



FORRESTER®

# The Total Economic Impact™ Of TeamViewer

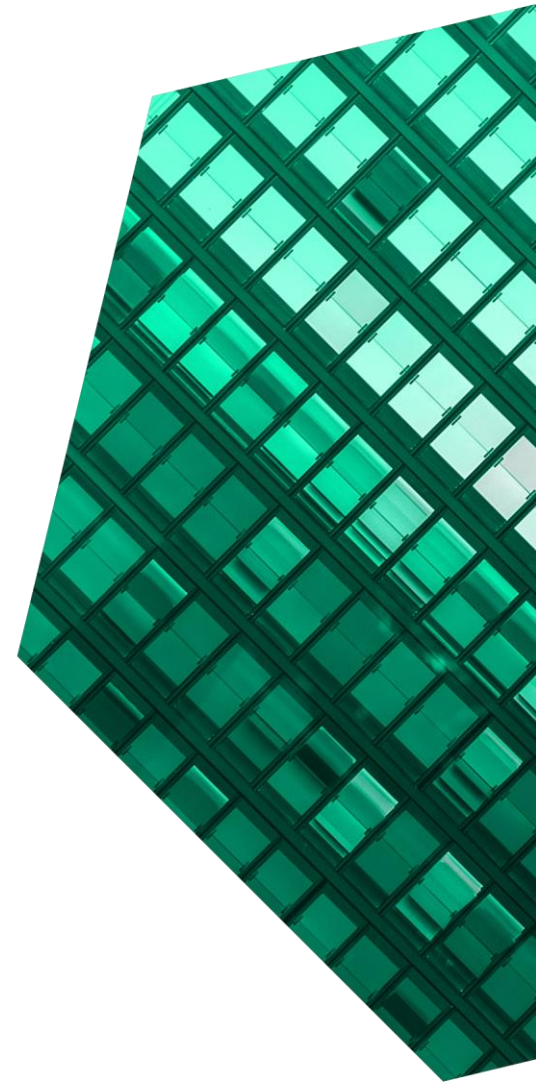
Cost Savings And Business Benefits  
Enabled By TeamViewer

OCTOBER 2021

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## ABOUT FORRESTER CONSULTING

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## Executive Summary

TeamViewer effectively enables remote work with a secure, scalable, and cloud-based remote access solution. Employees and customers can securely connect to corporate networks from anywhere in the world with TeamViewer. IT help desk teams use TeamViewer to effectively gain remote access into computers and mobile devices, allowing them to quickly resolve issues and save time and costs.

TeamViewer is a comprehensive remote access, control, and support system that allows IT teams to remotely gain access into computers and mobile devices located anywhere in the world. TeamViewer allows IT teams to connect with servers, commercial-grade machines, and internet-of-things (IoT) devices anywhere at any time. And for employees and customers, TeamViewer Tensor's remote access tools provide secure connection to corporate networks from anywhere.

TeamViewer commissioned Forrester Consulting to conduct a Total Economic Impact™ (TEI) study and examine the potential return on investment (ROI) enterprises may realize by deploying [TeamViewer](#).<sup>1</sup> The purpose of this study is to provide readers with a framework to evaluate the potential financial impact of TeamViewer on their organizations.

To better understand the benefits, costs, and risks associated with this investment, Forrester interviewed five customers with experience using TeamViewer. For the purposes of this study, Forrester aggregated the experiences of the interviewees' organizations and combined the results into a single [composite organization](#).

Prior to using TeamViewer, the IT help desks of the interviewees' organizations were inefficient and could not support a wide variety of devices. Employees waited an excessive amount of time to get IT issues resolved. The interviewed companies found it difficult to scale their remote workforce, and they found that

### KEY STATISTICS



Return on investment (ROI)

**167%**



Net present value (NPV)

**\$636K**

their security and audit controls for remote work were inadequate.

After the investment in TeamViewer, the IT help desks of the interviewees were able to resolve issues faster. Employees were able to get back to productive work more quickly. The interviewees noted that their organizations quickly scaled and shifted employees to a remote work model. And security improved, as they now had better control over the specific data and applications that groups of remote workers could access.

Reduction in time to resolve an IT help desk ticket

**+50%**

“**TeamViewer is an essential tool. We couldn't live without it.**”

— IT service desk manager, veterinary science

## KEY FINDINGS

**Quantified benefits.** Risk-adjusted present value (PV) quantified benefits include:

- **More efficient remote support of laptops and desktops, \$536K.** With TeamViewer, the composite organization's IT help desk doubled its first-call resolution rate (FCR) from 20% to 40%. The time-to-resolve a desktop or laptop issue was cut by more than 50%.
- **End user productivity enhancement of laptops and desktops, \$139K.** As the composite organization's IT help desk resolved laptop and desktop issues faster, the affected employees were able to return to their productive work more quickly. Employees' wait time was cut by 67%.
- **Enhanced remote support of mobile devices, \$50K.** With TeamViewer, the composite organization's IT help desk was able to troubleshoot mobile and tablet issues more effectively for both IOS and Android mobile devices. The average time to resolve a mobile device issue was cut by 83%.

- **End user productivity enhancement of mobile devices, \$32K.** The composite organization's IT help desk provided mobile device support to a select group of executives and sales leaders. It was critical for the executives' mobile devices to be properly working, as they needed to effectively conduct business while traveling and meeting with clients.
- **Remote support of other devices, \$55K.** The composite organization's IT help desk used TeamViewer to support a wide variety of other devices, including servers, POS terminals, medical devices, and IoT devices. With TeamViewer, the IT help desk team can remotely service the device, which reduces or even eliminates the need for the help desk worker to travel to the device's location. The average time to resolve other device issues was cut by 92%.

**Unquantified benefits.** Benefits that the interviewees' organizations experienced, but were not quantified for this study include:

- **Enabling shift to remote work.** The COVID-19 pandemic accelerated the need for interviewees' organizations to shift to a remote work business model. TeamViewer enabled them to quickly shift

large numbers of employees to working from home in a short period of time.

- **Scalability.** The interviewees found that TeamViewer easily scaled as their companies grew both organically and via acquisition.
- **Enhanced security and audit features.** TeamViewer made it easier for interviewees' IT teams to control and manage who had access to applications and data. The TeamViewer log data provided an accurate security audit trail.
- **Increased revenue.** TeamViewer made it easier and faster for the interviewees' employees and customers to access remote devices. This allowed one of the interviewees to expand their hours of operations and offer more sophisticated services, adding \$300,000 of incremental revenue per year.

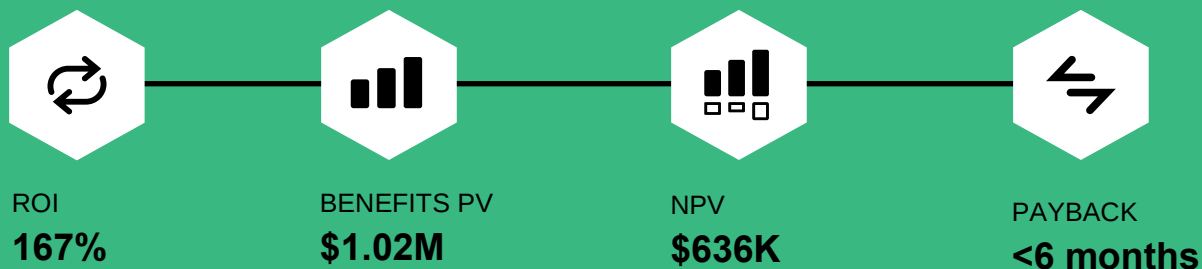
**Costs.** Risk-adjusted PV costs include:

- **TeamViewer implementation and subscription, \$388K.** The composite organization's internal IT team works in collaboration with TeamViewer to install the TeamViewer platform, and it pays an annual fee to TeamViewer based on the number of users and functionality.
- **TeamViewer training, \$19K.** The composite organization's IT help desk trains for 10 hours to learn the TeamViewer platform.

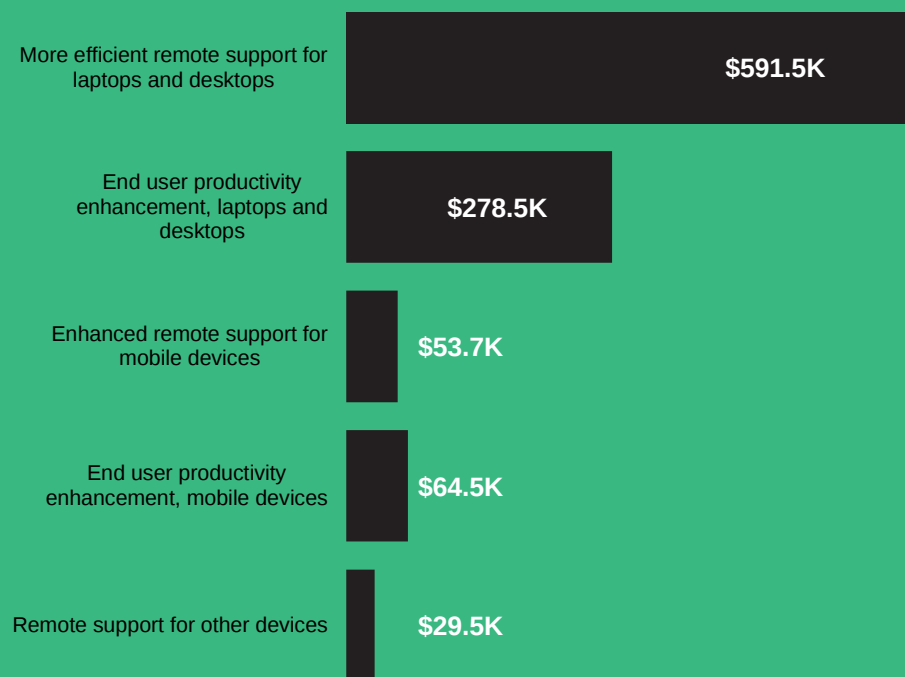
The customer interviews and financial analysis found that a composite organization experiences benefits of \$1.02M over three years versus costs of \$382K, adding up to a net present value (NPV) of \$636K and an ROI of 167%.

**“In 2020, we couldn’t have been effective without TeamViewer. It would have been impossible to support 4,000 remote users during the COVID-19 pandemic without TeamViewer. TeamViewer gave us the ability to support a global team through 2020 and address their IT application and infrastructure needs.”**

*CIO, consumer products*



### Benefits (Three-Year)



## TEI FRAMEWORK AND METHODOLOGY

From the information provided in the interviews, Forrester constructed a Total Economic Impact™ framework for those organizations considering an investment in TeamViewer.

The objective of the framework is to identify the cost, benefit, flexibility, and risk factors that affect the investment decision. Forrester took a multistep approach to evaluate the impact that TeamViewer can have on an organization.

### DISCLOSURES

Readers should be aware of the following:

This study is commissioned by TeamViewer and delivered by Forrester Consulting. It is not meant to be used as a competitive analysis.

Forrester makes no assumptions as to the potential ROI that other organizations will receive. Forrester strongly advises that readers use their own estimates within the framework provided in the study to determine the appropriateness of an investment in TeamViewer.

TeamViewer reviewed and provided feedback to Forrester, but Forrester maintains editorial control over the study and its findings and does not accept changes to the study that contradict Forrester's findings or obscure the meaning of the study.

TeamViewer provided the customer names for the interviews but did not participate in the interviews.



### DUE DILIGENCE

Interviewed TeamViewer stakeholders and Forrester analysts to gather data relative to TeamViewer.



### CUSTOMER INTERVIEWS

Interviewed five decision-makers at organizations using TeamViewer to obtain data with respect to costs, benefits, and risks.



### COMPOSITE ORGANIZATION

Designed a composite organization based on characteristics of the interviewed organizations.



### FINANCIAL MODEL FRAMEWORK

Constructed a financial model representative of the interviews using the TEI methodology and risk-adjusted the financial model based on issues and concerns of the interviewed organizations.



### CASE STUDY

Employed four fundamental elements of TEI in modeling the investment impact: benefits, costs, flexibility, and risks. Given the increasing sophistication of ROI analyses related to IT investments, Forrester's TEI methodology provides a complete picture of the total economic impact of purchase decisions. Please see Appendix A for additional information on the TEI methodology.

# The TeamViewer Customer Journey

## ■ Drivers leading to the TeamViewer investment

| Interviewed Organizations |        |                         |                        |
|---------------------------|--------|-------------------------|------------------------|
| Industry                  | Region | Interviewee             | Annual revenue (\$USD) |
| Manufacturing             | Europe | Product manager         | \$16 billion           |
| Pharmaceutical            | Global | Senior project manager  | \$5 billion            |
| Consumer products         | Global | CIO                     | \$3 billion            |
| Healthcare network        | US     | COO                     | \$1 billion            |
| Veterinary science        | US     | IT service desk manager | \$600 million          |

### KEY CHALLENGES

Before TeamViewer, the interviewees typically used an alternative IT help desk remote access system. Additionally, most of the interviewees used a VPN to provide employees with remote access.

The interviewees' organizations struggled with common challenges, including:

- **Support from the IT help desk was inefficient.** Interviewees found that their prior remote IT help desk solutions were inefficient. Help desk technicians would not be given all the information they required to resolve issues, and as such, business users would often have to wait, up to several hours, to have their issues resolved.
- **The remote access systems for the IT help desk were inflexible.** Interviewees found their prior IT help desk systems were inflexible and could not support all the devices that employees used. They wanted a system that could allow the IT team to support multiple types of devices using different operating systems.
- **It was difficult to connect remote workers to the corporate network.** Interviewees were not happy with the existing solutions such as VPNs or wide area networks (WANs) to connect with

remote employees. The solutions were cumbersome to use and had potential security issues. They wanted a cloud-based solution that was easy to use, scalable, and could allow

**“We wanted a solution that was secure, scalable and provided audit trails, so we could see who was logging in and when. That functionality wasn’t available in our prior solution, so we switched to TeamViewer.”**

*COO, healthcare network*

employees to securely connect to the corporate network via the internet.

- **Security and audit controls for remote work were inadequate.** The prior remote access and remote work solutions did not allow the interviewees' organizations to customize access

based on the employees' roles and job requirements. They wanted a solution that would allow them to control the types of information that groups of employees could access.

### COMPOSITE ORGANIZATION

Based on the interviews, Forrester constructed a TEI framework, a composite company, and a ROI analysis that illustrates the areas financially affected. The composite organization is representative of the five companies that Forrester interviewed and is used to present the aggregate financial analysis in the next section. The composite organization has the following characteristics:

**Description of composite.** The composite organization is a small enterprise with 2,500 employees and \$1 billion in annual revenue. The composite organization's workforce is geographically distributed over multiple locations. In 2020, during the COVID-19 pandemic, the composite organization moved all its employees to a 100% remote work model.

**Deployment characteristics.** The composite organization has an IT help desk that is comprised of 50 FTEs, which provide technical support to all 2,500 employees. Before TeamViewer, the composite organization used an alternative IT help desk remote access system and a VPN to provide employees with remote access.

The IT help desk uses TeamViewer to provide remote IT support for laptops, desktops, mobile devices, and other devices, such as servers, POS terminals, and IoT devices. The composite organization uses TeamViewer Tensor to enable secure employee remote work.

**“TeamViewer is very easy to support. Once it's set up it really doesn't run into a lot of problems. With VPNs you have all sorts of problems and a lot more support tickets. If the people working remotely are having issues then they are less productive.”**

*IT service desk manager, veterinary science*

#### Key assumptions

- **\$1 billion annual revenue**
- **2,500 remote workers**
- **50-member help desk team**

# Analysis Of Benefits

■ Quantified benefit data as applied to the composite

| Total Benefits                 |                                                         |           |           |           |             |               |
|--------------------------------|---------------------------------------------------------|-----------|-----------|-----------|-------------|---------------|
| Ref.                           | Benefit                                                 | Year 1    | Year 2    | Year 3    | Total       | Present Value |
| Atr                            | More efficient remote support for laptops and desktops  | \$233,280 | \$238,140 | \$243,000 | \$714,420   | \$591,452     |
| Btr                            | End user productivity enhancement, laptops and desktops | \$112,000 | \$112,000 | \$112,000 | \$336,000   | \$278,527     |
| Ctr                            | Enhanced remote support for mobile devices              | \$21,600  | \$21,600  | \$21,600  | \$64,800    | \$53,716      |
| Dtr                            | End user productivity enhancement, mobile devices       | \$25,920  | \$25,920  | \$25,920  | \$77,760    | \$64,459      |
| Etr                            | Remote support for other devices                        | \$11,880  | \$11,880  | \$11,880  | \$35,640    | \$29,544      |
| Total benefits (risk-adjusted) |                                                         | \$404,680 | \$409,540 | \$414,400 | \$1,228,620 | \$1,017,698   |

## MORE EFFICIENT REMOTE SUPPORT FOR LAPTOPS AND DESKTOPS

**Evidence and data.** The interviewees used TeamViewer to provide remote support for routine service and user issues with laptops and desktops.

- All of the interviewees' organizations employed remote workers who needed IT help desk support for their laptops and desktops. Remote workers accounted for between 10% and 100% of the workforce.
- The COVID-19 pandemic accelerated the shift to remote work. Several of the interviewees shifted their entire workforce to remote work in 2020.
- The CIO from the consumer products industry reported that TeamViewer allowed their IT help desk team to turn around tickets three times faster than their prior remote support solution.
- The COO from the healthcare network industry noted that TeamViewer increased their IT help desk first call resolution rate (FCR) from 20% to 40%. The average time for the help desk to

resolve an issue was reduced by 25% with TeamViewer.

**“The help desk is more organized with better job satisfaction. [With TeamViewer,] the team feels that they are equipped with the tools they need to do their jobs more successfully.”**

*COO, healthcare network*

**Modeling and assumptions.** For the analysis Forrester assumes:

- All 2,500 employees have either a laptop or a desktop and require remote IT help desk support.
- Each laptop and desktop business user submits eight IT help desk tickets per year.

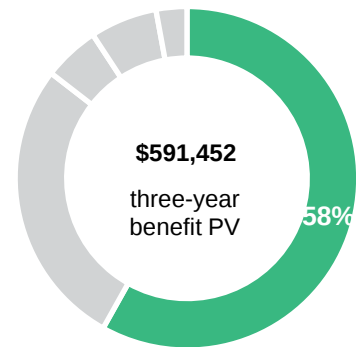
- Forty IT help desk FTEs provide laptop and desktop support.
- FCR increases from 20% to 40% by Year 3 with TeamViewer.
- The overall time to resolve an IT help desk ticket decreases from 0.9 hours to 0.4 hours by Year 3 with TeamViewer. This represents a 56% reduction in time to resolve a ticket by Year 3 with TeamViewer.
- The average hourly salary including benefits for an IT help desk team member is \$27 per hour.
- The IT help desk team puts all the saved time to productive use, so the productivity recapture rate is 100%.

**Risks.** The benefit of improved remote support for desktops and laptops will vary based on:

- The number of desktop and laptop users.
- The number of help desk FTEs supporting desktops and laptops.
- The efficacy of the help desk before TeamViewer.
- The average IT help desk team member salary.

**Results.** To account for these risks, Forrester adjusted this benefit downward by 10%, yielding a three-year, risk-adjusted total PV of \$591,452.

## FCR improvement with TeamViewer



## More Efficient Remote Support For Laptops And Desktops

| More Efficient Remote Support For Laptops And Desktops |                                                                             |              |                                     |           |           |
|--------------------------------------------------------|-----------------------------------------------------------------------------|--------------|-------------------------------------|-----------|-----------|
| Ref.                                                   | Metric                                                                      | Calculation  | Year 1                              | Year 2    | Year 3    |
| A1                                                     | Laptop and desktop users                                                    | Composite    | 2,500                               | 2,500     | 2,500     |
| A2                                                     | Help desk tickets per year per laptop and desktop user                      | Interviews   | 8                                   | 8         | 8         |
| A3                                                     | Annual laptop and desktop tickets before TeamViewer                         | A1*A2        | 20,000                              | 20,000    | 20,000    |
| A4                                                     | Help desk team (FTEs)                                                       | Composite    | 50                                  | 50        | 50        |
| A5                                                     | % of help desk team supporting laptops and desktops                         | Composite    | 80%                                 | 80%       | 80%       |
| A6                                                     | Help desk team supporting laptops and desktops (FTEs)                       | A4*A5        | 40                                  | 40        | 40        |
| A7                                                     | First call resolution rate before TeamViewer                                | Interviews   | 20%                                 | 20%       | 20%       |
| A8                                                     | Average time to resolve a laptop / desktop ticket before TeamViewer (hours) | Interviews   | 0.90                                | 0.90      | 0.90      |
| A9                                                     | First call resolution rate after TeamViewer                                 | Interviews   | 30%                                 | 35%       | 40%       |
| A10                                                    | Average time to resolve a laptop / desktop ticket with TeamViewer (hours)   | Interviews   | 0.425                               | 0.413     | 0.400     |
| A11                                                    | Time savings per laptop / desktop ticket with TeamViewer (hours)            | A8-A10       | 0.480                               | 0.490     | 0.500     |
| A12                                                    | Reduction in time to resolve a laptop / desktop ticket with TeamViewer (%)  | A11/A8       | 53%                                 | 54%       | 56%       |
| A13                                                    | Help desk time savings (hours)                                              | A3*A11       | 9,600                               | 9,800     | 10,000    |
| A14                                                    | Help desk team member fully burdened salary per hour                        | TEI Standard | \$27                                | \$27      | \$27      |
| A15                                                    | Help desk time savings supporting laptops and desktops                      | A13*A14      | \$259,200                           | \$264,600 | \$270,000 |
| A16                                                    | Productivity recapture                                                      | TEI Standard | 100%                                | 100%      | 100%      |
| At                                                     | More efficient remote support for laptops and desktops                      | A15*A16      | \$259,200                           | \$264,600 | \$270,000 |
|                                                        | Risk adjustment                                                             | ↓10%         |                                     |           |           |
| Atr                                                    | More efficient remote support for laptops and desktops (risk-adjusted)      |              | \$233,280                           | \$238,140 | \$243,000 |
| Three-year total: \$714,420                            |                                                                             |              | Three-year present value: \$591,452 |           |           |

## END USER PRODUCTIVITY ENHANCEMENT, LAPTOPS AND DESKTOPS

**Evidence and data.** As TeamViewer enhanced the IT help desks' productivity, business users spent less time waiting for issues with their laptops and desktops to be resolved.

- The CIO of the consumer products industry shared that the improvements in their IT help desk's productivity with TeamViewer translated into a 50% to 75% reduction in business user downtime.
- The COO of the healthcare network industry reported that with TeamViewer the overall time to solve desktop and laptops problems for business users was cut by 66%. Before TeamViewer, business users often waited up to 6 hours to get a laptop or desktop issue resolved.

desk to begin working on the issue and the time it takes the IT help desk to resolve the issue.

- With TeamViewer, business user wait time is reduced by 67% to 0.5 hours on average.
- The business users can engage in other productive activities while they are waiting for the IT help desk to fix their laptops or desktops. For example, business users can speak with colleagues and clients on the phone or work offline. 40% of the wait time is not used productively.
- The average information worker salary including benefits is \$35 per hour.
- The business users convert 50% of hours saved into productive time.

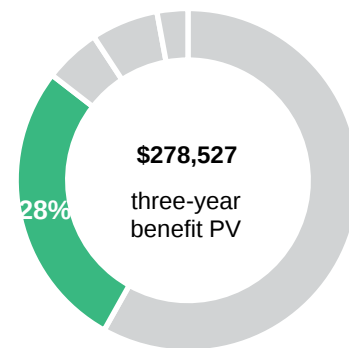
Reduction in business user wait time

67%



**Modeling and assumptions.** For the analysis Forrester assumes:

- All 2,500 employees have either a laptop or a desktop and require remote IT help desk support.
- Each laptop and desktop user submits eight IT help desk tickets per year.
- Before TeamViewer, business users had to wait 1.5 hours on average for the IT help desk to resolve an issue with their laptop or desktop. This wait time includes both the time for the IT help



## End User Productivity Enhancement, Laptops And Desktops

**Risks.** The end user productivity enhancement will vary based on:

- The number of desktop and laptop users.
- The average number of desktop and laptop IT help desk tickets per user.
- The efficacy of the IT help desk before TeamViewer.
- The average business user salary.

**Results.** To account for these risks, Forrester adjusted this benefit downward by 20%, yielding a three-year, risk-adjusted total PV of \$278,527.

| End User Productivity Enhancement, Laptops And Desktops |                                                                         |              |                                     |           |           |
|---------------------------------------------------------|-------------------------------------------------------------------------|--------------|-------------------------------------|-----------|-----------|
| Ref.                                                    | Metric                                                                  | Calculation  | Year 1                              | Year 2    | Year 3    |
| B1                                                      | Laptop and desktop users                                                | A1           | 2,500                               | 2,500     | 2,500     |
| B2                                                      | Help desk tickets per year per laptop and desktop user                  | A2           | 8.0                                 | 8.0       | 8.0       |
| B3                                                      | Annual desktop and laptop tickets before TeamViewer                     | A3           | 20,000                              | 20,000    | 20,000    |
| B4                                                      | Wait time before TeamViewer (hours per ticket)                          | Interviews   | 1.5                                 | 1.5       | 1.5       |
| B5                                                      | Wait time after TeamViewer (hours per ticket)                           | Interviews   | 0.5                                 | 0.5       | 0.5       |
| B6                                                      | Reduced wait time with TeamViewer (hours per ticket)                    | B4-B5        | 1.0                                 | 1.0       | 1.0       |
| B7                                                      | Reduction in wait time for laptop and desktop support with TeamViewer   | B6/B4        | 67%                                 | 67%       | 67%       |
| B8                                                      | % of wait time not used productively                                    | Assumption   | 40%                                 | 40%       | 40%       |
| B9                                                      | End user time savings (hours)                                           | B3*B6*B8     | 8,000                               | 8,000     | 8,000     |
| B10                                                     | Information worker fully burdened salary per hour                       | TEI Standard | \$35                                | \$35      | \$35      |
| B11                                                     | End user time savings                                                   | B9*B10       | \$280,000                           | \$280,000 | \$280,000 |
| B12                                                     | Productivity recapture                                                  | TEI Standard | 50%                                 | 50%       | 50%       |
| Bt                                                      | End user productivity enhancement, laptops and desktops                 | B11*B12      | \$140,000                           | \$140,000 | \$140,000 |
|                                                         | Risk adjustment                                                         | ↓20%         |                                     |           |           |
| Btr                                                     | End user productivity enhancement, laptops and desktops (risk-adjusted) |              | \$112,000                           | \$112,000 | \$112,000 |
| Three-year total: \$336,000                             |                                                                         |              | Three-year present value: \$278,527 |           |           |

## ENHANCED REMOTE SUPPORT FOR MOBILE DEVICES

**Evidence and data.** Some, but not all, of the interviewees' organizations used TeamViewer to provide remote IT help desk support for a select group of mobile device users.

- The interviewees typically provided only executives and senior sales leaders with remote mobile device support.
- The IT help desk teams used TeamViewer to provide support for both mobile phones and tablets. TeamViewer allowed the IT help desk staff to see the issue on the mobile devices the same way the user experienced the issue which helped them resolve the issue more quickly.
- The CIO of the consumer products industry noted that the average time for the IT help desk to troubleshoot a mobile device issue was reduced from 60 minutes to 10 minutes with TeamViewer.
- The consumer products company also used TeamViewer to provide remote support for iPads used at trade shows and conferences for product demonstrations. Before TeamViewer, a team of four IT help desk technicians would travel to each event. With TeamViewer, the IT help desk could provide remote support for the iPads. The company cut IT help desk travel to events by 95%. Now the IT help desk technicians attend only the largest, more important events.

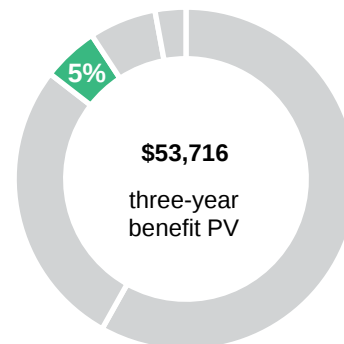
**Modeling and assumptions.** For the analysis Forrester assumes:

- The IT help desk provides mobile device support to 100 business users.
- Each of the 100 users has 12 mobile device issues per year that require IT help desk support.
- Five IT help desk FTEs provide mobile device support.

Reduction in time to resolve mobile device issues

83%

- With TeamViewer, the average time for the IT help desk to resolve a mobile device issue is reduced from 60 minutes to 10 minutes.
- The average hourly salary including benefits for an IT help desk team member is \$27 per hour.
- The IT help desk team puts all the saved time to productive use, so the productivity recapture rate is 100%.



## Enhanced Remote Support For Mobile Devices

**Risks.** The benefit of improved remote support for mobile devices will vary based on:

- The number of mobile device users supported by the IT help desk.
- The number of help desk FTEs supporting mobile devices.

- The efficacy of the help desk before TeamViewer.
- The average IT help desk team member salary.

**Results.** To account for these risks, Forrester adjusted this benefit downward by 20%, yielding a three-year, risk-adjusted total PV of \$53,716.

| Enhanced Remote Support For Mobile Devices |                                                                                 |                             |                                    |          |          |
|--------------------------------------------|---------------------------------------------------------------------------------|-----------------------------|------------------------------------|----------|----------|
| Ref.                                       | Metric                                                                          | Calculation                 | Year 1                             | Year 2   | Year 3   |
| C1                                         | Mobile device users requiring remote help desk support                          | Composite                   | 100                                | 100      | 100      |
| C2                                         | Mobile device help desk tickets per year per user                               | Interviews                  | 12                                 | 12       | 12       |
| C3                                         | Annual mobile device tickets before TeamViewer                                  | C1*C2                       | 1,200                              | 1,200    | 1,200    |
| C4                                         | Help desk team (FTEs)                                                           | A4                          | 50                                 | 50       | 50       |
| C5                                         | % of help desk team supporting mobile devices                                   | Composite                   | 10%                                | 10%      | 10%      |
| C6                                         | Help desk team supporting mobile devices (FTEs)                                 | C4*C5                       | 5                                  | 5        | 5        |
| C7                                         | Average time to resolve a mobile device ticket before TeamViewer (minutes)      | Interviews                  | 60                                 | 60       | 60       |
| C8                                         | Average time to resolve a mobile device ticket with TeamViewer Tensor (minutes) | Interviews                  | 10                                 | 10       | 10       |
| C9                                         | Reduction in time to resolve a mobile device ticket with TeamViewer (minutes)   | C7-C8                       | 50                                 | 50       | 50       |
| C10                                        | Reduction in time to resolve a mobile device ticket with TeamViewer (%)         | C9/C7                       | 83%                                | 83%      | 83%      |
| C11                                        | Time savings with TeamViewer (hours)                                            | (C3*C9)/60 minutes per hour | 1,000                              | 1,000    | 1,000    |
| C12                                        | Help desk team member fully burdened salary per hour                            | TEI Standard                | \$27                               | \$27     | \$27     |
| C13                                        | Help desk time savings supporting mobile devices                                | C11*C12                     | \$27,000                           | \$27,000 | \$27,000 |
| C14                                        | Productivity recapture                                                          | TEI Standard                | 100%                               | 100%     | 100%     |
| Ct                                         | Enhanced remote support for mobile devices                                      | C13*C14                     | \$27,000                           | \$27,000 | \$27,000 |
|                                            | Risk adjustment                                                                 | ↓20%                        |                                    |          |          |
| Ctr                                        | Enhanced remote support for mobile devices (risk-adjusted)                      |                             | \$21,600                           | \$21,600 | \$21,600 |
| Three-year total: \$64,800                 |                                                                                 |                             | Three-year present value: \$53,716 |          |          |

## END USER PRODUCTIVITY ENHANCEMENT, MOBILE DEVICES

**Evidence and data.** With TeamViewer, the IT help desk can resolve mobile device issues more quickly. Device users could get back to productive work faster.

- Before TeamViewer, the executives and sales leaders at the interviewees' organizations were frustrated by the time required for the IT help desk to fix issues with their mobile devices. They needed their mobile devices to be working properly, so they could effectively conduct business while traveling and meeting with clients.
- The CIO of the consumer products industry noted that the average time for the IT help desk to troubleshoot a mobile device issue was reduced from 60 minutes to 10 minutes with TeamViewer.

**Modeling and assumptions.** For the analysis, Forrester assumes:

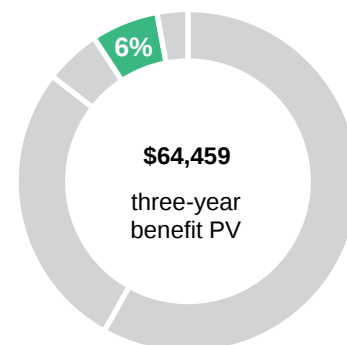
- The IT help desk provides mobile device support to 100 business users.
- Each of the 100 users has 12 mobile device issues per year that require IT help desk support.
- With TeamViewer, the average time for the IT help desk to resolve a mobile device issue is reduced from 60 minutes to 10 minutes.
- The executives can engage in other productive activities while they are waiting for the IT help desk to fix their laptops or desktops. For example, the executives can speak with colleagues and clients on the phone or work offline. 40% of the wait time is not used productively.
- The average hourly salary including benefits for an executive or sales leader is \$162 per hour.
- The executives convert 50% of hours saved into productive time.

**“We’re using TeamViewer for executive teams because we have a lot of executives who travel frequently. Their phones need adjustments, and they ask for a lot of support. TeamViewer has been great for mobile device troubleshooting and makes it very easy and effective for your end user.”**

*CIO, consumer products*

**Risks.** The benefit of end user productivity enhancement will vary based on:

- The number of mobile device users supported by the IT help desk.
- The average number of mobile device IT help desk tickers per user.
- The efficacy of the IT help desk before TeamViewer.
- The average executive user salary.



**End User Productivity Enhancement, Mobile Devices**

**Results.** To account for these risks, Forrester adjusted this benefit downward by 20%, yielding a three-year, risk-adjusted total PV of \$64,459.

| End User Productivity Enhancement, Mobile Devices |                                                                   |                                 |                                    |          |          |
|---------------------------------------------------|-------------------------------------------------------------------|---------------------------------|------------------------------------|----------|----------|
| Ref.                                              | Metric                                                            | Calculation                     | Year 1                             | Year 2   | Year 3   |
| D1                                                | Mobile device users requiring remote help desk support            | C1                              | 100                                | 100      | 100      |
| D2                                                | Mobile device help desk tickets per year per user                 | C2                              | 12                                 | 12       | 12       |
| D3                                                | Annual mobile device tickets before TeamViewer                    | C3                              | 1,200                              | 1,200    | 1,200    |
| D4                                                | Wait time before TeamViewer (minutes per ticket)                  | C7                              | 60                                 | 60       | 60       |
| D5                                                | Wait time after TeamViewer (minutes per ticket)                   | C8                              | 10                                 | 10       | 10       |
| D6                                                | Reduced wait time with TeamViewer (minutes per ticket)            | D4-D5                           | 50                                 | 50       | 50       |
| D7                                                | % of wait time not used productively                              | Assumption                      | 40%                                | 40%      | 40%      |
| D8                                                | End user time savings (hours)                                     | (D3*D6*D7)/ 60 minutes per hour | 400                                | 400      | 400      |
| D9                                                | Executive fully burdened salary per hour                          | TEI Standard                    | \$162                              | \$162    | \$162    |
| D10                                               | End user time savings                                             | D8*D9                           | \$64,800                           | \$64,800 | \$64,800 |
| D11                                               | Productivity recapture                                            | TEI Standard                    | 50%                                | 50%      | 50%      |
| Dt                                                | End user productivity enhancement, mobile devices                 | D10*D11                         | \$32,400                           | \$32,400 | \$32,400 |
|                                                   | Risk adjustment                                                   | ↓20%                            |                                    |          |          |
| Dtr                                               | End user productivity enhancement, mobile devices (risk-adjusted) |                                 | \$25,920                           | \$25,920 | \$25,920 |
| Three-year total: \$77,760                        |                                                                   |                                 | Three-year present value: \$64,459 |          |          |

## REMOTE SUPPORT FOR OTHER DEVICES

**Evidence and data.** The interviewees' organizations used TeamViewer for remote support for a wide variety of devices, including servers, POS terminals, medical devices, and IoT devices. TeamViewer also allowed users to remotely access and control the devices.

- The devices were typically located in facilities without onsite IT help desk support. Some devices were at customer locations. Before TeamViewer, if there was an issue with a device, an IT help desk technician would have to travel to the location to service the device. Travel time would often be several hours.
- With TeamViewer, the IT help desk team could provide remote support for the devices, eliminating travel time and reducing the average time required to resolve an issue.
- The COO of the healthcare network industry shared that while some of their servers were at their headquarters location, most were at offsite data centers. Before TeamViewer, the IT help desk support team would have to travel several hours to the data centers to resolve issues with the offsite servers. The company also used TeamViewer for remote IT support of both medical devices located at doctors' offices and hospitals and POS terminals located at healthcare clinics.

- In other cases, the need to make multiple trips to offsite locations was often eliminated since the technician would travel to the device location armed with TeamViewer data. This allowed them to resolve any issues more quickly.
- The senior project manager of the pharmaceutical industry noted: "Before TeamViewer, if anything went wrong, we would have to send out a tech, but the tech wouldn't have any information beforehand. [With TeamViewer,] we have a good idea of what needs to be fixed before the tech shows up. That limits the amount of time they need to spend with the customer and avoids a second visit. Before, if there was something wrong that needed a piece of hardware, if they didn't have it on their truck, they wouldn't have known that until after they showed up."
- The project manager of the manufacturing industry described how medical device specialists used TeamViewer to remotely access and control devices such as MRI and CT scanners at local clinics. The specialists no longer needed to be on site at local clinics, saving travel time. With TeamViewer one specialist could support up to four clinics remotely vs. only supporting one site previously. This allowed the company to use their staff more efficiently.

**Modeling and assumptions.** For the analysis, Forrester assumes:

- The IT help desk provides support to 50 devices. The devices include servers, POS terminals, and IoT devices.
- Each device has four issues per year that require IT help desk support.
- Five IT help desk FTEs provide support. They are experienced, senior IT help desk support technicians.

Reduction in IT help desk  
time to resolve other device  
issues

92%

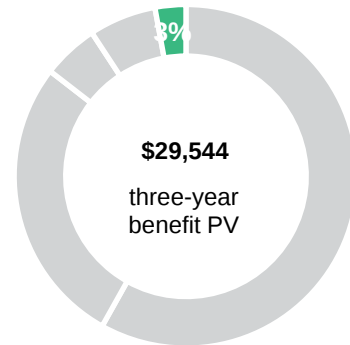


- With TeamViewer, the IT help desk technicians no longer need to travel to a device location. The average time to resolve an issue is reduced from 180 minutes, or 3 hours, to just 15 minutes.
- The average hourly salary including benefits for a senior IT help desk team member is \$27 per hour.
- The IT help desk team puts all the saved time to productive use, so the productivity recapture rate is 100%.

**Risks.** The benefit of improved remote support for other devices will vary based on:

- The number of other devices supported by the IT help desk.
- The number of help desk FTEs supporting other devices.
- The efficacy of the help desk before TeamViewer.
- The average IT help desk team member salary.

**Results.** To account for these risks, Forrester adjusted this benefit downward by 20%, yielding a three-year, risk-adjusted total PV of \$29,544.



### Remote Support For Other Devices

| Remote Support For Other Devices |                                                                            |                             |                                    |          |          |
|----------------------------------|----------------------------------------------------------------------------|-----------------------------|------------------------------------|----------|----------|
| Ref.                             | Metric                                                                     | Calculation                 | Year 1                             | Year 2   | Year 3   |
| E1                               | Other devices requiring remote help desk support                           | Composite                   | 50                                 | 50       | 50       |
| E2                               | Other device help desk tickets per year per device                         | Interviews                  | 4                                  | 4        | 4        |
| E3                               | Annual other device tickets before TeamViewer                              | E1*E2                       | 200                                | 200      | 200      |
| E4                               | Help desk team (FTEs)                                                      | A4                          | 50                                 | 50       | 50       |
| E5                               | % of help desk team supporting other devices                               | Composite                   | 10%                                | 10%      | 10%      |
| E6                               | Help desk team supporting other devices (FTEs)                             | E4*E5                       | 5                                  | 5        | 5        |
| E7                               | Average time to resolve other device ticket before TeamViewer (minutes)    | Interviews                  | 180                                | 180      | 180      |
| E8                               | Average time to resolve other device ticket with TeamViewer (minutes)      | Interviews                  | 15                                 | 15       | 15       |
| E9                               | Reduction in time to resolve other device ticket with TeamViewer (minutes) | E7-E8                       | 165                                | 165      | 165      |
| E10                              | Reduction in time to resolve other device ticket with TeamViewer (%)       | E9/E7                       | 92%                                | 92%      | 92%      |
| E11                              | Time savings with TeamViewer (hours)                                       | (E3*E9)/60 minutes per hour | 550                                | 550      | 550      |
| E12                              | Help desk staff fully burdened salary per hour                             | Interviews                  | \$27                               | \$27     | \$27     |
| E13                              | Help desk time savings supporting other devices                            | E11*E12                     | 14,850                             | 14,850   | 14,850   |
| E14                              | Productivity recapture                                                     | TEI Standard                | 100%                               | 100%     | 100%     |
| Et                               | Remote support for other devices                                           | E13*E14                     | \$14,850                           | \$14,850 | \$14,850 |
|                                  | Risk adjustment                                                            | ↓20%                        |                                    |          |          |
| Etr                              | Remote support for other devices (risk-adjusted)                           |                             | \$11,880                           | \$11,880 | \$11,880 |
| Three-year total: \$35,640       |                                                                            |                             | Three-year present value: \$29,544 |          |          |

## UNQUANTIFIED BENEFITS

Additional benefits that customers experienced include:

- **Enabling shift to remote work.** The COVID-19 pandemic accelerated the need for the interviewed companies to shift to a remote work business model. TeamViewer helped them quickly shift large numbers of employees to remote work.

**“[Before COVID-19] we had a handful of staff working remotely. Now our workload has increased 100x. We had to scale very quickly, and TeamViewer helped us scale.”**

*COO, healthcare network*

- **Scalability.** The interviewees’ organizations found that TeamViewer easily scaled as they grew both organically and via acquisition.
- **Enhanced security and audit features.** TeamViewer made it easier for the IT teams at the interviewed companies to control and manage who had access to applications and data. The TeamViewer log data provided an accurate security audit trail.
- The COO for the healthcare network industry emphasized: “We use the TeamViewer data to produce a quarterly security audit report that is sent to our board of directors. With TeamViewer, we have better security and better risk management.”

**“Scalability is a big part because we grow so fast. It’s very easy for us to get computers into the TeamViewer environment. It’s really easy for us to use. Scalability is a big deal, and ease of installing is a big deal for us.”**

*IT service manager, veterinary science*

- **Increased revenue.** TeamViewer made it easier and faster for the interviewees to access remote devices. This allowed one of the interviewees to expand their hours of operations and offer more sophisticated services, adding incremental revenue.
- The product manager for the manufacturing company described how TeamViewer allowed medical specialists to remotely access and control medical devices, such as MRI and CT scanners. The local clinics no longer needed a medical device specialist onsite. The flexibility allowed the clinics to expand their hours of operation up to one hour a day, offer more complicated procedures and complete an extra 1.5 medical procedures each day. This resulted in an extra \$300,000 of revenue per year.

## FLEXIBILITY

The value of flexibility is unique to each customer. There are multiple scenarios in which a customer might implement TeamViewer and later realize additional uses and business opportunities, including:

- **Customer remote support and access.** While the interviewees' organizations used TeamViewer primarily for employee support, a few of them also used TeamViewer for customer remote support. TeamViewer helped them to manage devices that were onsite at customer locations.

The senior program manager of the healthcare industry noted: "The ability to connect to a customer network securely [with TeamViewer] was a big thing for us. And having that capability to ensure that the connection is secure and closes after certain amount of time."

Flexibility would also be quantified when evaluated as part of a specific project (described in more detail in [Appendix A](#)).

# Analysis Of Costs

■ Quantified cost data as applied to the composite

| Total Costs |                                                 |          |           |           |           |           |               |
|-------------|-------------------------------------------------|----------|-----------|-----------|-----------|-----------|---------------|
| Ref.        | Cost                                            | Initial  | Year 1    | Year 2    | Year 3    | Total     | Present Value |
| Ftr         | TeamViewer implementation and subscription cost | \$21,120 | \$137,500 | \$137,500 | \$137,500 | \$433,620 | \$363,062     |
| Gtr         | TeamViewer training cost                        | \$14,850 | \$1,485   | \$1,485   | \$1,485   | \$19,305  | \$18,543      |
|             | Total costs (risk-adjusted)                     | \$35,970 | \$138,985 | \$138,985 | \$138,985 | \$452,925 | \$381,605     |

## TEAMVIEWER IMPLEMENTATION AND SUBSCRIPTION COST

**Evidence and data.** The internal IT teams of the interviewees' organizations worked in collaboration with TeamViewer to install the TeamViewer platform.

- The interviewees' organizations paid an annual fee to TeamViewer to use the platform based on the number of users and functionality.
- The interviewees' organizations found it easy to implement TeamViewer.

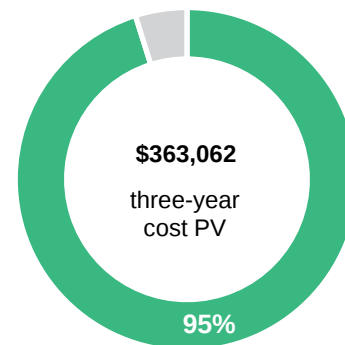
**Modeling and assumptions.** For the analysis, Forrester assumes:

- A team of four FTEs work on the TeamViewer implementation.
- The implementation takes six weeks.
- The average hourly salary including benefits for an implementation team member is \$50 per hour.
- The TeamViewer subscription cost is \$125,000 per year.

**Risks.** The TeamViewer implementation and subscription cost will vary based on:

- Implementation time.
- The number of TeamViewer users.

**Results.** To account for these risks, Forrester adjusted this cost upward by 10%, yielding a three-year, risk-adjusted total PV (discounted at 10%) of \$363,062.



**TeamViewer Implementation And Subscription Cost**

| TeamViewer Implementation And Subscription Cost |                                                                 |                                                           |                                     |           |           |           |
|-------------------------------------------------|-----------------------------------------------------------------|-----------------------------------------------------------|-------------------------------------|-----------|-----------|-----------|
| Ref.                                            | Metric                                                          | Calculation                                               | Initial                             | Year 1    | Year 2    | Year 3    |
| F1                                              | TeamViewer implementation team                                  | Interviews                                                | 4                                   |           |           |           |
| F2                                              | Implementation time (weeks)                                     | Interviews                                                | 6                                   |           |           |           |
| F3                                              | % of time spent on TeamViewer implementation                    | Interviews                                                | 40%                                 |           |           |           |
| F4                                              | Implementation time (hours)                                     | $F1 \times F2 \times 40 \text{ hours per week} \times F3$ | 384                                 |           |           |           |
| F5                                              | Implementation team fully burdened salary per hour              | Interviews                                                | \$50                                |           |           |           |
| F6                                              | Implementation cost                                             | $F4 \times F5$                                            | \$19,200                            |           |           |           |
| F7                                              | TeamViewer subscription cost                                    | Interviews                                                |                                     | \$125,000 | \$125,000 | \$125,000 |
| Ft                                              | TeamViewer implementation and subscription cost                 | $F6 + F7$                                                 | \$19,200                            | \$125,000 | \$125,000 | \$125,000 |
|                                                 | Risk adjustment                                                 | ↑10%                                                      |                                     |           |           |           |
| Ftr                                             | TeamViewer implementation and subscription cost (risk-adjusted) |                                                           | \$21,120                            | \$137,500 | \$137,500 | \$137,500 |
| Three-year total: \$433,620                     |                                                                 |                                                           | Three-year present value: \$363,062 |           |           |           |

## TEAMVIEWER TRAINING COST

**Evidence and data.** The interviewees' organizations spent time training their IT help desk teams on how to use TeamViewer.

- Training time varied significantly at the interviewees' organizations. At one organization each IT help desk team member spent only 1 hour learning to use TeamViewer. Another organization had their IT help desk team members spend 20 to 25 hours training on TeamViewer.

**Modeling and assumptions.** For the analysis, Forrester assumes:

- Initially, 50 IT help desk team members train to learn TeamViewer. Over time, new IT help desk team members join the company to replace departing employees. Each year five new IT help desk technicians train on TeamViewer.

**“TeamViewer is very easy to use. We onboard new IT associates, and it’s very fast to train them on TeamViewer. It’s a very easy process.”**

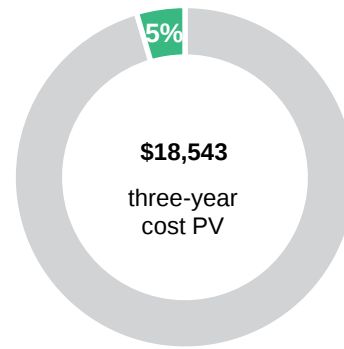
*CIO, consumer products*

- Each IT help desk team member spends 10 hours learning to use TeamViewer.
- The average hourly salary including benefits for an IT help desk team member is \$27 per hour.

**Risks.** The cost of TeamViewer training will vary based on:

- The size of the IT help desk team.
- The average IT help desk team member salary.

**Results.** To account for these risks, Forrester adjusted this cost upward by 10%, yielding a three-year, risk-adjusted total PV of \$18,543.



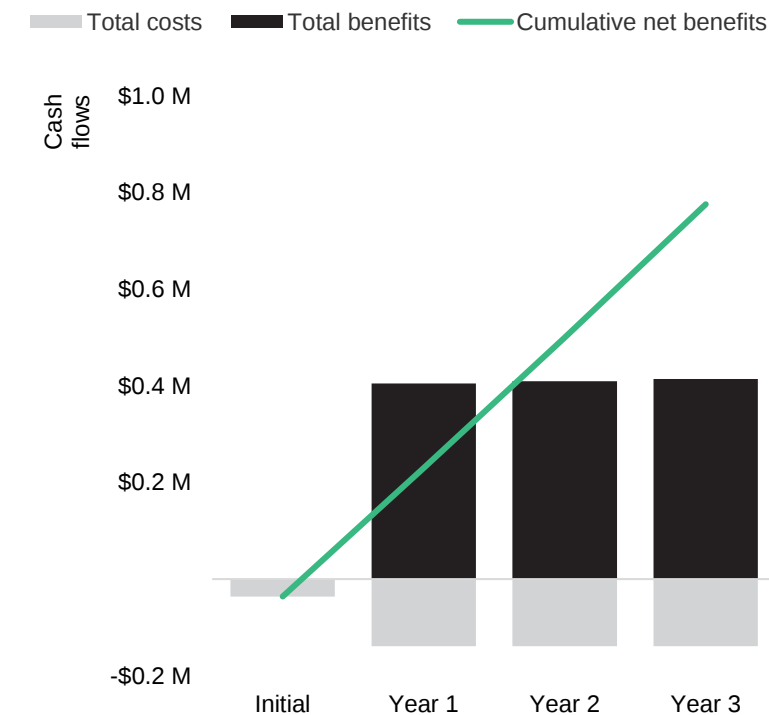
**TeamViewer Training Cost**

| TeamViewer Training Cost   |                                                     |              |                                    |         |         |         |
|----------------------------|-----------------------------------------------------|--------------|------------------------------------|---------|---------|---------|
| Ref.                       | Metric                                              | Calculation  | Initial                            | Year 1  | Year 2  | Year 3  |
| G1                         | IT and help desk team members trained on TeamViewer | Interviews   | 50                                 | 5       | 5       | 5       |
| G2                         | Training time (hours per user)                      | Interviews   | 10                                 | 10      | 10      | 10      |
| G3                         | Total training time (hours)                         | G1*G2        | 500                                | 50      | 50      | 50      |
| G4                         | IT and help desk fully burdened salary per hour     | TEI Standard | \$27                               | \$27    | \$27    | \$27    |
| Gt                         | TeamViewer training cost                            | G3*G4        | \$13,500                           | \$1,350 | \$1,350 | \$1,350 |
|                            | Risk adjustment                                     | ↑10%         |                                    |         |         |         |
| Gtr                        | TeamViewer training cost (risk-adjusted)            |              | \$14,850                           | \$1,485 | \$1,485 | \$1,485 |
| Three-year total: \$19,305 |                                                     |              | Three-year present value: \$18,543 |         |         |         |

# Financial Summary

## CONSOLIDATED THREE-YEAR RISK-ADJUSTED METRICS

### Cash Flow Chart (Risk-Adjusted)



The financial results calculated in the Benefits and Costs sections can be used to determine the ROI, NPV, and payback period for the composite organization's investment. Forrester assumes a yearly discount rate of 10% for this analysis.

These risk-adjusted ROI, NPV, and payback period values are determined by applying risk-adjustment factors to the unadjusted results in each Benefit and Cost section.

### Cash Flow Analysis (Risk-Adjusted Estimates)

|                         | Initial    | Year 1      | Year 2      | Year 3      | Total       | Present Value |
|-------------------------|------------|-------------|-------------|-------------|-------------|---------------|
| Total costs             | (\$35,970) | (\$138,985) | (\$138,985) | (\$138,985) | (\$452,925) | (\$381,605)   |
| Total benefits          | \$0        | \$404,680   | \$409,540   | \$414,400   | \$1,228,620 | \$1,017,698   |
| Net benefits            | (\$35,970) | \$265,695   | \$270,555   | \$275,415   | \$775,695   | \$636,093     |
| ROI                     |            |             |             |             |             | 167%          |
| Payback period (months) |            |             |             |             |             | <6            |

## Appendix A: Total Economic Impact

Total Economic Impact is a methodology developed by Forrester Research that enhances a company's technology decision-making processes and assists vendors in communicating the value proposition of their products and services to clients. The TEI methodology helps companies demonstrate, justify, and realize the tangible value of IT initiatives to both senior management and other key business stakeholders.

### TOTAL ECONOMIC IMPACT APPROACH

**Benefits** represent the value delivered to the business by the product. The TEI methodology places equal weight on the measure of benefits and the measure of costs, allowing for a full examination of the effect of the technology on the entire organization.

**Costs** consider all expenses necessary to deliver the proposed value, or benefits, of the product. The cost category within TEI captures incremental costs over the existing environment for ongoing costs associated with the solution.

**Flexibility** represents the strategic value that can be obtained for some future additional investment building on top of the initial investment already made. Having the ability to capture that benefit has a PV that can be estimated.

**Risks** measure the uncertainty of benefit and cost estimates given: 1) the likelihood that estimates will meet original projections and 2) the likelihood that estimates will be tracked over time. TEI risk factors are based on "triangular distribution."

The initial investment column contains costs incurred at "time 0" or at the beginning of Year 1 that are not discounted. All other cash flows are discounted using the discount rate at the end of the year. PV calculations are calculated for each total cost and benefit estimate. NPV calculations in the summary tables are the sum of the initial investment and the discounted cash flows in each year. Sums and present value calculations of the Total Benefits, Total Costs, and Cash Flow tables may not exactly add up, as some rounding may occur.



### PRESENT VALUE (PV)

The present or current value of (discounted) cost and benefit estimates given at an interest rate (the discount rate). The PV of costs and benefits feed into the total NPV of cash flows.



### NET PRESENT VALUE (NPV)

The present or current value of (discounted) future net cash flows given an interest rate (the discount rate). A positive project NPV normally indicates that the investment should be made, unless other projects have higher NPVs.



### RETURN ON INVESTMENT (ROI)

A project's expected return in percentage terms. ROI is calculated by dividing net benefits (benefits less costs) by costs.



### DISCOUNT RATE

The interest rate used in cash flow analysis to take into account the time value of money. Organizations typically use discount rates between 8% and 16%.



### PAYBACK PERIOD

The breakeven point for an investment. This is the point in time at which net benefits (benefits minus costs) equal initial investment or cost.

## Appendix B: Endnotes

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<sup>1</sup> Total Economic Impact is a methodology developed by Forrester Research that enhances a company's technology decision-making processes and assists vendors in communicating the value proposition of their products and services to clients. The TEI methodology helps companies demonstrate, justify, and realize the tangible value of IT initiatives to both senior management and other key business stakeholders.

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