



TeamViewer ONE

Our partner's fast track to
incremental revenue growth.

Dear Partners,

IT has issues. It's 2026. IT should be proactive, not reactive. TeamViewer ONE automates IT to get ahead.

Equip your network to move customers **from reactive, ticket-driven support to proactive IT management** with TeamViewer ONE. The platform unifies remote access, intelligent automation, experience monitoring, and endpoint management. So issues are spotted and fixed before they become tickets, tool sprawl is reduced, and hybrid environments stay productive.

Who it's for

TeamViewer ONE fits **lean IT teams in SMB and mid-market accounts** that want one platform instead of multiple

point tools. It's ideal for hybrid, distributed workforces that need secure remote support and consistent device performance, typically starting at 100 managed endpoints and scaling to several thousand.

Why TeamViewer ONE is right for your end-customers

TeamViewer ONE is the **single-pane-of-glass that consolidates core IT capabilities** into one single platform, shortens time to value, and creates room for recurring services. ONE differentiates your customer's portfolio beyond remote-only tools and aligns perfectly with today's customer needs for visibility, automation, and reliability.

What customers will deliver with TeamViewer ONE

Simpler daily work — remote support, monitoring, asset management, and patching in one place to reduce tool sprawl.

Proactive operations — real-time visibility and automation help teams fix issues before productivity is disrupted.

Faster resolution — in-product ticketing, one-click remote access, and scripted actions speed every step of support.

Better employee experience — continuous monitoring and proactive remediation keep people productive and systems stable.

Easy scale — automate tasks and policies across environments from roughly one hundred up to several thousand endpoints.

Channel plays you can drive

- **Tool consolidation** – replace fragmented point solutions with the TeamViewer ONE platform to increase deal value.
- **Proactive IT** – lead with visibility, AI automation, and digital experience outcomes to enable IT teams to focus on the work that really matters.
- **Proven DEX leadership** – Built on TeamViewer DEX, recognized by Gartner® as a Leader in the Magic Quadrant for DEX Management Tools.

Understand your customers and ask them the right questions

- **How do you manage endpoints today?** Proactive management or mostly ad-hoc remote help when issues are reported ("firefighting")?
- **How many endpoints are you managing now**, and how do you expect that to change over the next 12–18 months?
- **How much time does your team spend** on manual tasks like troubleshooting, updates, and patching each week?
- **How confident are you in your**

visibility into device health and performance across the environment?

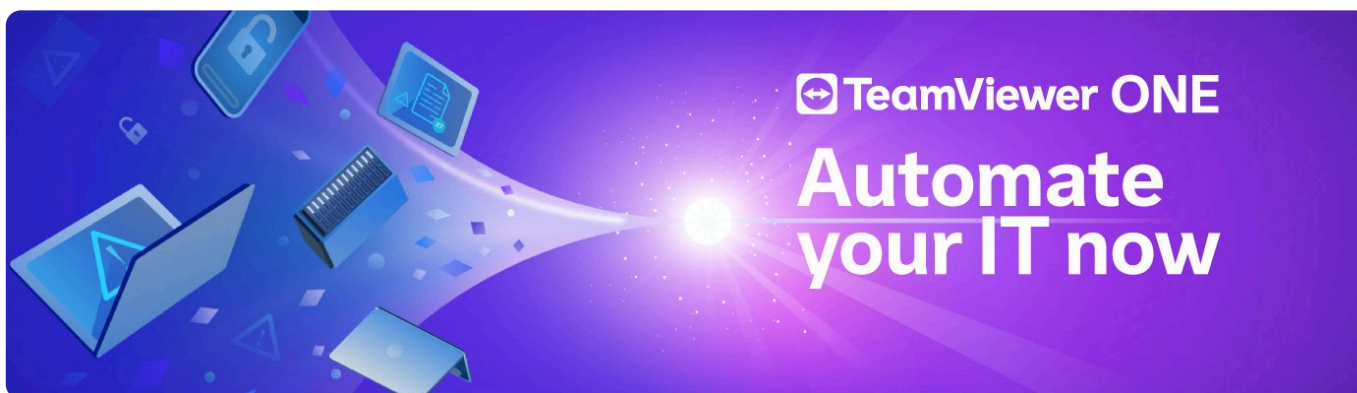
- **How important is fixing issues once and forever** compared with reacting to IT issues that come up again and again?

Packaging and licensing

TeamViewer ONE comes in two tiers: **Standard** and **Advanced**

Our endpoint-based pricing with a 100-endpoint minimum, includes **unlimited technicians and channels**, and offers volume discounts.

→ **Check out all included features** on the [product description page](#).



Questions

Frequently asked questions

- **“Isn’t this just remote access?”**

No. TeamViewer ONE is a full IT management platform. It combines secure remote support with **monitoring, asset and patch management, AI-powered insights, and digital employee experience** capabilities, giving customers far more than a typical remote-only tool.

- **“Is it secure?”**

Yes. TeamViewer ONE includes enterprise-grade safeguards such as **AES-256 encryption, role-based access control, two-factor authentication**, session recording, and SSO/OAuth options, all without requiring a VPN.

- **“Does it really improve ROI?”**

Absolutely. Automation, AI-powered insights, and unified workflows

significantly reduce manual work, accelerate troubleshooting, and **free up hours of technician time** each week.

- **“Will it scale as my customers grow?”**

Yes. The platform’s SaaS architecture and edge-native actions support large deployments, while typical rollouts scale smoothly **from around 100 to several thousand endpoints**.

Ready to get started with TeamViewer ONE?

→ [Visit our Partner Portal](#) for ready-to-use campaign assets

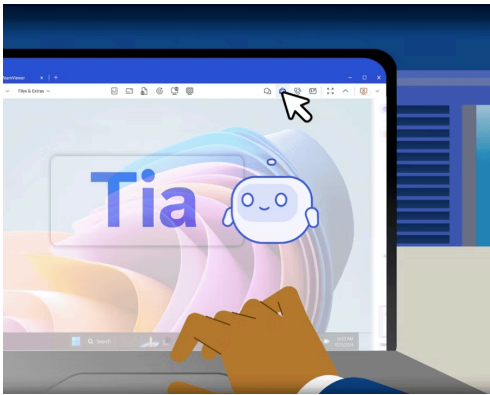
Core capabilities

of TeamViewer ONE
Standard and Advanced.



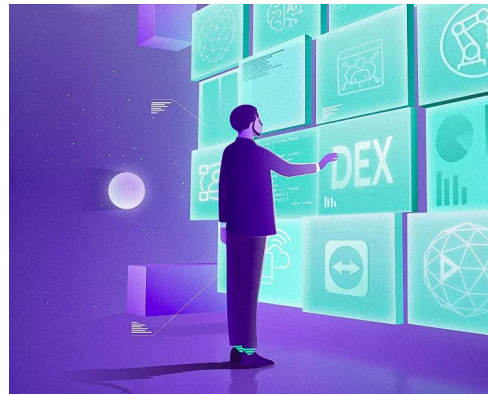
Core capabilities TeamViewer ONE delivers

TeamViewer ONE brings **remote access, AI automation, digital experience monitoring, and endpoint management** together in a single platform. It helps IT teams fix issues before they become tickets, reduce tool sprawl, and keep workforces productive.



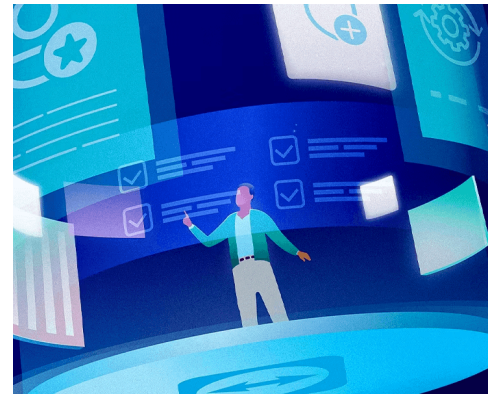
TeamViewer AI

Enhance every stage of the IT support process with real-time assistance. Troubleshooting via natural language chat, generates structured, compliant session documentation automatically, and transforms insights into knowledge that enables teams to cut down manual effort with **~50% faster mean time to resolution.**



Digital employee experience (DEX) monitoring

The platform **monitors the performance and health of devices, applications, and networks** around the clock. It detects problems early and can automatically repair issues before employees experience disruptions, ensuring stable and reliable work environments.



Unified device and asset management

All hardware, software, and connected devices are visible and manageable from one central console. This makes planning, **policy enforcement, security management, and rollouts** simple and scalable, even as organizations grow.



Comprehensive remote access and support

TeamViewer ONE provides **secure, real-time remote connectivity for all major operating systems.** Technicians can troubleshoot, maintain, and update devices without being on site, ensuring fast problem resolution for office-based, hybrid, and fully remote employees.



Get started with TeamViewer ONE

Check out our resources below:

- **Get all marketing assets** from the [Partner Portal](#)
- **Check out all features** on the [product description page](#)
- **Learn more** about the ONE platform [on our website](#)
- **Take the product tour** to see how TeamViewer ONE works
- **Dive deeper** into TeamViewer one in our [demo environment](#)