

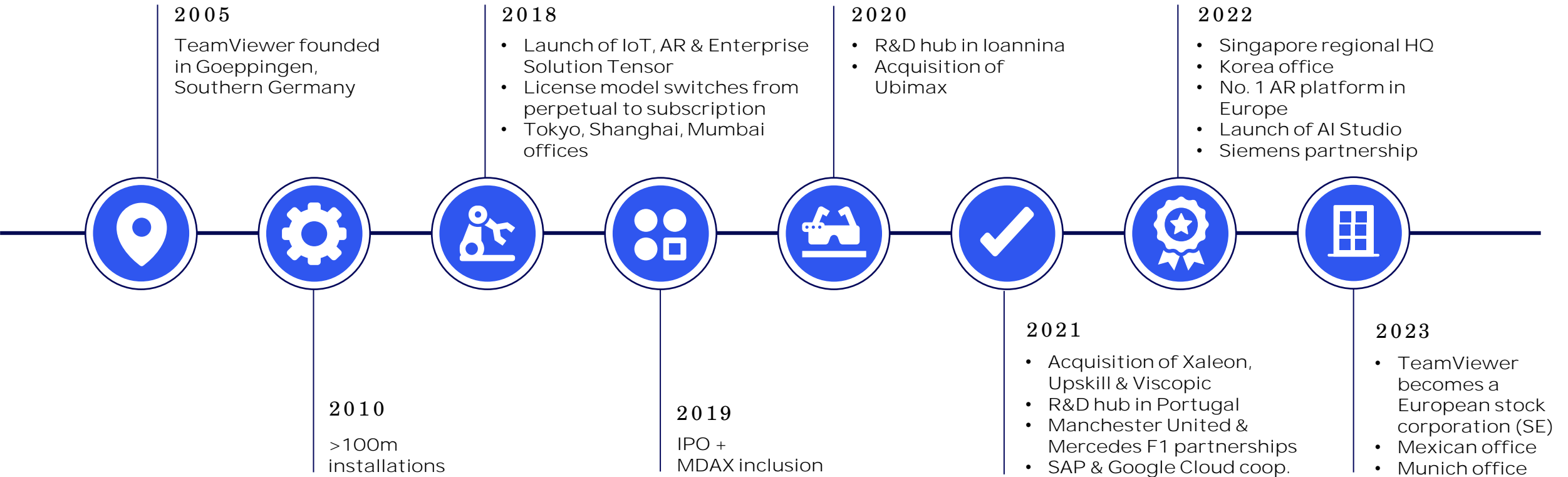


Secure Software Development

... to pave the way for a remote
connectivity strategy.

About TeamViewer

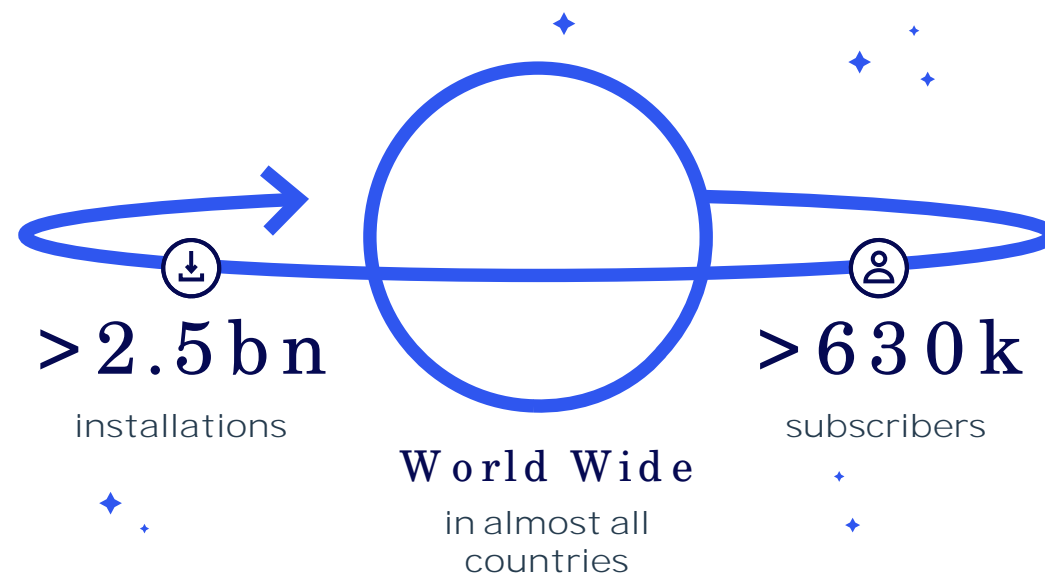
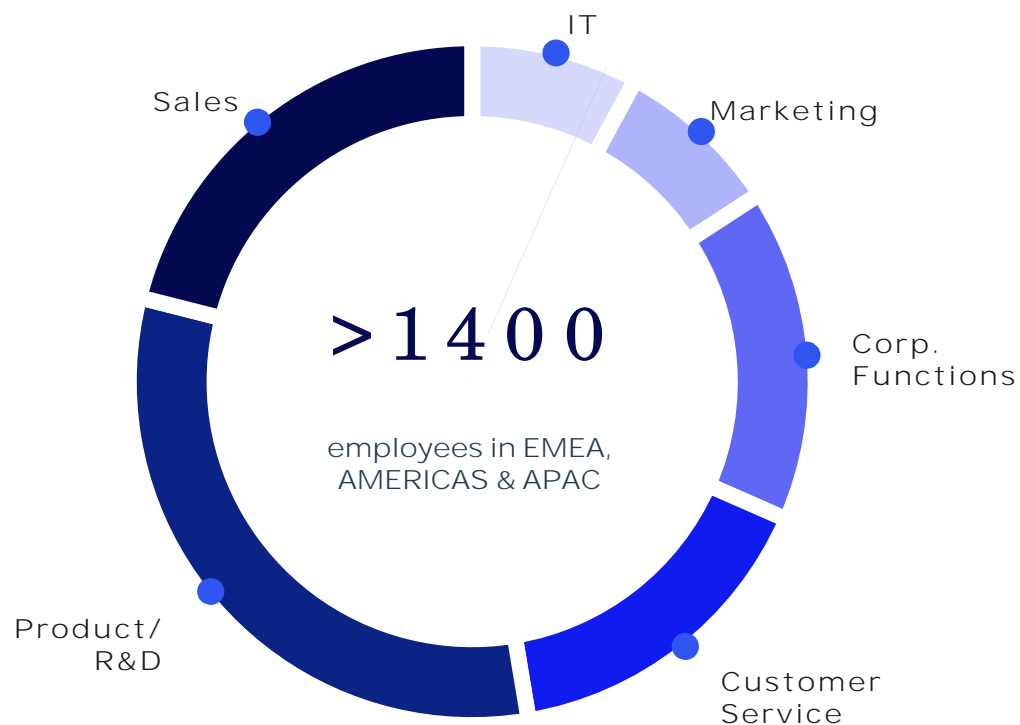
TeamViewer's development



Installations:



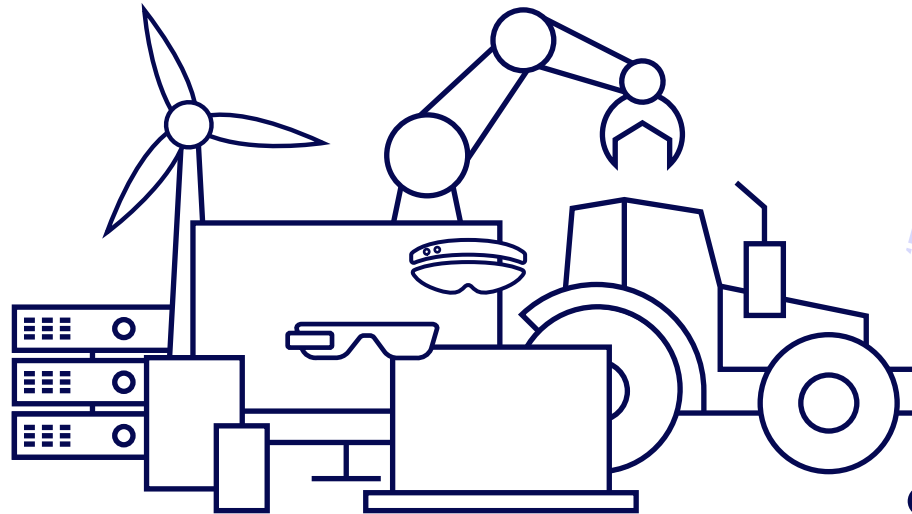
Numbers



High-quality product offering

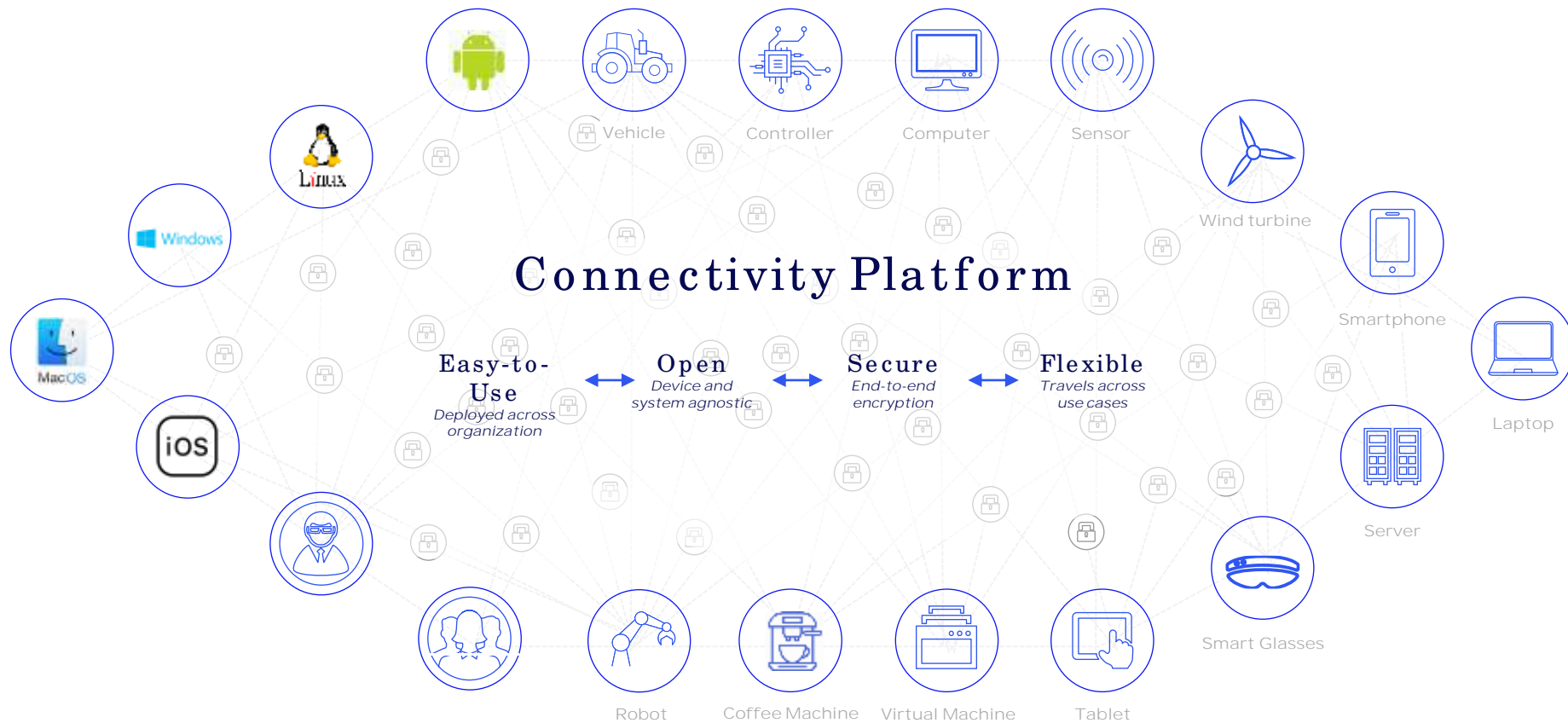
Almost infinite use cases

- Access ✓
- Control ✓
- Manage ✓
- Collaborate ✓
- Engage ✓
- Repair ✓
- Monitor ✓
- Upskill ✓

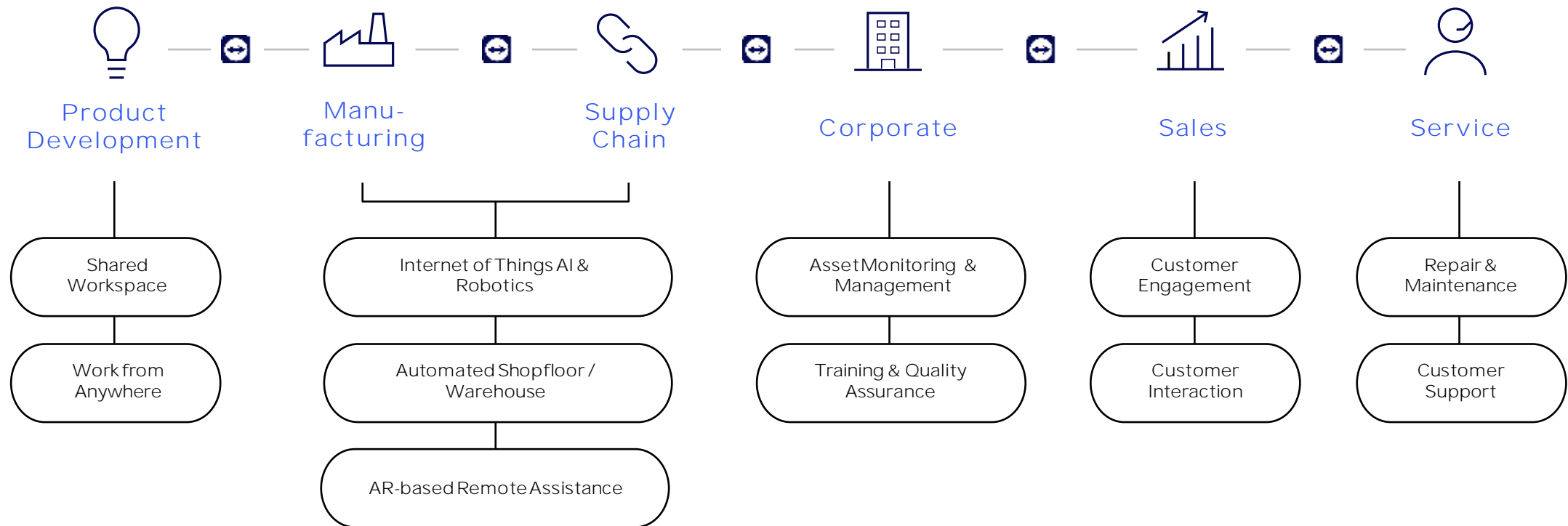


- ✓ Private Persons
- ✓ Companies of all Sizes
- ✓ All Industries
- ✓ All Devices
- ✓ All Relevant Operating Systems
- ✓ Independent of Bandwidth
- ✓ Worldwide

Connectivity to any devices and operating systems



Across the entire value chain



Best-in class
Security and Privacy

Holistic security approach ...

Corporate Security

How we protect TeamViewer - the company

24/7 Security Operation

- Top notch internal security team
- External managed security provider to ensure we are protected around the clock.

Pro-Active approach to security

- Breach and hunt for possible intruders in our environments

Tested & Certified

- Consistently good ratings and industry standard certifications
- Penetration tests and holistic security assessments on a regular basis

Product Security

How we protect TeamViewer - the product

Anti-Fraud/Scam

- Dedicated Trust & Safety-team that keeps our products platform clean
- Less fraud & scam result in a safer ecosystem for our customers

Security-first approach

- Secure Software Development Lifecycle (S-SDLC) process to the point where the software is distributed

Bug Bounty / Responsible Disclosure

- Encouraging and incentivizing security professionals to find bugs in our software and infrastructure

... proven by facts

Key pillars



People

A dedicated team of ~40 people manages both product and internal security



Investment

We invested ~40m € over the last 5 years to be always on top of the industry



Anti Fraud

We blocked 460k malicious connections, 1m brute-force attempts, 2.3k malicious accounts over the last 6 months

Tested & Certified



Best-in-class security platform

- BitSight constantly monitors our external attack surface
- Latest BitSight security ranking confirms:
 - TeamViewer is the most secure remote connectivity player in the market
 - Compared to all ca. 13,885 technology companies, TeamViewer lands within the top 1 percent
- TeamViewer's "security by design" approach ensures best-in-class cyber security across the entire product portfolio

Peer Group: Technology Industry | Similar Employees | 13885 Companies

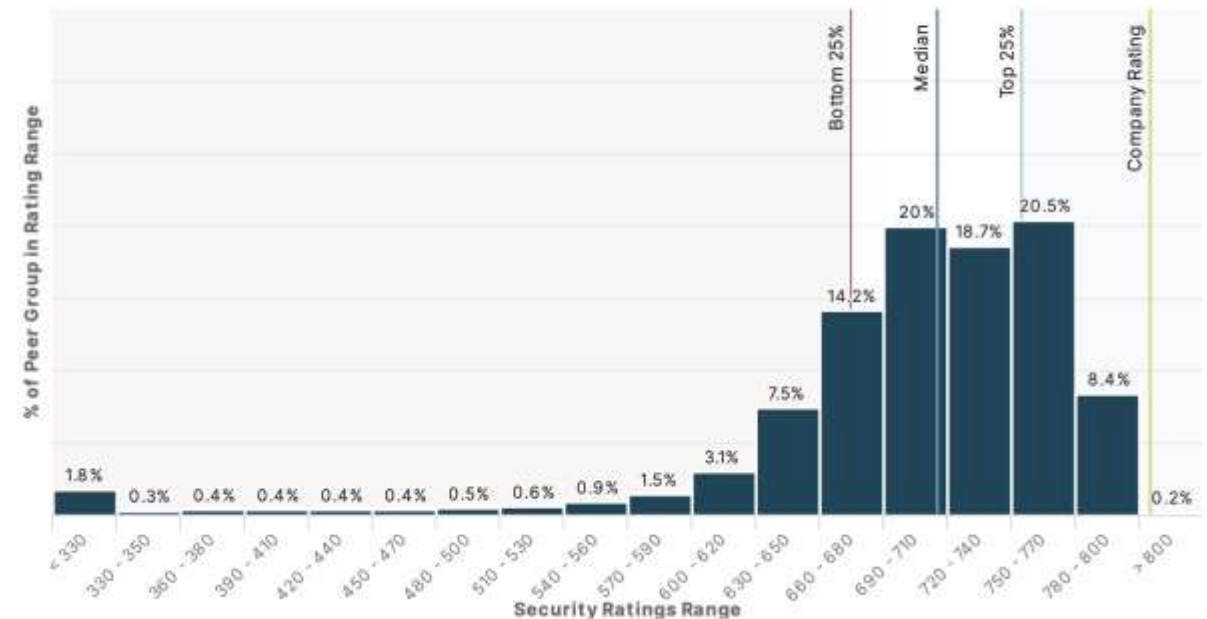
TeamViewer G... **810**
Top
of the Peer Group

Bottom 25% **670**
↓ 140 points less
than TeamViewer GmbH

Median **710**
↓ 100 points less
than TeamViewer GmbH

Top 25% **750**
↓ 60 points less
than TeamViewer GmbH

Peer Group Distribution over Rating Ranges



Secure Software Development Foundation

Secure Software Development Lifecycles' Compared



IEC 62443 Industrial Cybersecurity

Part 4-1: Secure Software
Development Lifecycle



Microsoft SDL

Secure Software Development
with 12 practices

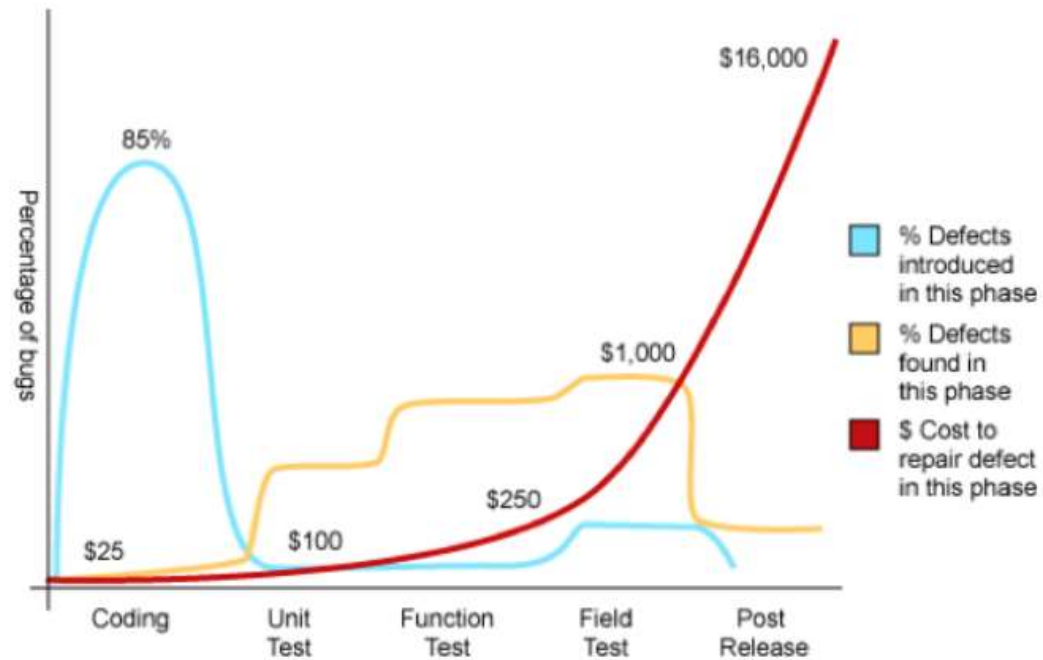


NIST / National Institute of Standards and Technology

Secure Software Development
Framework

Security Shift-Left

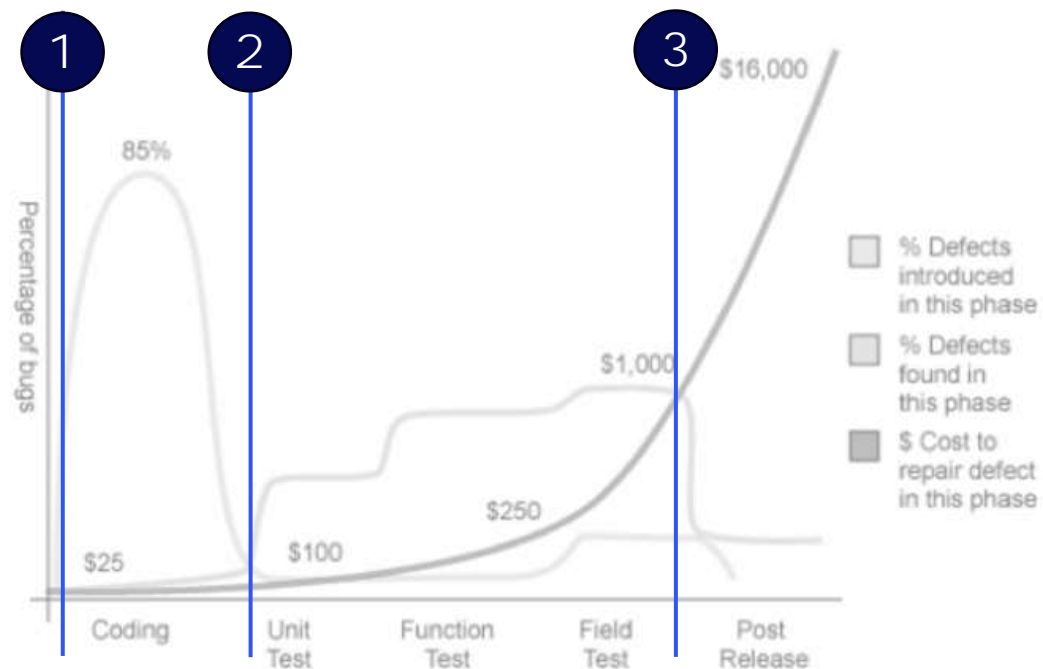
The Cost of Software Bugs



Source: Applied Software Measurement, Capers Jones

Security Shift-Left

The Cost of Software Bugs



Source: Applied Software Measurement, Capers Jones

Approaching
security as early as possible
to reduce costs for rework.

Three stages to review:

1. Idea / Design Phase
2. Code complete
3. Done

Secure Software Development Top 5 Basic's



Trainings

Security Awareness

Vulnerability Awareness

Language specific secure coding training

Threat Modeling



Process

Mandatory security reviews

Transparent general security requirements

Specific security requirements back into product requirement process



Tools

Tracking

Vulnerability Management

Scanning Tools

Software Composition Analysis

Approved Tools



Verification

Security Tests

Quality Assurance

Penetration Testing

Bug Bounties

Vulnerability Disclosure Program



Response

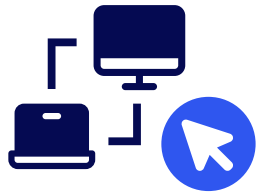
Product Security Incident Response Team

Security Bulletins

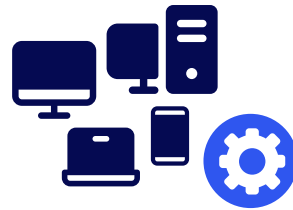
CVE records

Solutions & products

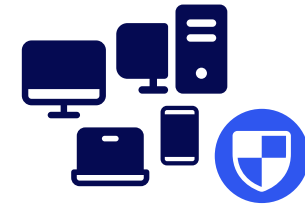
Classical IT & Emerging Embedded Use-Cases



Remote Access



IT Asset
Management



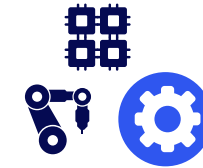
End Point
Protection



Remote
Support



Mobile Device
Support



Embedded
Devices

High-quality product offering



Remote Support Solutions

Remote access, control and management solutions for SMB IT departments

TeamView er Remote



Remote Support



Remote Monitoring & Management



Endpoint Protection



Ticketing



Enterprise Connectivity Solutions

Advanced remote support, control and management of enterprise IT, smart devices and industrial equipment

TeamView er Tensor



Enterprise IT



Co-Browsing



Smart Devices



Industrial Equipment



Frontline Productivity Solutions

Digital workflows, instructions and assistance for smart frontline operations

TeamView er Frontline



Digital Workflow



AR Assistance



AI / Image Recognition



Digital Twin

TeamViewer Tensor

Enterprise Remote Connectivity

Classical IT support to emerging OT support use cases



TeamViewer Tensor Features & Benefits



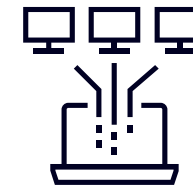
Conditional Access

Prevent unauthorized connections and create secure support experiences at scale.



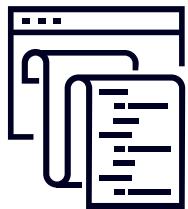
Single Sign-On (SSO)

Enable secure and seamless access to TeamViewer Tensor via SSO.



Multitenancy

Simplify license sharing and management across central and satellite IT orgs.



Auditability

Comprehensive logging and reporting of all incoming and outgoing connections for audit, compliance and governance purposes.



Mobile SDK

Ensure you can provide in-app support in a scalable, secure manner with Mobile SDK.



User Groups & Roles

Manage large scale IT groups, departments and employee workforce in an easy, intuitive manner.

Conditional Access | Benefits

Our Zero Trust “Firewall”

Enforce

Define and enforce access rules at all levels

Restrict

Connection types, file transfers at an individual, granular level

Centralized

Manage centrally and control incoming & outgoing connections

Rule-based

Supplement your existing firewall with our rule-based access framework



Conditional Access

Use Cases



Prevent unauthorized remote access and support

Internal Support

Prevent unauthorized connections

3rd party support

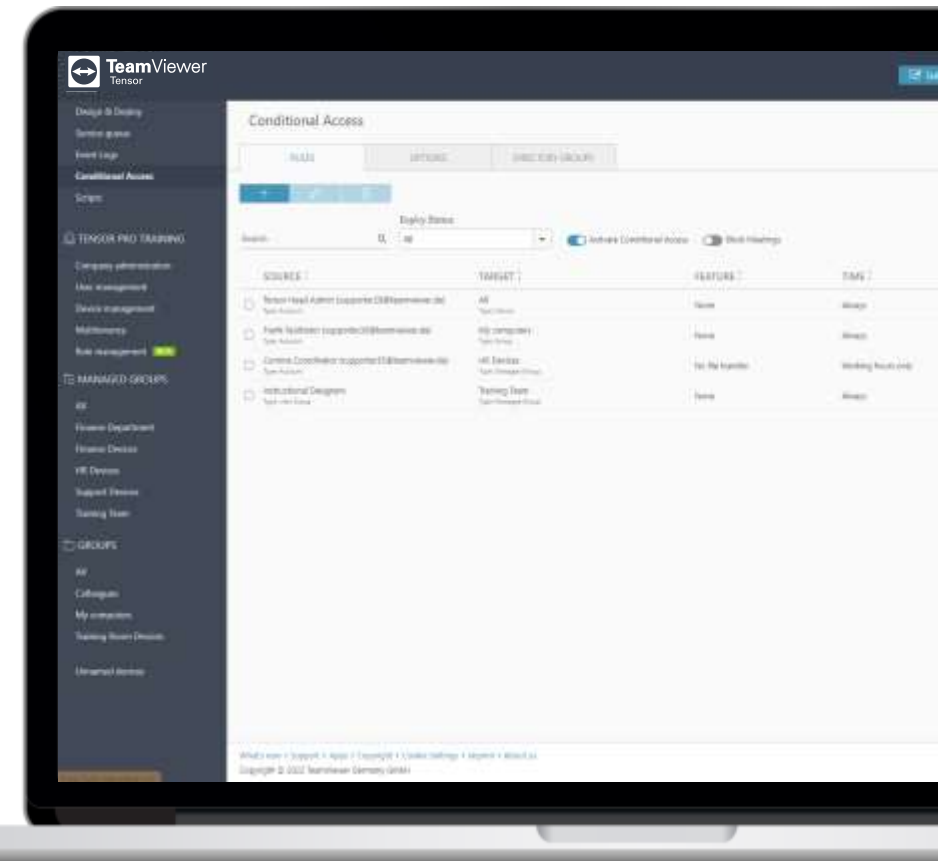
Minimize connectivity options for 3rd party support

Project-based work

Enforce Time- and expiration-based access

Remote Work

Deliver secure support experiences remotely





TeamViewer
Tensor

teamviewer.com/tensor

Thank
You

Jan Bee
Director Product Security

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