intelligence (AI Credits)	TeamViewer Session Insights compiles summaries, spots patterns, and highlights insights. The AI assistant TeamViewer CoPilot provides real-time, device-specific answers.

What's in the bundles?

Small bundle
€1990 /year
Recommended end-user price

A lightweight package with all the essentials to get started.

Medium bundle
€5390 /year
Recommended end-user price

More licenses, more control, and smarter insights.

Large bundle
€9490 /year
Recommended end-user price

Enterprise-grade features and capacity.

	Small bundle	Medium bundle	Large bundle
For who	For small teams or support starters	For growing support teams	For mid-sized teams
Licensed agents	2 Agents	5 Agents	10 Agents
Remote access	Up to 500 managed devices	Up to 500 managed devices	Up to 1000 managed devices
Single sign-on (SSO) Secure access using the customer's identity provider	✓	✓	✓
TeamViewer Intelligence Smart troubleshooting assistance and session summaries	600 AI credits	3,100 AI credits	3,100 AI credits
Assist AR Lite Visual remote support via augmented reality	2 licenses	5 licenses	10 licenses
Auditability Comprehensive connection logging and reporting	🚫	✓	✓

Ideal for these use cases

Small bundle
- Small IT teams needing secure, remote access with occasional AI use
- Technical consultants remotely supporting clients or internal staff
- Engineers offering remote visual assistance (e.g., medical equipment)
- Two IT administrators need remote access and AI to simplify their support tasks
- Two engineers supporting field teams or customers with remote guidance using AR

Medium bundle
- Helpdesks needing session summaries, logs, and visual guidance
- Support teams focused on reducing errors and resolving issues faster
- Technicians assisting field teams across departments or regions
- 5 IT admins needing advanced visibility for their remote support
- 5 support agents resolving hardware issues and managing Support compliantly
- A support team using AI to summarize sessions, saving time

Large bundle
- Regional or global IT teams across multiple offices or countries supporting their colleagues
- Service organizations needing AR + audit compliance
- Enterprise IT needs session traceability
- 10 technicians supporting hardware with AR to reduce downtime
- 10 IT admins managing support across 3+ countries while documenting everything

Available add-ons

Enterprise Integration AddOn
For seamless, simplified processes

Including integrations for e.g. Microsoft (Teams, Intune, Dynamics 365), ServiceNow, Jira, Salesforce, Freshworks and many more.

Exclusive to the M & L bundles.

DEX Essentials
DEX Essentials helps IT teams to stay ahead of issues with real-time visibility, actionable insights, and automated remediation across endpoints.

About TeamViewer

TeamViewer is a leading global technology company that provides a connectivity platform to remotely access, control, manage, monitor, and repair devices of any kind – from laptops and mobile phones to industrial machines and robots. Although TeamViewer is free of charge for private use, it has around 640,000 subscribers and enables companies of all sizes and from all industries to digitalize their business-critical processes through seamless connectivity. Against the backdrop of global megatrends like device proliferation, automation, and new work, TeamViewer proactively shapes digital transformation and continuously innovates in the fields of augmented reality, Internet of Things, and artificial intelligence. Since the company's foundation in 2005, TeamViewer's software has been installed on more than 2.5 billion devices around the world. The company is headquartered in Goppingen, Germany, and employs more than 1,500 people globally. In 2023, TeamViewer achieved a revenue of around EUR 627 million. TeamViewer SE (TMV) is listed at Frankfurt Stock Exchange and belongs to the MDAX. Further information can be found at https://www.teamviewer.com/.

www.teamviewer.com/support

TeamViewer Germany GmbH
Bahnhofsplatz 2 73033 Göppingen Germany
+49 (0) 7161 60692 50

TeamViewer US Inc.
5741 Rio Vista Dr Clearwater, FL 33760 USA
+1 800 638 0253 (Toll-Free)

Stay connected

www.teamviewer.com