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TeamViewer

The TeamViewer **Global Access Network**

And Its Role in a Hyperconnected World

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Designed for a **‘more-faster-now’** culture

The age of hyperconnectivity is here and businesses are desperately seeking speed from it to thrive in an accelerating world.

Simplicity is the answer to achieving and maintaining hyperconnectivity. Discover why customers are naturally embracing our **Global Access Network** and frontend software to connect their people, devices, machines, apps, and spaces at scale, instantly!

New lev , flexibility, and agility provide them the speed to pounce on opportunities, drive new business models, and create new revenue streams.

Our customers regard our technology purely as a business enabler and utilize it as a service for maximum eff
burdens of ownership that once slowed them down.

Our world is moving and changing faster than ever before. If we ignore the demand for more speed, we will fail. If we embrace it, we will discover a whole new set of opportunities, for all.

Our **Global Access Network** is designed to get your people and business assets connected, instantly!

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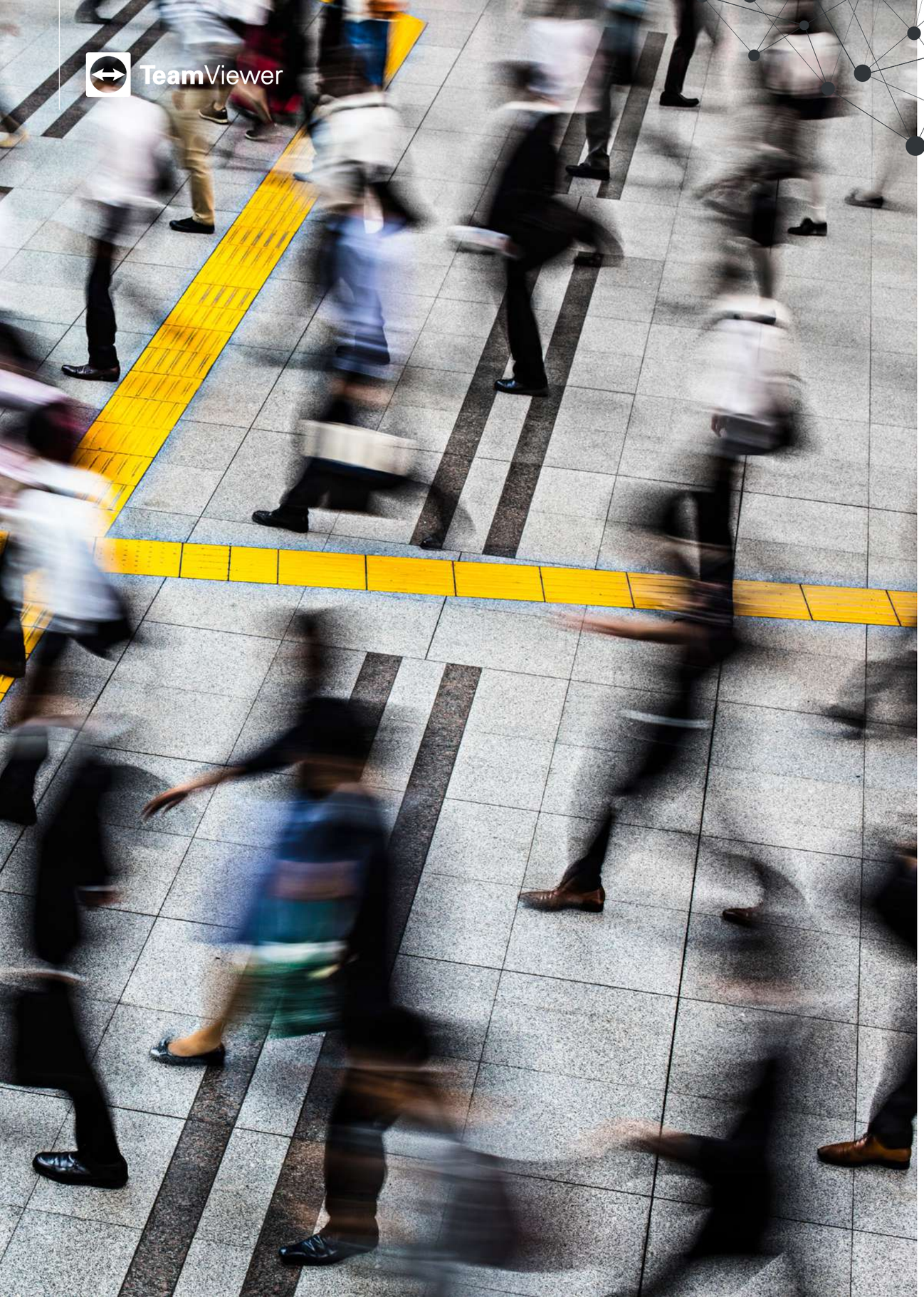
Omnipresent connectivity for global business reach

Since our foundation in 2005, TeamViewer has always believed that connectivity should be simple and omnipresent. That is why we decided to build a **Global Access Network** to give our customers the geographical reach they need to connect and perform their business from anywhere.

Suppor ontend connectivity software in the industry, we have since built a globally-scaled backend network that provides the levels of connectivity service demanded by customers today in terms of scale, speed, and security, regardless of connectivity volume. With network hubs now established in over 100 locations around the world, we have successfully helped our customers connect over 1.4 billion devices and machines through our network.

Everyday, millions of people in thousands of companies rely on TeamViewer to complete business, unconstrained by location or mobility demands.

Our modular network design enables us to scale ahead of demand. Our customers love how they only need to press connect. We do the rest.



Cloud economics drives rapid adoption

We are creatures of habit and are naturally averse to the risks associated with any significant change. So for a paradigm shift to occur, there must be a strong enough force involved that makes us adapt to the shift.

For TeamViewer, this has been almost seamless. From the beginning, our customers naturally embraced our services in a cloud-based model without any fear. The force has always manifested itself as a simple choice between enjoying the freedom to connect and get things done quickly versus the non-stop drag that the burden of IT ownership puts on business.

For many SMB's and Enterprises alike, their IT models are simply becoming so huge that keeping them running as business accelerators in the classic ´homegrown´ approach is daunting, especially when asked to support growth.

An indicator that the limits of existing technologies and practices have been reached is whenever more money and people suddenly need to be thrown at a problem. Scale does this to almost all technologies at some point.

Our Global Access Network and cloud approach has been like a clean slate for our customers in terms of connectivity. It provides an ideal IT model to which you subscribe as you need it and at the quality you desire. It can also expand and contract on demand with the ou don´t have to own it to use it! It's simple; the economics are better, hence the rapid adoption.

The **connectivity evolution**

The next big thing

Together with our customers, we are living and experiencing what we can only describe as the next evolution in connectivity – the next big thing! It's a real evolution because it has been organic, with our customers leading the way. They are pioneering the future, and we are helping them everyday to connect things through our network that have never been connected before. From smart farms to smart glasses, from snow canons to smart buildings, it seems the vision to connect everyone and everything is now fully out of the starting blocks.

New business models

Driven by customers' desires to create new business models and generate new revenue streams, we are helping them toward realizing new leasing models, new service business, monetization of data, and mor
product distribution channels. Our customers are connecting, controlling, and monitoring
ge scale water irrigation
systems, solar energy systems, sophisticated
ovoltaic inverters,

systems, car engine performance, climate controls, surveillance systems, etc. We even help connect and control medical support machines on the International Space Station to help keep astronauts healthy.

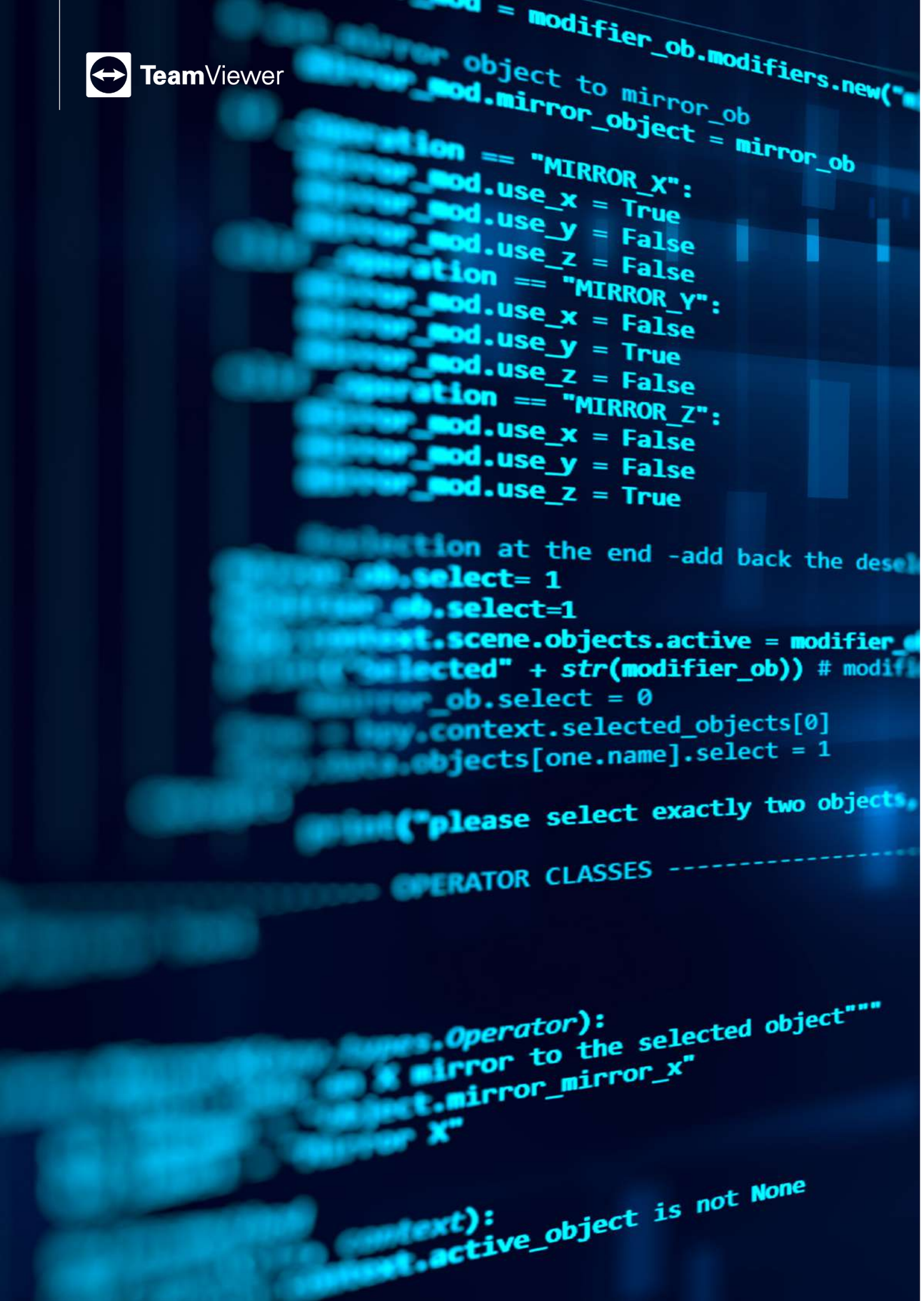
Growth explosion

The exciting thing is that we are only at the beginning of this wonderful journey. According to industry experts like Gartner, IDC, and Forrester, the number of devices and machines to come online over the next 48 months could very well be between 25-50 billion, and they will be located everywhere*. If done correctly, this magnitude of scale will drive completely new economies of scale for enterprises and SMBs, and we believe that our **Global Access Network** is the more lucrative model to absorb and realize this level of scale.

*Source: http://www.idc.com/infographics/IoT

Our Vision

We believe that it will be the cost of scale that will break the usual models of connectivity driving the paradigm shift toward cloud-based service models such as ours. Our vision is a world where people, devices, apps, machines, and spaces can be interconnected instantly and by any amount, without customers having to own any part of the software, infrastructure or service. Speed, performance, ubiquity at low latency is the promise of our **Global Access Network** and the reason our customers keep pushing us for more.



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Raising the bar on **security standards**

Some would say the only surefire way to implement security is by “staying on premise” with IT infrastructure and solutions, while others would argue that the lion’s share of data theft and security breaches happen from within, i.e. within the physical walls and IT firewalls of enterprises and SMBs.

At TeamViewer, we believe that top security is a combination of state-of-the-art technology, best practices, and discipline, regardless of what one feels the best approach is.

When we started building our **Global Access Network** in 2005, we were very conscious of the fact that we were ahead of the curve in terms of hosted services for connectivity, and we knew that security would be top of mind when customers considered connecting anything of strategic importance in substantial amounts.

Therefore, we made security our number one business imperative, not just to meet the expected security standards of the internet today but to raise the bar and go higher.

There is nothing in our daily practice at TeamViewer that is taken more seriously than security when customers choose to use our network and software to connect, monitor, control, collaborate, and support critical aspects of their businesses. At our very core, T ed using 2048 bit RSA public-private key exchange and AES

(256 bit) encryption. This technology is used in a comparable form for https/SSL and is considered completely safe by today's standards.

Atop this core security internet standard, we have added a multitude of security layers that compound themselves to assure customers that our promise of secure connectivity is delivered.

So, whether the security discussion is focused on quality and best practices, session level protection, datacenter and backbone standards, or protection on the application level, we are consistently proving to our customers that we keep raising the bar on security standards within our **Global Access Network**.

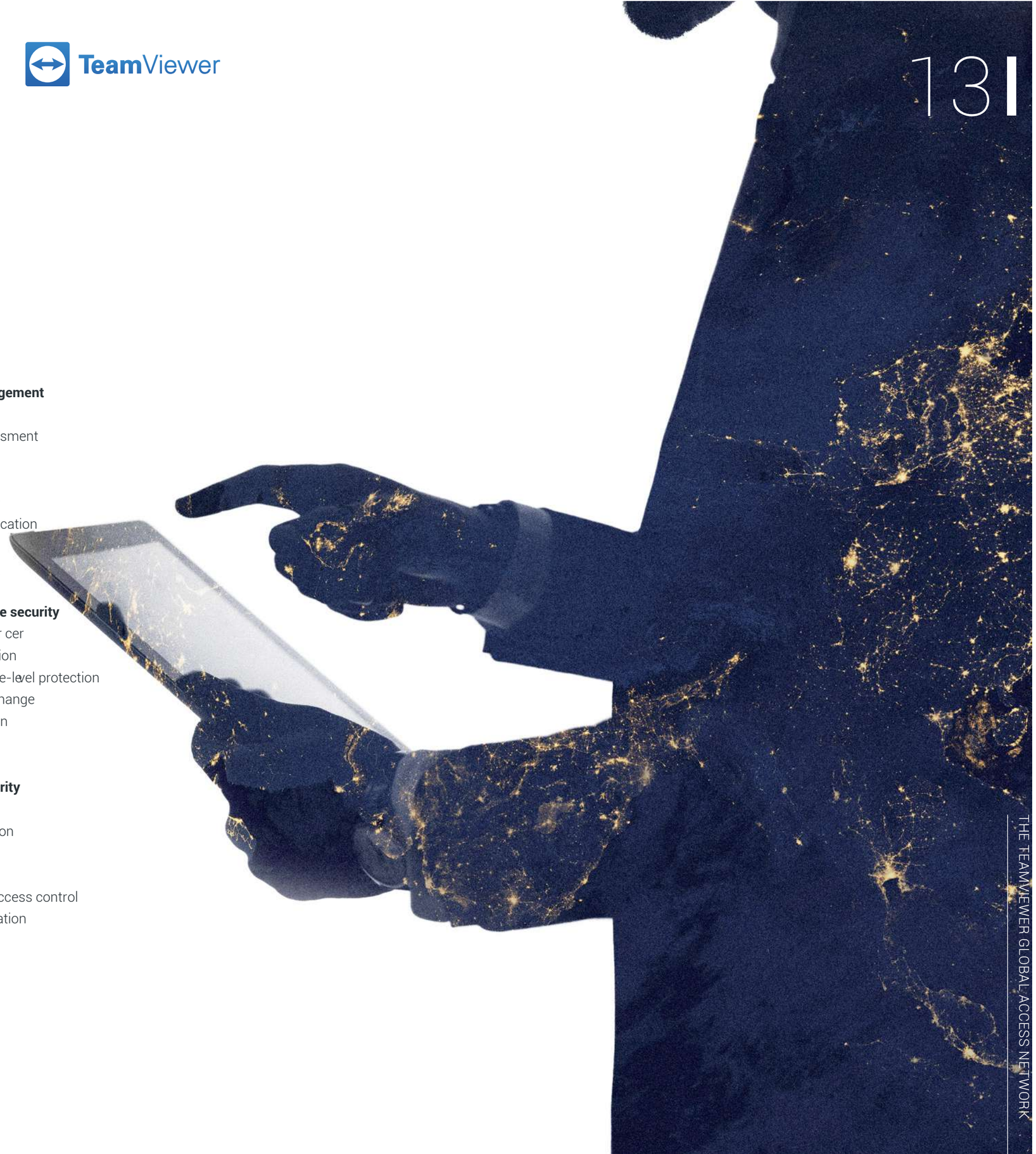
By raising the bar, we have earned the trust of our customers and help them successfully connect people, devices, apps, and machines in the hundreds of millions via our network.

Security quality management
- Quality management
- External expert assessment
- Security inspection

Session-level security
- Encryption & authentication
- Identity validation
- VeriSign code signing

Datacenter & backbone security
- ISO 27001 datacenter cer
- Account-level protection
- Management-Console-level protection
- RSA 2048 bit key exchange
- 256 bit AES encryption
- Policy management

Application-level security
- Black & white listings
- Chat & video encryption
- No stealth mode
- Password protection
- Incoming/outgoing access control
- Two-factor authentication



Global Access Network resiliency

To provide our customers with a top-class connectivity service level, we insist only on IT infrastructure that can deliver reliably.

In all our data centers around the globe that house our main **Global Access Network** hubs, we exclusively use state-of-the-at servers, data storage, and network router gear from industry-leading vendors.

Our central servers in Europe meet European Union Datacenter ISO 27001 cer standards, and we have implemented all the necessary layers of redundancy at the infrastructure level. These include RAID array data protection, data mirroring, data backup, highly available server storage and router systems with disaster recovery mechanisms, and procedures in place to deliver continuous service.

The compound value of best practices in areas of data protection, H.A., DR, external quality management, and professional implementation and testing make our **Global Access Network**, t ontend software, a solution that can be trusted by SMBs and enterprises alik omers from every industry and walk of lif om the resilience of our network infrastructure.

Your devices can be constantly connected to our **Global Access Network** allowing for future-proof monitoring. This provides you with the cost r predictive maintenance.

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Looking toward a **future of connectivity** at scale and speed

We have been building out our **Global Access Network** for over a dozen years, and we will continue to utilize its easily extendable design, as we have to date.

Like Lego bricks that are 'modular' for scalability, 'versatile' for use in multiple applications, 'flexible' so the ed easily, and 'simple' so they can be managed without effort, we will continue to replicate and expand our network hubs for a future of connectivity at unprecedented scale.

Simplicity is the answer to achieving and

to y
software experience on the frontend with the most modular, versatile, and flexible network on the backend.

As scale becomes the game changer for the next evolution of connectivity, we believe our **Global Access Network** will handle it with ease and at the lowest costs to you. A world of hyper
speed in business awaits us all. We just need to reach out and connect to it!

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