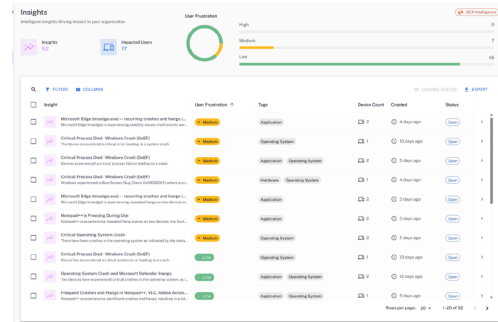


The Autonomous Digital Employee Experience Platform

When IT lacks full visibility, digital friction builds up silently, disrupting workflows, inflating support costs, and frustrating employees. **TeamViewer DEX** shifts your IT strategy from reactive firefighting to proactive management. Our industry-leading real-time telemetry helps customers find and fix IT issues before they ever impact the end user.



Common challenges in IT operations

Navigating today's IT landscape, organizations encounter numerous hurdles:

Delayed reactions

Traditional IT infrastructures are reactive, creating a lag in issues resolution and user support.

Complex IT ecosystems

The increasing complexity of managing diverse tools and systems across various environments adds to operational strain.

Ever-changing compliance

Keeping up with evolving regulations requires constant vigilance and adaptability.

TeamViewer DEX addresses these challenges head-on with an AI-powered platform that proactively detects, diagnoses, and autonomously remediates IT issues. By reducing repetitive ticket noise and automating common fixes, it frees support teams to focus on root cause analysis and strategic improvements; delivering truly frictionless IT.

Key features

Real-Time Telemetry & Monitoring

Gain continuous, always-on visibility into device performance, application health, and network stability across your entire distributed IT estate.

Autonomous Remediation Resolve

high-volume tickets silently in the background. The platform automatically detects device drift and deploys fixes at scale—even while devices are offline.

Cross-Platform Capability

Unified solution designed to easily navigate and support hybrid, multi-OS environments, and integrated with popular enterprise platforms like ServiceNow, Intune, and Salesforce.

AI-Powered Reporting





Generate real-time reports with Tia Reporting simply by asking a question in natural language instead of relying on traditional BI tools, SQL, or static dashboards.

Sentiment Analysis

Merge hard system metrics with direct employee feedback to generate a comprehensive "DEX Score," ensuring IT aligns with actual user needs.




Use cases for the TeamViewer DEX Platform

The platform offers a host of benefits that transform IT operations:

-  **Real Time Visibility**
A single pane of glass for real-time endpoint, application, and network telemetry enables IT to detect issues early, enforce compliance, and optimize performance.
-  **Automation of Repetitive Tasks with AI**
Automating fixes eliminates manual intervention, reduces ticket volumes, and ensures problems are resolved before users notice.
-  **Compliance, Security, and Vulnerability Management**
Security and vulnerability management help customers remove friction from security processes and improve compliance positions with real-time automation.
-  **Device and Software Lifecycle**
Reduce unnecessary device refresh cycles and optimize software licensing through a data-driven approach. Strengthen security by identifying and removing outdated Software.

Business outcomes and ROI

Implementing the TeamViewer DEX platform delivers measurable impact across both the IT department and the broader organization:

-  **Rapid financial returns:** The platform pays for itself in less than 6 months, with customers averaging a 287% ROI driven by cost savings and productivity gains.
-  **Maximized IT efficiency:** By automating recurring issues, your lean IT teams are freed up to focus on strategic, high-value projects instead of resetting passwords and clearing disk space.
-  **Increased employee satisfaction:** A frictionless digital workplace boosts employee satisfaction by up to 33% and helps improve employee retention by up to 62%.

Help your business build a smarter digital workplace

TeamViewer DEX isn't merely a technological advancement; it's a strategic ally in the autonomous DEX journey, steering organizations towards a future where IT infrastructure is as proactive and self-sufficient as the digital workforce it supports. By championing automation and intelligence, the platform ensures that businesses not only respond to the immediate needs of their digital workforce but also lay the groundwork for an autonomous, innovative, and resilient digital future.

Contact us today to learn more

Contact TeamViewer

Stay connected

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