



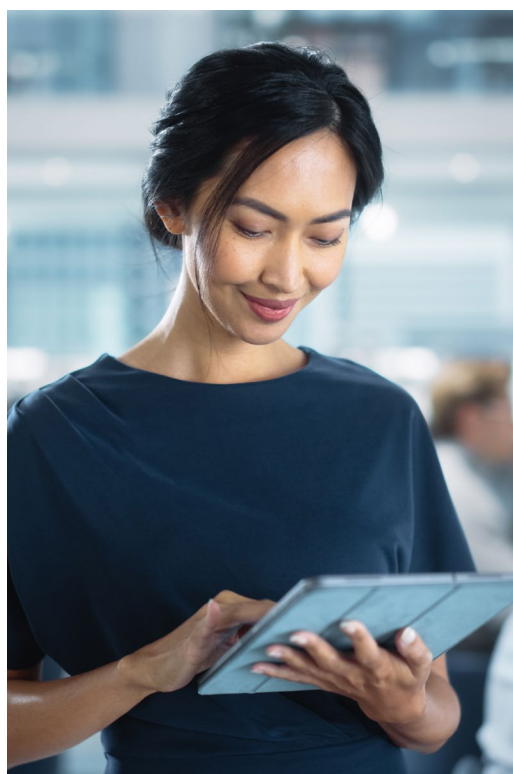
# Mobile Device Management

## Introduction

Mobile devices are now an essential and integral part of the modern workplace enabling employees, contractors, and third-party vendors to access a wide variety of business-critical applications and data.

The use of smartphones, tablets, and other mobile devices has made it harder to track, manage, monitor, and maintain these devices, increasing their risk of getting lost or stolen.

Learn how a 360° mobile device management (MDM) helps you stay on top of your mobile device fleet 24/7.



# Customer challenges

Mobile devices can also pose a significant security risk. This is due to the expansion of the attack surface caused by a distributed workforce accessing sensitive business data while working remotely, at home, or on the move.



### Data security

Enforcing security policies on mobile devices must be complex in order to ensure complete data security



### Compliance

Securing devices is paramount to compliance in certain industries with tighter regulations



### Rising IT costs

Risk of a data breach can attract fines and penalties, adding to the existing cost and effort of managing mobile devices



### Device diversity

Supporting mobile devices can be time consuming and effort intensive requiring more resources daily

## Key features and capabilities by tier

TeamViewer MDM solution is ideal for organizations with growing needs and diverse use cases and scenarios.

Features	Essential	Advanced	Enterprise
Single office and distributed workforce	✓		
Multiple offices, distributed workforce, device diversity		✓	
Large organizations, multiple offices with a distributed workforce and growing number of mobile devices			✓

# MDM Add-on

TeamViewer Mobile Device Management (MDM) solution scales with the needs of your business. Choose from **Essential**, **Advanced**, and **Enterprise add-ons**.

Features & capabilities	Essential	Advanced	Enterprise
Device enrollment	✓	✓	✓
Configuration management	✓	✓	✓
Policy enforcement	✓	✓	✓
Security controls	✓	✓	✓
Application management	✓	✓	✓
Reporting	✓	✓	✓
Zero touch deployment	✗	✓	✓
Advanced security controls	✗	✓	✓
Remote support	✗	✓	✓
Compliance monitoring	✗	✓	✓
Content management and collaboration	✗	✗	✓
Enhanced security controls	✗	✗	✓
Secure productivity	✗	✗	✓
Secure connectivity	✗	✗	✓
Integration and ecosystem support	✗	✗	✓
Scalability and high availability	✗	✗	✓
Conditional access	✗	✗	✓
Compliance monitoring and reporting	✗	✗	✓

# TeamViewer MDM Essential

TeamViewer MDM Essential add-on is ideal for businesses with a single office but a distributed workforce.

## Device enrollment

Simplified processes for enrolling mobile devices enabling administrators to establish control and manage devices.

## Configuration management

Configuration and management of device settings, including Wi-Fi, email, VPN, and other parameters necessary for device functionality within the organization.

## Application management

Distribution and management of business applications to managed devices and applying access and permissions based on individual user rights.

## Policy enforcement

Creation and enforcement of policies that govern device settings, security configurations, and user restrictions across managed devices.

## Security controls

Implementation of security measures to protect sensitive data and ensure compliance. This includes features like password enforcement, remote lock, and wipe capabilities.

## Reporting

Reporting and analytics capabilities to monitor device compliance, track inventory, and gain insights into device usage.

# TeamViewer MDM Advanced

TeamViewer MDM Advanced add-on includes everything in the MDM Essential add-on and offers more capabilities for businesses with multiple offices and a distributed workforce.

## Zero touch deployment

Onboarding and deployment of new mobile device without need for manual configuration.

## Advanced security controls

Additional security measures that further protect sensitive data and ensure compliance with features such as secure in-line email gateway that manages, encrypts and secures traffic between the mobile endpoint and backend email systems.

## Remote support

Extended capabilities for remote management and troubleshooting of mobile devices such as remote screen sharing, and support for over-the-air (OTA) updates and configurations.

## Compliance monitoring

Enhanced monitoring and reporting capabilities to ensure devices comply with organizational policies and regulations.

# TeamViewer MDM Enterprise

TeamViewer MDM Enterprise add-on is ideal for large organizations with multiple offices, operating across time zones and a distributed workforce with growing number of mobile devices across the enterprise.

## Content management and collaboration

Content management capabilities, enabling secure distribution and management of documents, files, and media to authorized devices. Secure content collaboration using key repositories such as SharePoint, Box, Google Drive and others.

## Enhanced security controls

Enhanced security measures such as support for two factor authentication leveraging a user's managed device and removing the need for cumbersome key fobs. Sending push notifications that enable quick access for convenient authentication based on the user's need. In addition to features such as passcode enforcement, government-grade encryption, application-level encryption, certificate-based authentication.

## Secure productivity

Secure email and personal information (PIM) cross platform app. Secure web browsing through secure tunnelling protecting both data-in-motion and data-at-rest.

## Secure connectivity

Per application VPN allowing organizations to authorize specific mobile apps to access corporate resources behind the firewall without requiring any user interaction.

## Integration and ecosystem support

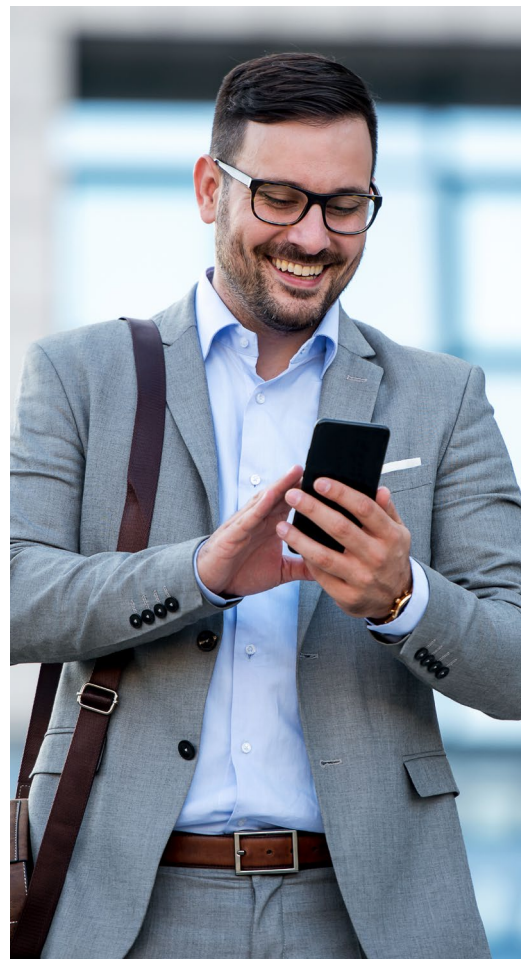
Enhanced integration capabilities with other enterprise systems, allowing seamless data exchange and automation of processes between MDM and other business systems, such as Salesforce.

## Scalability and high availability

Enterprise is designed to support large-scale deployments and provide high availability to ensure uninterrupted device management.

## Conditional access

Passwordless multi-factor authentication using device-as-identity combining various signals such as user, device, app, network, geographic region, and more to provide adaptive access control.



# Secure by design



## BitSight Security ranks TeamViewer as Top 1% in the Tech Industry.

People trust you to fix their IT problems. You need a powerful and secure tool to come through for them. Especially in the face of a complex tech stack and constantly changing threat landscape.

That's why TeamViewer remote support is secure by design. It's also why we innovate continuously – to make sure you're always one step ahead.



256-bit AES Encryption



Two-Factor Authentication



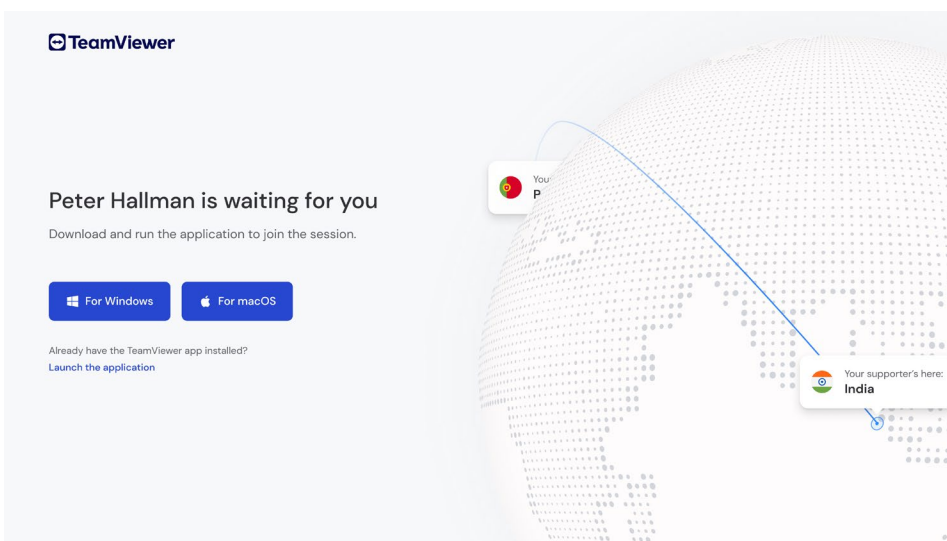
Brute Force Protection



Scam Protection



Allow- and block-list



TeamViewer shows you who wants to connect and where they are located.

# Certified and **trusted**

TeamViewer is certified by major standards authorities and fulfills strict European data protection regulations as well as HIPAA requirements for North America.



Internal IT teams and service providers across the world rely on TeamViewer Remote Support to increase their efficiency and provide better support.



Do you want to know more



Visit our website:  
[www.teamviewer.com](http://www.teamviewer.com)



## About TeamViewer

As a leading global technology company, TeamViewer offers a secure remote connectivity platform to Access, control, manage, monitor, and support any device — across platforms — from anywhere. With more than 600,000 customers, TeamViewer is free for private, non-commercial use and has been installed on more than 2.5 billion devices. TeamViewer continuously innovates in the fields of Remote Connectivity, Augmented Reality, Internet of Things, and Digital Customer Engagement, enabling companies from all industries to digitally transform their business-critical processes through seamless connectivity.

Founded in 2005, and headquartered in Göppingen, Germany, TeamViewer is a publicly held company with approximately 1,400 global employees. TeamViewer AG (TMV) is listed at Frankfurt Stock Exchange and belongs to the MDAX.

[www.teamviewer.com/support](http://www.teamviewer.com/support)

**TeamViewer Germany GmbH**

Bahnhofplatz 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](http://www.teamviewer.com)

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