



TeamViewer Business

Reviews, tips, and advice from real users



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Contents

Product Recap..... 3 - 4

Valuable Features..... 5 - 9

Other Solutions Considered..... 10 - 12

ROI..... 13 - 17

Use Case..... 18 - 19

Setup..... 20 - 22

Customer Service and Support..... 23 - 25

Other Advice..... 26 - 28

Trends..... 29 - 30

About PeerSpot..... 31 - 32

Product Recap



TeamViewer Business

TeamViewer Business Recap

TeamViewer Business offers seamless remote access with its cross-platform compatibility, robust security features, and user-friendly interface, making it ideal for technical support and remote collaboration in distributed environments.

TeamViewer Business is a powerful tool for remote access and technical support, valued for its ability to bypass firewalls and swift connections. It supports multiple operating systems like Windows, Mac, and Linux, facilitating access to servers and end-user machines. The tool is vital for help desks and IT departments, enabling technicians to control computers for troubleshooting, software installations, upgrades, and employee training. Although there are challenges with integration, backward compatibility, and stability with iOS devices, its efficient performance and remote control capabilities simplify tasks, especially for non-technical users.

What are the key features of TeamViewer Business?

- **Firewall Bypass:** Connects seamlessly without firewall restrictions.
- **Cross-Platform Compatibility:** Works on Windows, Mac, and Linux.
- **User-Friendly Interface:** Simplifies remote access and control.
- **File Transfer and Chat:** Facilitates easy communication and data exchange.
- **Remote Reboot:** Enables restarting devices without physical access.

What benefits and ROI should users consider?

- **Enhanced Collaboration:** Facilitates easy screen sharing and administrative controls for teamwork.
- **Efficient Performance:** Provides swift connections and robust remote control capabilities.
- **Security:** Offers strong protection features for safe remote access.
- **Ease of Use:** Designed for both technical and non-technical users, streamlining operations.

In various industries, TeamViewer Business plays a crucial role in managing distributed environments. It's essential for help desks handling remote problem-solving and employee training. Its ability to bypass firewalls and support cross-platform compatibility makes it a preferred choice for organizations needing to control devices across operating systems, simplifying IT management and technical support.

Valuable Features

Excerpts from real customer reviews on PeerSpot:



“The most valuable feature of the solution is that it is very fast. The file transfer from remote machines to my machine or from my machine to the remote machine works well.”



Brynmor Hartze

Owner at Neocreed IT



“I find the mouse control and the ability to click for them very effective. I can move the mouse and click on buttons as if sitting at their computer. These are the basic features I use most often in the solution. There are trickier features that I don't use much because I don't need them frequently. Overall, it's a great tool for helping others with their computer issues without traveling to their location or another building.”



Bernhard Brandel

CISO at Katholische Universität Eichstätt-Ingolstadt



“The product allows easy access to any system in case of any issues.”



Heiko Humpert

Quality manager at Viega GmbH & Co. KG



“It is easy to use and has a pretty good UI.”



GouravSuri

Software Engineer (L4) at Uber



“It's very easy to set up.”



Darshan Makhecha

Sr Sales Engineer at a manufacturing company with 10,001+ employees



“The quality of the call and the quality of the sharing have been excellent.”



Kotayba Bouzian

Founder, VP at Digital Age Blog



“Getting started with TeamViewer was easy, with a very straightforward usage”



ClementYUNES

Freelancer at Freelance

What users had to say about valuable features:

“At the time when I used TeamViewer, it was considered a reference. It was a freemium version. So, getting started with it was easy, with a very straightforward usage, in my opinion. I also felt that the product had good security features, giving me a sense of security..”

ClementYUNES

Freelancer at Freelance

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“The most valuable feature of the solution is that it is very fast. The file transfer from remote machines to my machine or from my machine to the remote machine works well. One of the other features is the tool's ability to prevent the remote endpoint from being used by the user while I am connected to their machine. There is a feature that basically turns off the endpoint of the end users while TeamViewer is open..”

Brynmor Hartze

Owner at Neocreed IT

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“The most valuable features of TeamViewer are the ease of connecting to remote computers. I do not need a lot of information about their computers to connect, a nontechnical person can give me the information needed for me to connect. Additionally, the solution does not gather other system information about the host or client's systems as other solutions might, such as AnyDesk..”

Mohammad Yasin

IT and Procurement Executive at iris communications

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“Without going to the actual user or colleague, I can access his screen. This is the value of the solution for me.

It is quite simple to set up.

It is stable. .”

Erkan Varol

SAP manager at Ankutsan

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“The solution is user-friendly and very flexible.

The solution works well and meets my expectations in terms of usage.

It's very easy to set up.

The solution has a free service tier. .”

Darshan Makhecha

Sr Sales Engineer at a manufacturing company with 10,001+ employees

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“TeamViewer is very easy to use, and I use it in a professional manner to assist colleagues at the university remotely. It's a good product for helping others, especially with user problems, installation issues, or other tasks.

It's not my primary role, but sometimes, when someone has user issues with their computer, I assist them remotely. Even though I don't work at the service desk, I help with security and other problems using the tool.

I find the mouse control and the ability to click for them very effective. I can move the mouse and click on buttons as if sitting at their computer. These are the basic features I use most often in the solution. There are trickier features that I don't use much because I don't need them frequently. Overall, it's a great tool for helping others with their computer issues without traveling to their location or another building.

It saves time because I can guide someone by saying, "Go to the third option in the menu on the right," and then click on it. I can see their screen and guide them through the steps, watching the mouse move and seeing everything that happens on their computer..”

Bernhard Brandel

CISO at Katholische Universität Eichstätt-Ingolstadt

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Other Solutions Considered

“I previously used the Microsoft Windows Remote Desktop application, but it's complicated to use. The setup and configuration of the solution are difficult, you need the client to have some technical knowledge to be able to use it. TeamViewer was better..”

Mohammad Yasin

IT and Procurement Executive at iris communications

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“We use the solution once in a while. It's not something I use on a daily because we have other tools like Zoom or like Google Meet.

We don't really use any other remote access products..”

Mary Kambo

Penetration tester at KNBS (Kenya National Bureau of Statistics)

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“I have worked with AnyDesk. Compared to TeamViewer, AnyDesk is slower and is not as user-friendly. The file transfer support is not great in AnyDesk. With TeamViewer, you can actually use drag-and-drop features, which are not present in AnyDesk. TeamViewer is more expensive than AnyDesk. AnyDesk is definitely more affordable than TeamViewer..”

Brynmor Hartze

Owner at Neocreed IT

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“I evaluated VMware Workspace ONE before choosing TeamViewer. However, our company uses both for different purposes. We use VMware Workspace ONE for accessing company assets and we use TeamViewer to support some clients in some projects..”

Reviewer97120

Global Partner Service Practice at a tech vendor with 10,001+ employees

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“We have looked at several other options in the past (e.g., VNC, Webex, and GoToMeeting) before taking on TeamViewer. A lot of them were just way too expensive. We are a small nonprofit organization, so pricey was not something we could look at. The fact that TeamViewer was cost-effective was a big sell for us. The fact that it supports many platforms was also attractive..”

StephenDay

IT Director at a healthcare company with 51-200 employees

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“The remote connection process has been one of the easiest of all the different programs that we have used. We have used LogMeIn and ShareConnect. There was another one back in the very early days. This solution has been the easiest process to connect into. Comparatively, TeamViewer is much easier to deploy, easier to use, and adopt than LogMeIn or ShareConnect..”

ChuckBeasley

Maintenance Supervisor at Atlanta Metropolitan State College

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ROI

Real user quotes about their ROI:

“We have solved a lot using TeamViewer. While I cannot quantify this in money, without TeamViewer, we would need to call everybody and work with 1,000 clients blindly.

It is worth the money that you pay for it..”

Felician (Felix)Farcutiu

Technical Support for Commercial Theater Division at a media company with 51-200 employees

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“Over the past six months, we have probably saved several thousand dollars just in the cost of either my boss or me having to go up there. We can make sure stuff is turned off and on where somebody might have left something on or off, saving on the utility cost for the college..”

ChuckBeasley

Maintenance Supervisor at Atlanta Metropolitan State College


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“I have definitely seen some time-saving benefits from using the tool. It is so easy to use and very fast, making it my go-to remote application.

For argument's sake, before having TeamViewer, I literally used to spend four days of the week on-site with clients. Now, I only go on-site twice or thrice a month..”

Brynmor Hartze

Owner at Neocreed IT

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“We haven't seen ROI. We're using it strictly for IT and technical, internal use.

I do use it a lot for remote accessing of my computer at work. I don't have to do anything, such as turn my work computer on. It just logs right in and I can start using it. I can also log in to other peoples' computers. All you have to do is hit a button and say, "Yes, allow me in." It makes it so simple to connect. It's worth the money, even though it's a little bit expensive..”

Verified user

GIS Developer at a transportation company with 11-50 employees

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“We did some rough ROI estimates years ago. The solution has proven itself. We would not want to do the job without it. When I first started the organization, I had to drive out for an hour to a remote office and do some support. It was very time-consuming. You just wasted time doing that kind of stuff. Now, you can just connect and help them. They are happier because you can give them quick turnaround resolution. They don't have to wait for you to schedule time to come out there. So, it's very beneficial and time effective on how we are able to provide quick support. We've quadrupled our effectiveness as an IT support because we have cut down on unnecessary travel time, even between floors..”

StephenDay

IT Director at a healthcare company with 51-200 employees

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“I don't really have a firm answer for how many end-users can now be supported with one support person, versus how many could be supported in the past. We didn't really have a pre-existing field support organization. But it's very clear that by using TeamViewer and not needing to go do field views visits, that we're a million times more productive. The eight hours of travel that might've been part of a field visit to go help one customer now become eight productive hours that you can be helping other customers or doing other things.

A lot of the TeamViewer stuff is done by people who do technical support for sales or technical support for core development. If they can quickly pop into a user's computer, check something out, fix something for them, and go back to their work, they get a lot more development work done than if they have to get in a car and drive somewhere or get on a plane and fly somewhere to do that same look at the client's setup and what needs to be fixed.

If you take a \$100,000-a-year employee and enable him to spend 20 minutes per service call instead of eight hours per service call, that's a pretty darn impressive return.

TeamViewer is a great value. We obviously wish it was less expensive because we want everything to be free all the time. But we do recognize that sometimes you have to pay for things, just like we try to convince our clients that they should pay for our software.

TeamViewer is \$600 or \$700 per port per year, which we find that to be just fine. If we paid \$100 per port per year we'd be happier, but we're very happy with the quality of the service and the capabilities that gives us. So it's been a great value for us.

I could go look up how many TeamViewer sessions we do per year, how many where we couldn't get the information through some other method, but that's where it becomes complicated to say specifically what the ROI is.

It's clear that it's a valuable product.

It's probably not valuable for everyone because there might be people who've got devices or systems where they have to hear it or smell it running to be able to diagnose what's going on. That's not really TeamViewer's strength. Its strength is getting visibility into a remote desktop, at least as far as we know, so that you can diagnose and treat a computer issue..”

JeffreyUrdan

CFO/COO at swyMed Incorporated

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Use Case

“I use the solution in my company for the remote access it offers to computers. The tool is used to connect to our clients' desktops and offer remote support..”

Brynmor Hartze


Owner at Neocreed IT

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“TeamViewer is used to access computers remotely. I used it to fix computers if customers have technical issues. For example, if software or printers are not working correctly. Additionally, I can give demonstrations to customers on how to operate any application..”

Mohammad Yasin

IT and Procurement Executive at iris communications

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“In my personal use case, I connected my system with the computer diagnostic center. There were some software updates and there were some temp file issues that I dealt with and I would troubleshoot using TeamViewer..”

Darshan Makhecha

Sr Sales Engineer at a manufacturing company with 10,001+ employees

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“We are a digital marketing agency. If we need access to something in the Business Manager or in a Google Ad account, we can guide the client to do it, or we can control the screen from where we are to create something on the Business Manager or to edit something..”

Kotayba Bouzian

Founder, VP at Digital Age Blog


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“TeamViewer allows the capture of the screens of the colleagues on the network.

For example, when the user works with his screen for a process and encounters a problem, he informs us or reaches out on WhatsApp. We get control of his screen and try to understand the problem and then try to solve the problem..”

Erkan Varol

SAP manager at Ankutsan


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“Most of the time, I use TeamViewer. There was some remote work to be done at the time.

We use TeamViewer for remote access. The login uses a key to gain remote control of someone else's desktop..”

Verified user

Software Test Engineer at a tech services company with 1,001-5,000 employees

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Setup

The setup process involves configuring and preparing the product or service for use, which may include tasks such as installation, account creation, initial configuration, and troubleshooting any issues that may arise. Below you can find real user quotes about the setup process.

“The initial setup is straightforward and only took about five to ten minutes. On a scale of one to five, one being the worst and five being the best, I would give the setup process a five. .”

Teodora Naydenova

Head of Repair Sector at a tech services company with 201-500 employees

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“The solution is very simple to implement. In ten minutes I can have everything up and running.

In terms of ease of setup, I would rate it four out of five. .”

Kotayba Bouzian

Founder, VP at Digital Age Blog

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“The initial setup is very straightforward. The instructions related to the implementation are straightforward.

The installation itself is also fast. It only takes two to three minutes..”

Pol-Balaguer


VS at Netplay Inc

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“The initial setup of TeamViewer is easy, but there are some complicated settings that could be made easier. It is easy to download and I can share the link with a client to download and install it. Once installed, they only need to give me the ID and password to their TeamViewer and then I can connect..”

Mohammad Yasin

IT and Procurement Executive at iris communications

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“The solution is easy to set up and quick to deploy. You can have it up and running in one day.

We have three to five people in the IT department that can handle deployment and maintenance tasks. They are IT technicians..”

Erkan Varol

SAP manager at Ankutsan

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“The product's deployment phase is straightforward. The tool's deployment is one of the easiest. It is basically just a matter of sending a link to a client to download because there are options, and depending on what link you give them, they can either install it or use the portable version. It is very easy to get the tool up and running on the remote machine..”

Brynmor Hartze

Owner at Neocreed IT

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Customer Service and Support

“We've never actually reached out the technical support. I can't speak to their level of helpfulness or responsiveness when it comes to troubleshooting issues. .”

Devanand PR

IT Support Executive at a healthcare company with 51-200 employees

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“I used them once when I was trying to get my prescription renewed. Before TeamViewer, they had Blizz. When they phased Blizz out to something else, there was an issue in transferring or going from one subscription to another, but we got through it..”

George-Smith

Chief Building Inspector at a government with 201-500 employees

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“Their support has always been good. Over the years, there have been things where I had a question come up or deployments. Their support has been spot on. With TeamViewer, we don't get the lag time with responses from their support. They have support in our time zone. Their sales office is in Florida now. For two years, the support has had pretty good turnaround times. They're very friendly, supportive, and responsive. They do a great job..”

StephenDay

IT Director at a healthcare company with 51-200 employees


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“I'm currently using TeamViewer on a daily basis but I never had issues with TeamViewer. Since I'm a senior level IT professional, when there is a problem with TeamViewer in my company, my colleagues usually escalate it to me.

Also, we acquired TeamViewer from a third-party, so we do not have direct access to TeamViewer's technical support. .”

Samuel Mathabe

IT Supervisor at a financial services firm with 1-10 employees

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“We've used technical support once or twice. I have faced issues with the TeamViewer application. I have tried contacting the technical support, however, on the first attempt, I didn't get any response so I had to call and call them again. They said that there have been some errors going on with their server and they were affected at that time. They have increased rates. For most users, it means, hopefully, that they have to get more technical support. Their support team might also be increased..”

VamsiKrishna2

Software Trainee at Eidiko

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“We called the support only one time. That was just to make sure we were doing something right, and we were.

On a scale of one to 10, with 10 being the highest, the technical support was easily a 10. This is based on their responsiveness and helpfulness. We were on hold with them for just a couple of minutes, then the technician that we talked to was very helpful. We didn't have to go back and forth, checking on him a bunch. He was able to answer all our questions. He called my boss back the next day to make sure there were not other issues and everything was working..”

ChuckBeasley

Maintenance Supervisor at Atlanta Metropolitan State College

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Other Advice

“TeamViewer is a good system for organizations in general – depending on their customer needs. Users, however, can customize it to what works best for them.

I'd rate the solution eight out of ten. .”

Mary Kambo

Penetration tester at KNBS (Kenya National Bureau of Statistics)

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“We are customers and end-users.

I'm not sure which version of the solution we're using.

I would recommend the solution to others to use. I'd rate it nine out of ten. .”

Kotayba Bouzian

Founder, VP at Digital Age Blog

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“I would recommend you try TeamViewer; it is one of the leading solutions in this space. Overall, I would rate the solution a seven out of ten, maybe because it's not a new player in the field, in terms of usability or user interface, there are more modern and user-friendly options available in the market. TeamViewer has a legacy and may not be using the latest UI trends. .”

ClementYUNES

Freelancer at Freelance

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“I am a customer and end-user.

I’m not 100% sure which version of the solution we’re on.

The solution is mostly on-premises. However, we do use it on the cloud as well.

I’d advise users to go for it and try it out. It saves time for IT, allowing them to remote in from wherever they are. They don’t have to come to you. It makes troubleshooting simple.

I would rate the solution an eight out of ten..”

Stavros Tsakmakas

Junior Middle Office Officer at a financial services firm with 501-1,000 employees

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“In terms of the product's security features, the solution allows you to have team meetings, and you can also use it for remote access and screen-sharing capabilities. TeamViewer is typically like any other team collaboration software.

I recommend the product to others since it is a good product for collaboration purposes.

There are no connectivity challenges associated with the product.

In terms of benefits, I would say that it is a good tool for collaboration, productivity, and virtual work as it saves a lot of commute time for the employees.

I rate the tool a nine out of ten..”

GouravSuri

Software Engineer (L4) at Uber

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“I am not too sure about the security features, but I do know they use an encryption layer. I have never had any security issues with TeamViewer.

The tool's integration is fairly straightforward. Initially, I used to use TeamViewer as a standalone product, but now I use it after integrating with NinjaOne. In terms of the integration, the tool is pretty straightforward and easy.

I have not dealt with AI in the tool.


I recommend the tools to others. I haven't moved from TeamViewer even though it is more expensive than the other products because it is the easiest one to use.

I have tried AnyDesk and some other solutions, but I feel that compared to TeamViewer, they were all slow.

I rate the tool a ten out of ten..”

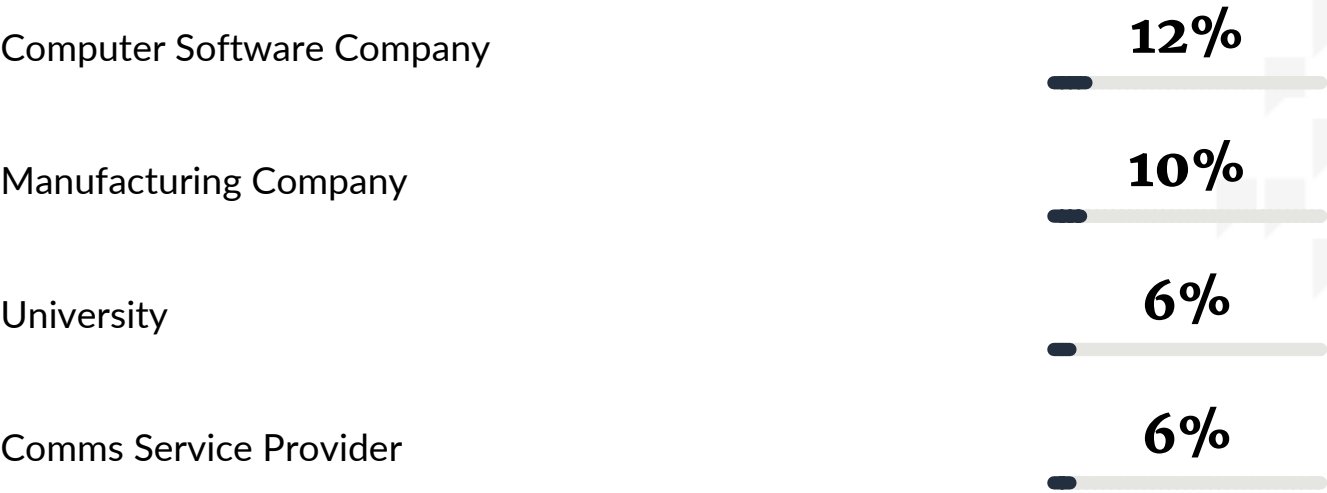
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Owner at Neocreed IT

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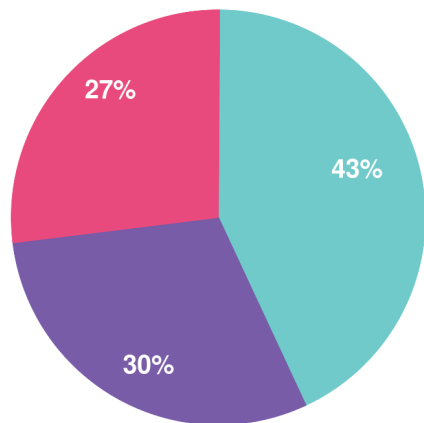
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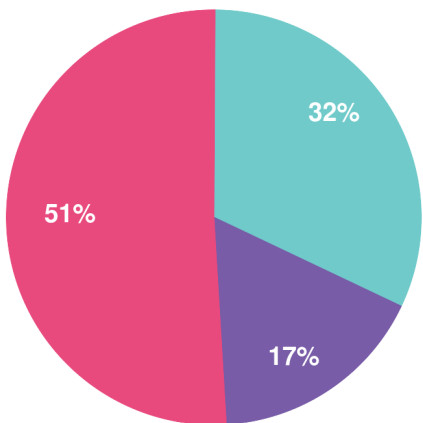


Company Size

by reviewers



by visitors reading reviews



 Large Enterprise  Midsized Enterprise  Small Business

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