TeamViewer Remote Support for IBM MaaS360 with Watson

Support efficient cognitive unified endpoint management with remote device views and control

Highlights

- Connect in seconds to obtain real-world over-the-air (OTA) device views and perform remote control functions
- Provide rapid IT support for devices across Apple iOS, Google Android and Microsoft Windows platforms
- Conduct remote device configurations, provisioning and remediation of connectivity issues
- Reduce the volume of IT help desk calls and email inquiries to support
- Increase productivity for IT administrators and end users

Providing IT support for mobile devices can be time-consuming and frustrating for both the IT team and end users. Whether the two parties are located in different offices or different countries, in-person support can be impractical or impossible. Even emailed instructions and help desk coaching can be confusing. The end user may not understand the problem or how to resolve it, and the administrator has no ability to control the device to support them.

Whether the end user needs assistance resetting a password, accessing an application, or bringing their device back into compliance, if they can't access the work tools they need, their productivity suffers. A lack of visibility into what the end user is seeing can be equally destructive to productivity for IT.

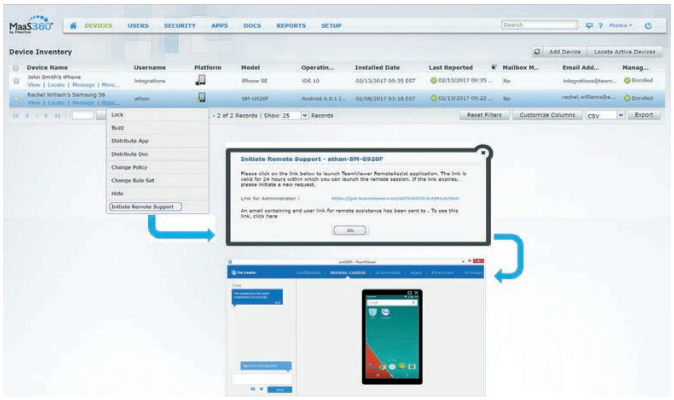
TeamViewer Remote Support for IBM® MaaS360® with Watson® enables IT to remotely view end users' iOS and Android mobile devices and Windows laptops and desktops exactly as if they were seeing the device interface in person. With these real-world views, IT can quickly change or guide the user to change settings, add applications or remediate connectivity issues to get employees back to their jobs as quickly as possible. This solution works in tandem with the robust capabilities of MaaS360 cognitive unified endpoint management (UEM) and can help organizations lower the costs of downtime and IT support while increasing efficiencies across the enterprise.

To use TeamViewer Remote Support for MaaS360 with Watson, organizations must have a MaaS360 subscription. Those that already have a subscription to the MaaS360 UEM platform are a step ahead in the struggle to maintain control over disparate endpoint and mobile devices. This is significant, because in a recent study, 63 percent of IT and application security practitioners surveyed said they lacked confidence in their organization's ability to keep track of all the mobile applications that their employees use.[1]

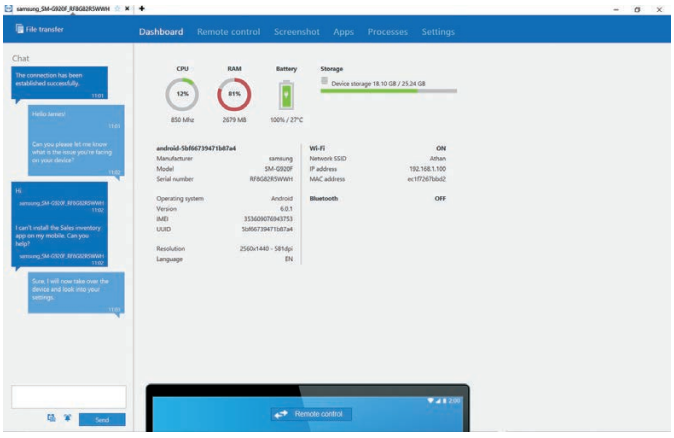
MaaS360 users can leverage its numerous UEM features—including centralized management and monitoring and strong security controls across users, devices, applications and content—to support smartphone, tablet, laptop and Internet of Things (IoT) deployments. OTA configuration capabilities enable administrators to provide the profiles, credentials and settings employees need from anywhere. MaaS360 capabilities include:

- Quick OTA enrollment of endpoints and mobile devices
- Setup for email, contacts, calendar, and virtual private network and Wi-Fi profiles
- Providing access to corporate documents and content, including internal and public applications
- Approval or quarantine of new mobile devices that access the network
- Restricting access to applications and features such as screen capture and cloud backup
- Enablement of device sharing and kiosk mode features

With TeamViewer Remote Support for MaaS360 with Watson, IT can leverage all those capabilities, connect to a remote device in seconds, gain full visibility into the end user's interface, and use remote control capabilities to resolve issues.



End users can initiate remote support assistance with a single click after receiving a request from an IT administrator.



The administrator dashboard provides device details such as hardware and network properties, and enables remote view/control capabilities, chat capabilities, and file transfer capabilities with end users for real-time communication.

Gain full visibility into end-user devices

TeamViewer Remote Support for MaaS360 with Watson can be used to visualize the problem being experienced by end users and provide them with remote guidance. Sometimes the administrator will demonstrate the functionality of an application, but most commonly, the solution is used to provide IT support directly onto a device for troubleshooting and required changes, such as:

- Configuring security policies
- Dragging-and-dropping applications or retrieving application data
- Performing functions required to bring a device back into compliance

Within TeamViewer, administrators and end users can send instant messages to each other. If needed, administrators can also record the remote session as it occurs within the application or transfer files to the end user as needed.

Count on robust remote device security

MaaS360 includes a range of enterprise-grade endpoint security features, including content containment, identity management, threat management and cloud security. TeamViewer security features include:

- 2048 RSA private/public key exchange and AES (256 bit) session encryption, including full client-to-data encryption
- Access protection via a unique session code for every remote session
- New device confirmation at sign-in via a trusted devices list

Discover what a cognitive approach can do for unified endpoint management.

Getting started with TeamViewer Remote Support for MaaS360 with Watson

1. Obtain a MaaS360 subscription
2. Create a TeamViewer profile on TeamViewer.com
3. Activate TeamViewer on MaaS360
4. Download TeamViewer for Remote Support
5. Select an endpoint from the device inventory in MaaS360
6. TeamViewer will send a request for remote connectivity to the end user via MaaS360
7. The end user can accept the request by clicking a link on the device (new users will need to download the TeamViewer application first)
8. Within seconds, the TeamViewer Remote Support for MaaS360 with Watson interface launches on the end user's device
9. The IT administrator then has a complete view of the connected device's interface for full remote control capabilities

Why IBM?

Thousands of organizations of all sizes across all industries trust MaaS360 as the foundation for their digital transformation with mobile. With IBM Watson, MaaS360 delivers cognitive UEM with strong security controls across users, devices, applications and content to support any endpoint or mobile deployment. With TeamViewer Remote Support for MaaS360 with Watson, organizations can obtain the real-world device views they need to increase productivity and reduce the costs of IT support and employee downtime.

For more information

To learn more about TeamViewer Remote Support for MaaS360 with Watson, please contact your IBM representative or IBM Business Partner, or visit: **ibm.com**/maas360

Additionally, IBM Global Financing provides numerous payment options to help you acquire the technology you need to grow your business. We provide full lifecycle management of IT products and services, from acquisition to disposition. For more information, visit: **ibm.com**/financing

[1] Larry Ponemon and Neil Jones, "10 Key Findings From the Ponemon Institute's Mobile & IoT Application Security Testing Study," *IBM SecurityIntelligence*, January 2017. https://securityintelligence.com/10-key-findings-from-the-ponemon-institutes-mobile-iot-application-security-testing-study/

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