



1. General Details

What is TeamViewer?

- Leading software solution
- All-in-one: Remote Control, Remote Access, Collaboration, Remote Support
- Available across all relevant operating systems

Target Customer

- IT HelpDesk/ IT Support Staff
- MSPs
- Remote Employees who want a VPN alternative

Market Conditions

- Market leader
- 30+ languages
- 1 billion installations /
20+ million devices online at any time

Competitors

- LogMeIn, Webex, Bomgar

2. TeamViewer Features and Benefits

- All-in-one (File transfer, desktop sharing, online meeting, Computer and Contacts list)
- Usability (easy to use – immediate start)
- High performance
- Mass deployment (MSI, Android Host) & centralized policies
- Custom modules with customer branding
- Support by phone/email from vendor for all licenses

3. Which License?

(1) From how many workstations¹ do you want to work?

- 1-3 devices // Business
- 3+ devices // Premium, Corporate

(2) How many simultaneous connections (called "Channels") do you want to have?

- 1 Connection // Business
- 2 Connections // Premium
+ Add on Channel², Corporate
- 3+ Connections // Corporate + Add on Channel

Licensing

(1) Business

- 1-3 Workstations, 1 Licensed User
- One channel
- Up to 5 meeting participants

(2) Premium

- Unlimited Workstation Activations, 50 Account Based Users
- One channel (One add-on channel available)
- Mobile Device Support (Connect to a mobile device, even if unattended)
- Manage all connections (Connection reporting & billing)
- Up to 15 meeting participants

(3) Corporate

- Unlimited Workstation Activations, 200 Account Based Users
- 3 Channels (up to 9 add-on channels available)³
- Mobile Device Support (Connect to a mobile device, even if unattended)
- Manage all connections (Connection reporting & billing)
- Mass deployment (MSI, Android Host)
- Up to 25 meeting participants

4. Place Order

TeamViewer Requirements?

- Correct License to partners needs
- End-user Details
- In case of Updates/Upgrades (Currently or previously bought a license): Old License Key

Contact Us:

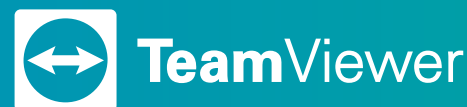
- Email - AmericasPartners@teamviewer.com
- Phone (direct) - 844.281.4452

1 - workstation = device from which customer wants to work

2 - channel = one simultaneous connection

3 - Please contact us directly if you require more than 9 add-on channels.

TeamViewer License Cheat Sheet



Features	Business	Premium	Corporate	More Information
Remote Control Features				
Device activations	3	Unlimited	Unlimited	Device activations means the number of devices that can be activated on the license. 3 devices can be activated on a business license at any one time; with 10 activations available in total if any of your activated devices are encountering a problem and you need to activate another device.
Account activations	1	50	200	Account activations means the license can be activated by email ID. The user will have to create an account at login.teamviewer.com and the license administrator will enable this email id on the license. Everytime the user signs into the TeamViewer application using these account credentials, their TeamViewer will work as a licensed version preventing unauthorised access. On signout, the TeamViewer application will act as unlicensed version. This can also be referred as a floating license.
Concurrent users / Channels	1	1	3	Number of channels means the number of people that can use the license concurrently. With 1 channel, only 1 user / device can initiate the remote connection. If there are 3 channels, 3 users / devices can initiate the connection concurrently.
Ability to expand concurrent users / channels	No	Yes	Yes	Concurrent users / channels can be added on Premium and Corporate licenses only. This is achieved by adding channels to the main license at the price of a channel.
End Points	Unlimited	Unlimited	Unlimited	End Points means the devices which are being controlled or remote devices. On each license, there is no limitation on the number of remote devices which can be controlled and it can be a new device everyday.
Concurrent End Points / Simultaneous sessions	3	5	15	<ol style="list-style-type: none"> On a Business license you can take remote control of 3 devices at the same time from one initiating device. On a Premium license, up to 5 devices can be controlled simultaneously from one initiating device. On a Corporate license, up to 15 devices can be controlled simultaneously from one initiating device. Since a Corporate license can be used from 3 devices concurrently and each device can remotely control 15 devices, you can take control of 45 (3*15) devices at the same time on a corporate license.
Unattended access	upto 200	upto 400	upto 1000	Unattended access means the devices can be assigned to your TeamViewer account and you do not need anyone on the remote side to allow you to take control of these remote devices. This is typically used for devices like servers because access to server rooms are typically for authorized personnel only. This feature is very useful if you have a situation where round the clock support is to be given to fixed computers which are in remote locations.
Mobile Device Support	No	Yes	Yes	Mobile Device Support means you can remote control to and from mobile devices. This feature is not available in a business license. ***Available as an Add-On
Full, high performance control and access on remote devices	Yes	Yes	Yes	
Highest security standards and tools	Yes	Yes	Yes	Our security statement can be found by simply googling "teamviewer security statement".
File transfer	Yes	Yes	Yes	*File transfer speeds are directly dependent on your available connection bandwidth.
Comprehensive support tools	Yes	Yes	Yes	e.g. remote reboot, remote printing, and VPN.
Meetings and Presentations				
Meeting participants	5	15	25	Meetings functionality is a part of every TeamViewer license and no separate license is required for this purpose.
Chat, video, VoIP, tele-conference	Yes	Yes	Yes	Meetings allow you do voip calls, video calls, white boarding, chat, present, organize meetings or simply as a screen sharing tool.
Schedule and record meetings	Yes	Yes	Yes	
Collaboration tools (e.g. whiteboard, handover control, meeting roles)	Yes	Yes	Yes	
Customization and integration				
Customization and corporate branding	Yes	Yes	Yes	Design your own customer modules:
Pre-built integrations for Salesforce, Outlook, Zendesk, and more	Limited	Yes	Yes	<ol style="list-style-type: none"> QuickSupport for fast, spontaneous support (without installation). TeamViewer Host for permanent installation on servers and computers. QuickJoin for presentations and meetings (without installation).
Easy-to-integrate REST API and SDK	Limited	Yes	Yes	Incorporate your own logo, color scheme, and welcome message. Customizations are applied to customer modules as well as their associated download sites and waiting rooms.
Management and Administration (Management Console feature / Web Based GUI)				
Centralized setting policies	5 Policies	10 Policies	15 Policies	Management Console is our web based GUI (Graphical User Interface) where the administrator can sign in to their TeamViewer account and make changes like manage users on license, create policies and roll them out to selected devices, settings access management, etc.
User management	No	Yes	Yes	
Detailed client access controls and advanced client settings	No	Yes	Yes	
Mass deployment (MSI, Android Host)	No	No	Yes	
Teamwork and Reporting				
Service case management and live session handover	No	Yes	Yes	For remote support where the remote computer can raise a service request and the same is assigned to the administrator.
User connection reporting	No	Yes	Yes	<ol style="list-style-type: none"> Connection reports: Whether Windows, Mac, or Linux, browser-based or from a smartphone, all connections made by your support team are automatically logged. Billing: Use these reports as the basis for your invoicing. Real-time session notes: Maintain a protocol or note something during a remote control session. Customer satisfaction form: Measure customer satisfaction and automatically request a voluntary written evaluation directly following a remote support session.*
Device connection reporting	No	No	Yes	View all inbound connections at a glance within the Management Console to quickly know who has been connecting to your devices.