TeamViewer

Centralized Remote Connectivity for State & Local Government

State and local governments have a vast array of services they need to support their constituents with. In this brief, you'll learn how centralized remote IT connectivity helps you manage and maintain all of these critical services—without requiring additional staff or infrastructure.

TeamViewer Tensor is a remote connectivity platform well suited for state and local governments. Powered by the world's largest remote connectivity infrastructure, TeamViewer provides centralized access and control for all the applications, systems, and devices that keep government services running smoothly.

In government ecosystems, the ability to instantly remote in and fix issues can be the difference between on-time public transit or waste disposal, or frustrating and costly delays—reliable emergency dispatch and traffic infrastructure, or problematic inefficiencies.

Remote connectivity helps state and local governments respond quickly across all essential services, even when it's not feasible to send someone in person.

Give your team **instant connectivity to all the critical services** necessary to run state and local government—from any platform, device, or location.

Fire
Protection

Waste
Disposal

Parks &
Recreation

TeamViewer Tensor
Centralized Remote
Connectivity

Libraries

Public Transit
& Roads

Animal Control

Remote Connectivity Supports the ecosystem of State and Local government services.

With TeamViewer Tensor, authorized users can access and control servers, POS machines, digital signage, and edge devices that people rely on to live, move, work, and come together. This can drastically reduce downtime and travel costs, allowing government teams to devote onsite visits to only the most critical issues.

Speaking of a more productive workforce, TeamViewer gives authorized employees full remote access to their work desktop, network, files, and government applications, right from their mobile devices or laptops. Should issues arise at home, in office, or on the go, employees can quickly receive remote IT support to minimize the disruption.

Adhere to the highest **security standards**

- ✓ RSA 4096 private/public key exchange
- ✓ 256-bit AES session encoding
- ✓ SOC2 certified and compliant

- ✓ SO 27001 certification
- ✓ HIPAA compliant
- ✓ https/SSL protocol

At TeamViewer, **security always comes first**

Protection from brute force attacks
Automatically safeguard against this common attack method used against state and local governments. With enforced password reset, TeamViewer increases the time between failed login attempts, and resets only when the correct password is entered.

Dynamic passwords
Create a policy that auto-generates new dynamic session passwords after every TeamViewer service restart or individual session.

Two-factor authentication
Add another layer of authentication requiring a unique code generated each time by an algorithm and supplied from a mobile device.

Conditional Access
Control all incoming and outgoing remote support connections to mitigate risks, boost efficiency, and increase overall IT security.

Encryption
Protect all TeamViewer interactions —including file transfers, VPN, chat, remote access, and more—with 256-bit end-to-end session encryption and a 4096-bit RSA public/private key exchange.

Secure remote password protocol (SRP)
Ensure that passwords are never sent over the internet, even when encrypted, while maintaining optimal protection from outside access. All passwords also receive backend encryption for another layer of protection.

Robust protection for constituents, employees, and infrastructure

Single Sign-On (SSO)

Limit access to user accounts with city or state emails only and provide IT more control over provisioning and deactivation of user accounts.

- ✓ **Centralize password control** so IT doesn't have to handle every password-reset request
- ✓ **Automatically apply password policies** to every authorized user
- ✓ **Enable remote login** for employees using SSO credentials

Multitenancy

Always have a detailed overview of existing licenses throughout the platform, while offering secure and scalable support experiences for employees and associated business units.

- ✓ **Track, monitor and control license usage** across central and remote organizational units.
- ✓ **Scale support experiences** without inflating cost
- ✓ **Prevent over- and under-use of Tensor licenses**
- ✓ **Easily group users and devices** based on specific requirements

Conditional Access

Maintain enterprise-wide oversight and centralized control of all TeamViewer connections with a dedicated conditional access rule-based router, fully maintained in a private cloud by TeamViewer.

- ✓ **Assign user and device permissions** for remote access, remote control, file transfer, and TeamViewer Assist AR
- ✓ **Configure rules at the account, group, or device level,** with support for Active Directory Groups
- ✓ **Provision and schedule remote access permissions** with expiry dates and times for third-party vendors, contractors, or temporary employees
- ✓ **Block all incoming and outgoing connections** from unauthorized TeamViewer accounts and free users

Automate user life cycle management for TeamViewer Tensor users. Organize users into groups to apply bulk changes in permissions while eliminating repetitive, manual tasks.

✓ **Spend less time** creating, updating, and deleting users
✓ **Organize users into groups** for easier administration
✓ **Move users between groups** for role or department changes
✓ **Filter user groups** based on various roles for more efficient user management

User group and roles

Built-in reporting log captures all remote session activities and management console actions: who did what, when, and for how long for every incoming and outgoing connection. Designated IT admins can only view these audit logs with appropriate user permissions.

✓ **Decide if activity log for remote sessions and management console is needed or not**
✓ **Assign specific user permissions** authorizing access to view reports
✓ **Maintain accountability** and provide precise billing for services
✓ **Track customer satisfaction** with session comments and customer feedback forms to improve services
✓ **Cut costs by** eliminating the need for third-party logging tools

Auditability

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.

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