

The header features a dark blue background with a glowing purple and white 'ONE' in the center. To the left, there are stylized icons of a smartphone, a tablet, a laptop, and a server rack, all in shades of blue and white. The TeamViewer logo is positioned above the 'ONE'.

TeamViewer ONE for education

Solution overview

Detect earlier. Gain insights. Fix once. And prevent issues forever.

Endpoint management

Secure remote support

AI insights

Intelligent automation

Experience monitoring

Education IT teams deal with **constant daily issues**: slow classroom devices, login problems before lessons start, patching gaps, and recurring performance problems across endpoints.

With **limited staff and growing device fleets**, teams spend too much time reacting to tickets.

TeamViewer ONE unifies endpoint management, remote support, AI insights, automation, and experience monitoring to **detect issues earlier, resolve root causes, and prevent repeat problems**.

Built for modern education IT environments

Educational institutions manage hundreds to thousands of endpoints across classrooms, labs, campuses, and remote users.

With lean IT teams and increasing digital dependency, reliability and efficiency are critical.

TeamViewer ONE helps education IT teams:



Detect issues before they disrupt teaching and learning



Reduce recurring tickets through automation



Simplify operations by consolidating multiple tools



Support hybrid classrooms and distributed campuses



Improve the digital experience for students, faculty, and staff

TeamViewer ONE

From detection to prevention

1. IT starts remote support session

On-demand expert session for cases that cannot be auto-resolved.

2. AI augments IT's knowledge to resolve friction

Efficient root cause identification, analysis, and remediation.

3. AI summarizes session and creates reusable fix

Knowledge capture of expert issue resolution and trend analysis.

4. AI analyzes endpoints to predict unreported issues

Real-time analysis of system data to predict and track issues users are not yet reporting.

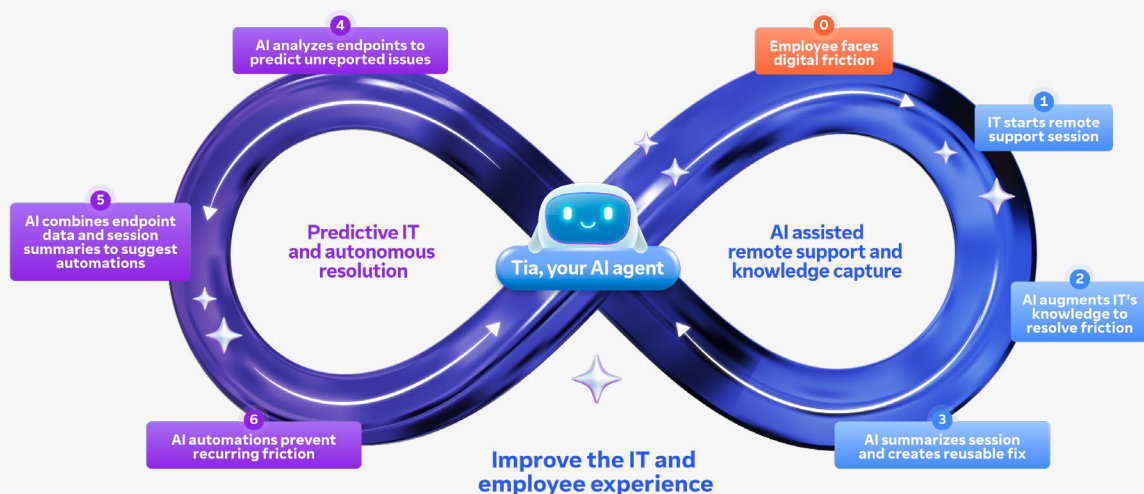
5. AI combines endpoint data and session summaries to suggest automations

Pattern recognition with DEX Insights to identify automation candidates.

6. AI automations prevent recurring friction

Autonomous resolution of digital friction based on captured expert knowledge.

Break free from reactive IT. Fix once, fix forever with TeamViewer's AI.



Proven impact for lean IT teams

Organizations using proactive monitoring and automation can achieve:

50%

Up to 50% faster issue resolution



30-50%

30-50% fewer recurring tickets



8-15h

8-15 hours saved per technician per week



ONE

Reduced tool sprawl with one unified platform



Ideal education environments for TeamViewer ONE

TeamViewer ONE is a strong fit for schools and universities that:

1

Manage **hundreds to thousands of endpoints** across campuses or districts

2

Operate with **lean IT teams supporting large device fleets**

3

Experience **recurring device, performance, or classroom IT issues**

4

Integrate with **Microsoft Intune** and other major IT management tools

5

Want to introduce **automation and AI into IT operations** without adding complexity

Move education IT from reactive to proactive

Detect earlier. Automate faster. Fix issues before they disrupt learning.

TeamViewer ONE helps schools and universities deliver a reliable digital learning environment, while freeing IT teams to focus on higher-value work.

[See proactive IT in action](#)