



# TeamViewer Integration with Microsoft Intune Enterprise Mobility Management (EMM)

Extend the Microsoft Intune solution with the TeamViewer prebuilt integration for cross-platform remote support and control capabilities to boost productivity, reduce mobile device downtime, and improve user experience.



# Use TeamViewer to **Access and Support Devices Directly** from Intune

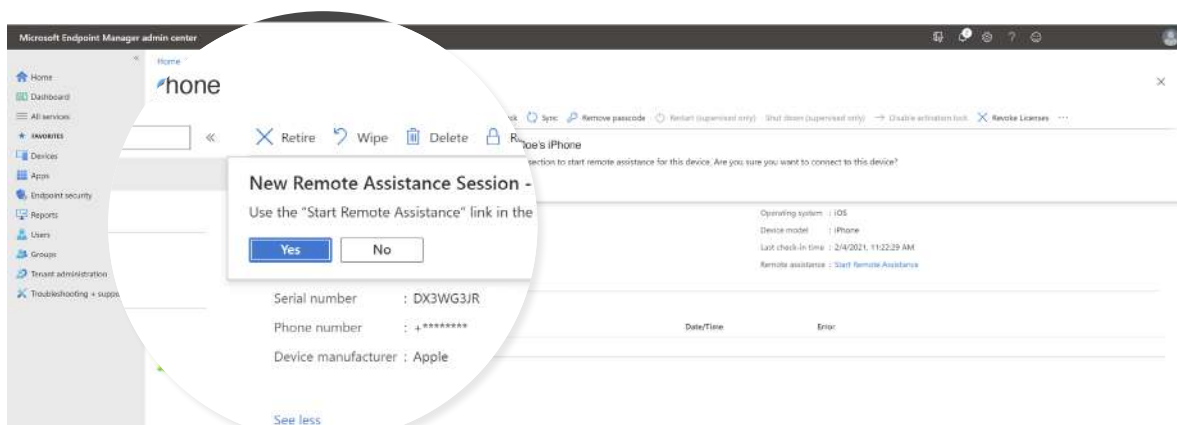
The native TeamViewer connector for Microsoft Intune enables secure, instant remote support and cross-platform remote control for corporate-managed mobile devices, directly from the Intune dashboard.

Microsoft Intune is a single endpoint management solution, designed to support diverse mobile ecosystems, helping streamline and automate deployment, provisioning, policy management, app delivery, and updates across iOS, Android, Windows, and macOS devices.

Through its unique partnership with Microsoft Intune, TeamViewer enhances endpoint management with on-demand remote support and remote control capabilities to help improve the user experience and productivity for both IT administrators as well as employees receiving support.

With out-of-the-box integration for Microsoft Intune, TeamViewer can be activated instantly by Intune administrators and is automatically installed on Microsoft Intune-managed devices, allowing you to:

- ✓ Provide secure, instant remote support for Windows 10, MacOS, iOS, and Android devices
- ✓ Protect corporate data with end-to-end encrypted connections
- ✓ Get secure remote access to managed devices, including point of sale (POS) systems, kiosks, and digital signage



**Figure 1:** When the support requester is ready for assistance, the supporting technician clicks the 'Yes' button to start remote assistance



With TeamViewer remote control technology, IT teams are fully empowered to remotely support users and their devices, resulting in significant cost savings and improved workflow efficiencies for their organizations.

Given the complexity and ever-increasing number of corporate applications, IT support teams can leverage remote control sessions to configure, troubleshoot, update, decommission, or wipe employee devices in no time – wherever they are.

Beyond employee computers, smartphones, and tablets, TeamViewer also enables IT teams to manage devices like kiosks, digital signage, and point of sale (POS) systems to ensure smooth operation and protection of corporate data.



## Key Benefits



### Resolve Issues Faster

Remotely access and control any employee device to resolve technical issues faster.



### Minimize Downtime

Reduce incident resolution time, minimizing device downtime to keep employees productive.



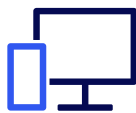
### Optimize IT Productivity

The user interface requires no training, so your IT team is productive immediately.



### Enhance User Support

Use screen sharing, instant chat, secure file transfer, and real-time remote control to help employees configure and use corporate applications.



### Protect Mobile Data

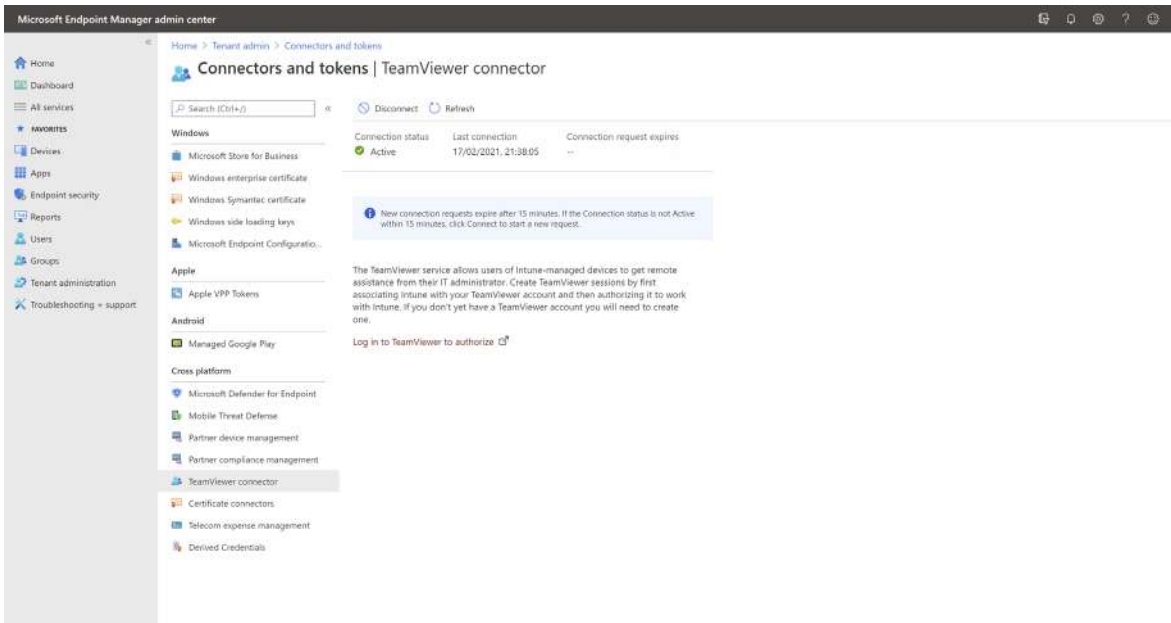
Secure Office 365 data on mobile devices with end-to-end encryption, ensuring TeamViewer or others can't access it during transit or storage.



### Ensure Device Compliance

Ensure mobile devices and apps comply with company security requirements.

# How the TeamViewer Integration Enhances Microsoft Intune



**Figure 2:** The intuitive TeamViewer connector makes it easy to open connections and provide support from within Intune.

## Partnering with Microsoft, TeamViewer built an out-of-the-box connector for its remote connectivity platform – fully embedded within the Microsoft Intune application – for fast, simple integration.

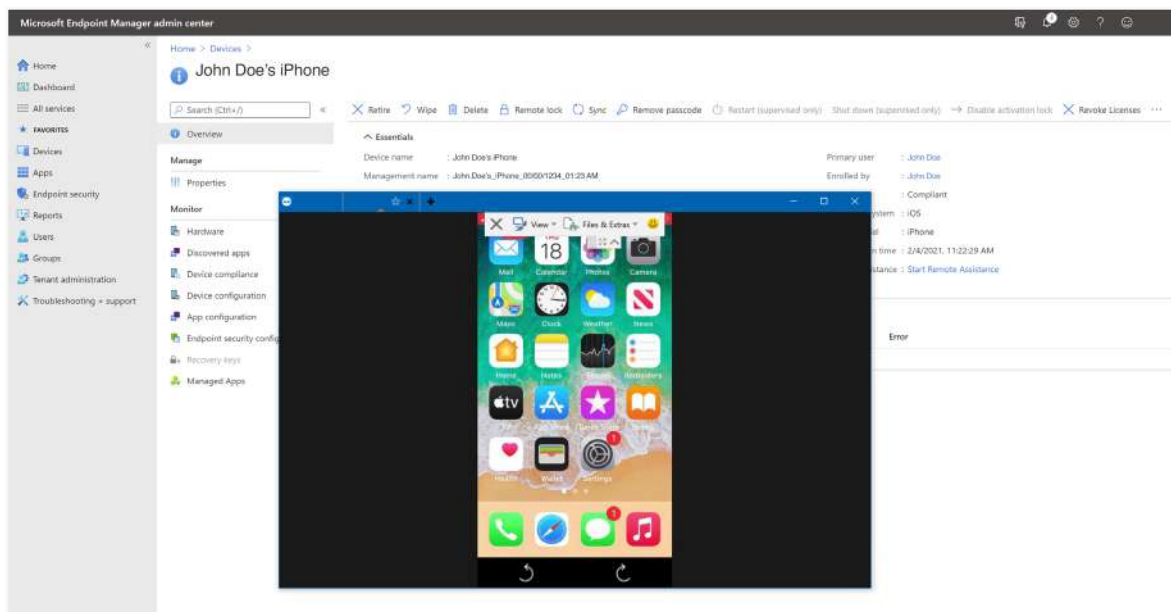
With the growing number and variety of corporate devices that businesses use, managing and supporting everything – while simultaneously ensuring the security of corporate data – is tremendously challenging for IT departments. This becomes even more problematic with the substantial number of personal mobile devices running on company networks, as well as workforces that are increasingly mobile and remote.

The prebuilt TeamViewer integration for Microsoft Intune empowers IT administrators and support teams to access and control corporate devices remotely in order to troubleshoot technical issues, assist employees with urgent support requests, and perform critical operations to ensure the security and protection of corporate data.

With zero coding required, Microsoft Intune administrators can easily connect their account to a TeamViewer Tensor licensed account with

the enterprise integration Add-On a few clicks, and they're good to go. Once the integration is enabled, remote support technicians can reach every user and every device remotely – with one click. In the “Devices” menu options, they can create remote control requests, which automatically send in-app notifications to users’ devices.

Integrating TeamViewer with Microsoft Intune makes the end-to-end process for providing remote support very fast, effective, and intuitive, eliminating the need for lengthy phone calls, long service request wait times, and inefficient workflows.



**Figure 3:** After taking control of the support requester’s device, the support technician uses the device as if in person.

## Solution Highlights

- ✔ **Intuitive User Interface (UI)**  
 Initiating remote support is simple, fast, and intuitive: Through the main menu under “Devices,” IT administrators can create one-click remote support requests that automatically send in-app notifications to users’ devices.
- ✔ **Easy, Fully Embedded Integration**  
 No coding, no download, no plug-ins to install: Simply connect your TeamViewer Tensor licensed account to Microsoft Intune with a few clicks to activate the integration.
- ✔ **Single Sign-On Integration\***  
 Improve usability by allowing employees to log in to TeamViewer Tensor with the same single sign-on (SSO) login credentials they’re already using for your corporate applications — no separate TeamViewer Tensor password to remember. Works with any SSO identity provider using SAML 2.0 and SCIM protocols, including Okta, Azure AD, OneLogin, Centrify, G Suite, and Active Directory Federation Services (ADFS).
- ✔ **Cross-Platform Compatibility**  
 With cross-platform support for Windows, Mac, Android, and iOS, TeamViewer is the only remote access and control solution natively integrated with the Microsoft Intune platform, enabling technicians to efficiently manage and support a wide variety of devices and operating systems.

# License Requirements

The TeamViewer integration for Microsoft Intune requires:

- ✓ Microsoft Intune (Endpoint Manager) subscription
- ✓ TeamViewer Tensor license
- ✓ TeamViewer Enterprise Integrations Add-On

## Resources

[Learn more about the TeamViewer Integration for Microsoft Intune](#)

[Download the TeamViewer Integration for Microsoft Intune User Guide](#)

[Learn about Enterprise Mobility and Security plans and pricing options](#)





## 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.

## Questions?

We are always happy to help.

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