aws marketplace

TeamViewer ONE

Reviews, tips, and advice from real users








Powered by PeerSpot

Contents

Product Recap . . . . . 3 - 4

Valuable Features . . . . . 5 - 9

Other Solutions Considered . . . . . 10 - 12

ROI 13

Use Case . . . . . 14 - 16

Setup . . . . . 17 - 20

Customer Service and Support . . . . . 21 - 22

Other Advice . . . . . 23 - 25

Trends . . . . . 26 - 27

About PeerSpot . . . . . 28 - 29

©2026 PeerSpot, All Rights Reserved



Product Recap

TeamViewer ONE

TeamViewer ONE Recap

TeamViewer ONE offers remote access and cross-platform functionality, enhancing IT operations across various systems and clouds like AWS and Azure while streamlining setup and secure connections.

Providing a robust platform for IT professionals, TeamViewer ONE enables efficient remote management with features like interactive chat, file transfers, and seamless session management. Despite its strengths, users highlight the need for improved pricing models, security measures, and enhanced stability. Regular updates are requested to tackle connectivity and lag challenges, and improvements in reporting, integration, and mobile remote functionalities are desired.

What are the standout features of TeamViewer ONE?

- Remote Access: Facilitates secure control across multiple devices.
- Cross-Platform Functionality: Operates on different OS and cloud environments.
- File Transfers: Enables smooth and efficient data exchange.
- Interactive Chat: Supports real-time communication during sessions.
- Remote Management: Provides a comprehensive view of system resources.

What benefits or ROI should users look for in reviews?

- Enhanced Collaboration: Simplifies teamwork with easy connectivity.
- IT Support Efficiency: Streamlines troubleshooting and support tasks.
- Resource Management: Offers tools for managing system performance.
- Security Assurance: Delivers trusted connections for data protection.

TeamViewer ONE is implemented in industries requiring remote support and server management, offering solutions for IT support, remote client connections, and seamless meeting management. It assists in monitoring, troubleshooting, and resolving software and hardware issues for service providers and companies.

©2026 PeerSpot, All Rights Reserved

Valuable Features

Excerpts from real customer reviews on PeerSpot:

- "All the features of TeamViewer Remote Management are very good from my perspective."



Nitesh Ranjan

Senior Software Engineer at a tech vendor with 1,001-5,000 employees

- "The most recent enhancements are quite remarkable."



Babawale Awojinrin

IT Operations Manager at Healthplus limited

- "I like the possibility of using this software across different operating systems and clouds, such as AWS or Azure Cloud, while being able to efficiently transfer files and run the data."



MuhammadFurqan

Senior consaltant at System Limited

©2026 PeerSpot, All Rights Reserved

"TeamViewer Remote Management is easy to use and user-friendly."



Umesh Vashisht

SEO Manager at Anand Group India

"Almost all the features are valuable to me, like the scalable feature and its highly interactive software."



ChetanGoyal

AWS / Big Data Engineer at Waste Management, Inc.

"The initial setup of TeamViewer Remote Management is very simple."



Taha Khaleel

Chief Operations Officer at PRO-VISION

"The initial setup of TeamViewer Remote Management is very simple."



Dinesh Gururaj

IT Analyst at Qfba

©2026 PeerSpot, All Rights Reserved

What users had to say about valuable features:

“The product is secure. We can't connect to a desktop without a code. The connection is good, especially if you have good Internet access. The end user still has control, regardless of whether someone is working remotely on their system..”

Tony Ayabam
CEO at Infohob

Read full review

“The most valuable feature of the solution stems from the fact that our company's clients know the product. The product also allows our company to connect with our clients easily..”

GiancarloScali
Project Manager at SOLUZIONE SRL

Read full review

“The most recent enhancements are quite remarkable. Previously, you could remotely access and inspect resources. However, now it allows the incorporation of the systems and integration of remote systems to have a comprehensive view of their resources. This encompasses various aspects like hardware usage, storage, and other important details. .”

Babawale Awojinrin
IT Operations Manager at Healthplus limited

Read full review

©2026 PeerSpot, All Rights Reserved

"I use the solution to help my parents with a few things related to computers, so it is a tool I use completely for personal needs. TeamViewer Remote Management allows me to access everything in the system that belongs to my parents, especially in cases where I need to check for a virus or something while installing and uninstalling applications. In general, the solution gives me exactly what I expect from it.."

Dinesh Gururaj
IT Analyst at Qfba

Read full review

"IT professionals involved in the maintenance of IT software prefer TeamViewer Remote Management.

IT specialists experience the most valuable features of the solution since it is easy for them as it provides them with a wide variety of functionalities to help fix IT-related issues. ."

Taha Khaleel
Chief Operations Officer at PRO-VISION

Read full review

©2026 PeerSpot, All Rights Reserved

"All the features of TeamViewer Remote Management are very good from my perspective. I have used many remote sessions in my day-to-day job with other solutions such as Bomgar, LogMeIn, and Cisco Webex. However, after using TeamViewer Remote Management for the past year, it is quite good and more comfortable to use. I can take a remote session of the end user easily, whether they are using a VM or non-VM product. I can easily track and resolve their issues by accessing TeamViewer Remote Management through the remote session.

"TeamViewer Remote Management is my preferred choice because it is more comfortable to use and there is no complication with the end user. With other solutions like LogMeIn or Cisco, we have to give a link to the end user and guide them through the entire process. With TeamViewer Remote Management, the application has been installed on the end user's machine, so we can directly ask for the unique code and take a remote session using that code. There is no link to share and we do not have to guide the end user manually through clicking links and filling in details.

"Taking a remote session is quite easy, and I find it very simple to access. It does not create the difficult situations that I have experienced with other remote session solutions. There are no challenges I face while taking a remote session or deployment.."

Nitesh Ranjan
Senior Software Engineer at a tech vendor with 1,001-5,000 employees

Read full review

©2026 PeerSpot, All Rights Reserved

Other Solutions Considered

“I prefer to use AnyDesk. I actually uninstalled TeamViewer. I only install it again if a customer only accepts TeamViewer and doesn't want to use AnyDesk, but most customers are more and more open to AnyDesk, which I think works smoother. We're using AnyDesk more than TeamViewer..”

R Williams
Software Analyst at Altron

Read full review

“LogMeIn was a solution used in my company previously.

The price difference between TeamViewer Remote Management and LogMeIn was why my company chose TeamViewer Remote Management. LogMeIn was expensive compared to TeamViewer Remote Management..”

GiancarloScali
Project Manager at SOLUZIONE SRL

Read full review

©2026 PeerSpot, All Rights Reserved

"Apart from TeamViewer Remote Management, we're using the free version of Zendesk. We're also using Itarian, which has more features than TeamViewer Remote Management. Itarian is a good solution with basic features also found in TeamViewer Remote Management. I also heard from Itarian that it has a built-in program for remoting. It would be good if TeamViewer Remote Management also had that built-in remoting program.."

Denmark Gonzalo
IT Network & System Administrator at Al asab

Read full review

"We were using AnyDesk. It is lighter than TeamViewer. If someone does not have strong internet connectivity, then AnyDesk would be a better option. We chose TeamViewer because AnyDesk gets disconnected suddenly.."

Aziz-Ahmed
Group IT Manager at Direct Remit Limited

Read full review

©2026 PeerSpot, All Rights Reserved

“I have used Microsoft Office.

TFS was present. I have used it. It was installed on the server to be used by everyone throughout the company.

Depending on how much time I spend in the organization. I have been working with TFS for approximately 10 years.

TFS can be deployed both on the Cloud and on-premises.

I am working in HR, not in the IT department.

We work with a company's proprietary CRM..”

Validated user

Account Manager at a tech services company with 10,001+ employees

Read full review

©2026 PeerSpot, All Rights Reserved

ROI

Real user quotes about their ROI:

"The ROI has been significant. Beyond the financial aspect, I oversee 95 locations, with each location comprising numerous stores, each housing an average of two devices. This accumulates to around one hundred and ninety devices per location. Within a span of ten days, I remotely accessed these locations to conduct stock reviews, effectively streamlining the stock counting process. The solution eliminates the need for physical visits and instead allows me to concurrently manage up to five sections remotely. This strategy drastically reduces costs and time compared to visiting each location in person. Considering the number of users and location, almost ninety-five in total, I've experienced tangible returns on investment through the utilization of TeamViewer Remote Management.."

Babawale Awojinrin
IT Operations Manager at Healthplus limited

Read full review

©2026 PeerSpot, All Rights Reserved

Use Case

"It is mainly used to solve issues remotely. Yeah. So, it provides, in summary, remote assistance, enabling me to connect to another person's device and provide support.."

MaryKambo
Penetration Tester at eits

Read full review

"We use different features of this solution for different customers, so there are many use cases. TeamViewer is widely used so we implement it across numerous projects. ."

MuhammadFurqan
Senior consaltant at System Limited

Read full review

©2026 PeerSpot, All Rights Reserved

"In my previous company, I was a project manager, and whenever we needed some remote IT support to fix certain problems in our PCs, we preferred TeamViewer Remote Management. ."

Taha Khaleel
Chief Operations Officer at PRO-VISION

Read full review

"TeamViewer Remote Management probably has one of the best setups in terms of screen sharing, which I experience when I have to support my parents back home. The solution comes with screen sharing by default.."

Dinesh Gururaj
IT Analyst at Qfba

Read full review

"In my company, we use TeamViewer Remote Management to provide assistance to our company's clients when they open tickets before contacting us for help. We then use TeamViewer Remote Management to connect with our clients.."

GiancarloScali
Project Manager at SOLUZIONE SRL

Read full review

©2026 PeerSpot, All Rights Reserved

"This functionality proves valuable, especially in scenarios like remote monitoring. TeamViewer Remote Management oversees resources which is crucial to monitor system crashes or excessive loads for users. This monitoring can seamlessly occur with TeamViewer. Moreover, it can manage multiple locations efficiently. For instance, in my organization, we have two affiliated companies, and we've organized them into groups within TeamViewer.."

Babawale Awojinrin
IT Operations Manager at Healthplus limited

Read full review

©2026 PeerSpot, All Rights Reserved

Setup

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

"The initial setup process is simple. It takes two minutes to complete. The deployment involves downloading the software, following the essential steps, and installing it.."

Mohamed-Rumaiz

Senior Manager - Software Development at East Coast Technologies

Read full review

"The complexity of the setup depends on the solution model that is going to be used. Large amounts of data require a complex migration, but mostly it's very smooth and easy.."

MuhammadFurqan

Senior consaltant at System Limited

Read full review

©2026 PeerSpot, All Rights Reserved

“The initial setup of TeamViewer Remote Management was very simple.

The product's deployment phase gets completed in a minute.

I publish a URL on my website, and my customer links with the aforementioned website for the completion of the deployment process..”

GiancarloScali

Project Manager at SOLUZIONE SRL

Read full review

“The initial setup of TeamViewer Remote Management is very simple.

The initial setup of TeamViewer Remote Management takes too long.

During deployment, I can also enable something like unattended access, but that is something a person shouldn't usually use because that's probably not the best way. While on TeamViewer Remote Management, we request a password each time we need access, which I think is one of the easiest and cheapest ways to use.

The solution is deployed on-premises..”

Dinesh Gururaj

IT Analyst at Qfba

Read full review

©2026 PeerSpot, All Rights Reserved

“The initial setup of TeamViewer Remote Management is very simple.

The solution's deployment phase had to be carried out for four years.

The solution is deployed on the cloud.

For deployment, I had to connect to my previous network. After finishing some work, if I wanted to upload it to OneDrive or use some features of my network, I couldn't do so in some cases remotely. When I called an IT person for help, he told me to open TeamViewer Remote Management and send him the code that appears on the screen. After I sent the code I saw on the screen after opening TeamViewer Remote Management to the IT person, he started to control my PC from his side to help me fix the issue..”

Taha Khaleel

Chief Operations Officer at PRO-VISION

Read full review

©2026 PeerSpot, All Rights Reserved

“The initial setup is straightforward and requires three to five minutes. It starts with determining the PC's architecture (64-bit or 32-bit), leading the user to know which version to download. Additionally, there are a number of factors that need to be considered like the number of technical users for remote access, the number of remote locations, and storage requirements. These factors will guide the user license purchase.

We should always factor in costs, and there's potential for offering more accessible pricing, especially in markets like Africa and developing countries, given their business environment. On the other hand, there have been challenges stemming from the transition; the previous owners used a free tool like NGINX for remote operations. Transitioning to a paid remote tool is driven by security and enhanced features.

.”

Babawale Awojinrin

IT Operations Manager at Healthplus limited

Read full review

©2026 PeerSpot, All Rights Reserved

Customer Service and Support

"I didn't have any problems using TeamViewer to open a support ticket with the vendor. As a result, I can't give you a definitive answer, I have never contacted technical support.."

Abdelkader Raway
Works at a financial services firm with 51-200 employees

Read full review

"The solution really is very straightforward. Therefore, there hasn't really been a need to reach out to technical support. Having never dealt with them, I can't speak to how helpful or responsive they would be. ."

Chinthaka Kannangara
Network System Engineer at VSIS

Read full review

©2026 PeerSpot, All Rights Reserved

"I have contacted customer service and support a couple of times, but it was not good.

The support personnel seem to change with each call – sometimes it's someone from India, other times from Canada, and so on. You end up having to explain your case anew each time you call.."

Jawad Riaz Ahmed
Manager Networks at Future Point Technologies

Read full review

"In my past organization where I worked at MT Sachi, I directly contacted the technical support of TeamViewer Remote Management because I was unable to log in and there was a technical glitch. When I tried to connect with the end user through a remote session and contacted TeamViewer Remote Management's technical support, we discovered that a global outage was occurring. They coordinated very well and reported the issue within a few minutes with a ticket number indicating that a global outage was in progress. After resolving the global outage, they updated us via email that the issue had been resolved and we could check it. They addressed the issue very frequently.

"Since I coordinated with them the first time and they addressed this issue, I would rate their customer service as 10 out of 10.."

Nitesh Ranjan
Senior Software Engineer at a tech vendor with 1,001-5,000 employees

Read full review

©2026 PeerSpot, All Rights Reserved

Other Advice

"Regarding pricing, since the licenses are purchased by the organization, I am not aware of the pricing details. However, the setup is easy and friendly to use. My overall rating for this product is 9.5 out of 10.."

Nitesh Ranjan
Senior Software Engineer at a tech vendor with 1,001-5,000 employees

Read full review

"We have been very satisfied with this solution, however, its efficacy is based upon the requirements and nature of the company itself. I would recommend reviewing all the available features prior to making a decision. I rate this solution ten out of ten. ."

MuhammadFurqan
Senior consaltant at System Limited

Read full review

©2026 PeerSpot, All Rights Reserved

“I would certainly suggest it to other users. The software is user-friendly with a straightforward interface and a wide array of features. It offers transparency into user activities, which is beneficial. The consistent user interface is also a valuable feature.

I rate the overall solution a seven out of ten. .”

Babawale Awojinrin
IT Operations Manager at Healthplus limited

Read full review

“I recommend those planning to use the solution only when they have a good network. It would be pretty hard to operate if they have any weaknesses in their networks.

I rate the overall solution a seven to seven and a half out of ten.

.”

Taha Khaleel
Chief Operations Officer at PRO-VISION

Read full review

©2026 PeerSpot, All Rights Reserved

"TeamViewer Remote Management is a cloud-based solution.

Users should be patient if there is any issue related to the network. If any technical issue comes up with the solution, users should raise a ticket.

Overall, I rate TeamViewer Remote Management a nine out of ten.."

Umesh Vashisht
SEO Manager at Anand Group India

Read full review

"The solution can maintain itself, making it one of its major advantages. There is no requirement for a very highly skilled person to operate the solution.

I recommend the solution to others planning to use it. TeamViewer Remote Management is the first choice in my recommendation list, especially if screen sharing is needed.

I rate the overall solution a ten out of ten.."

Dinesh Gururaj
IT Analyst at Qfba

Read full review

©2026 PeerSpot, All Rights Reserved

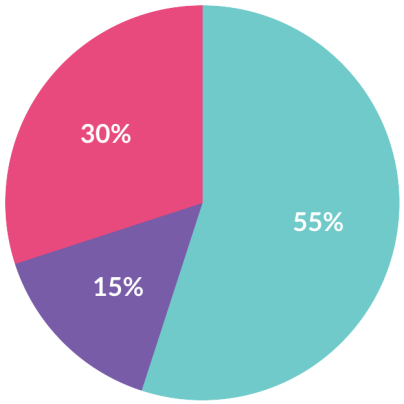
Top Industries

by visitors reading reviews

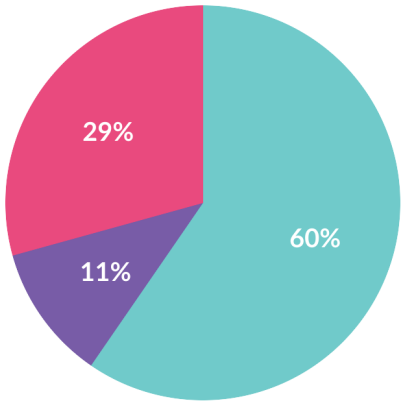
Outsourcing Company	15%
Financial Services Firm	12%
Manufacturing Company	8%
Comms Service Provider	7%

Company Size

by reviewers



by visitors reading reviews



Large Enterprise Midsize Enterprise Small Business

©2026 PeerSpot, All Rights Reserved

About this buyer's guide

Thanks for downloading this PeerSpot report.

The summaries, overviews and recaps in this report are all based on real user feedback and reviews collected by PeerSpot's team. Every reviewer on PeerSpot has been authenticated with our triple authentication process. This is done to ensure that every review provided is an unbiased review from a real user.

Get a custom version of this report... Personalized for you!

Please note that this is a generic report based on reviews and opinions from the collective PeerSpot community. We offer a customized report of solutions recommended for you based on:

- Your industry
- Company size
- Which solutions you're already considering

The customized report will include recommendations for you based on what other people like you are using and researching.

Answer a few questions in our short wizard to get your customized report.
Get your personalized report here

©2026 PeerSpot, All Rights Reserved

About PeerSpot

PeerSpot is the leading review site for cloud, AI, and business software. We created PeerSpot to provide a trusted platform to share information about software, applications, and services. Since 2012, over 22 million people have used PeerSpot to choose the right software for their business.

PeerSpot helps tech professionals by providing:

- A list of products recommended by real users
- In-depth reviews, including pros and cons
- Specific information to help you choose the best vendor for your needs

Use PeerSpot to:

- Read and post reviews of products
- Access over 30,000 buyer's guides and comparison reports
- Request or share information about functionality, quality, and pricing

Join PeerSpot to connect with peers to help you:

- Get immediate answers to questions
- Validate vendor claims
- Exchange tips for getting the best deals with vendor

Visit PeerSpot: www.peerspot.com

PeerSpot

244 5th Avenue, Suite R-230 • New York, NY 10001

reports@peerspot.com

+1 646.328.1944

©2026 PeerSpot, All Rights Reserved