



FOR IMMEDIATE RELEASE

## **TeamViewer Remote Connectivity Integrates with BOSS Solutions**

*Administrators within BOSSDesk and BOSS Support Central Can Now More Accurately and Quickly Remotely Support End Users and Troubleshoot IT Problems*

**Tampa Bay, October 10, 2018** – [TeamViewer®](#), the global connectivity powerhouse, announced integration with BOSS Solutions, a leading provider of IT Service Management solutions, embedding TeamViewer remote control functionality into BOSSDesk Cloud-based IT Service Management and BOSS Support Central for On-Premise IT Service Management.

“The City of Delray Beach in Florida has a large, dispersed and diverse IT infrastructure that has to perform 24/7 to support our 70 thousand residents and our City’s vision for growth,” says Don Marese, IT Project Manager at Delray Beach. “We’ve deployed BOSS Solutions with TeamViewer remote connectivity to resolve IT problems fast and to keep our city workers happy and productive.”

### **Highlights include:**

- Create and join a support session directly from a service record
- Remotely control the customer’s device
- View and manage TeamViewer session reports

“With TeamViewer integration, BOSS Solutions customers can easily create service cases and provide remote support right from within their familiar IT service records console,” says Vishu Nayagam, Director of Product Engineering at BOSS Solutions. “TeamViewer is the leading secure remote connectivity tool on the market and our customers know that remote control helps to increase efficiency of service desks and can significantly improve customer satisfaction.”

The integrated solutions improve remote support of end users, troubleshoot IT issues faster, increase first-call resolution and reduce ticket volume. Additionally, BOSSDesk and BOSS Support Central



## *FOR IMMEDIATE RELEASE*

administrators can now leverage embedded TeamViewer features to perform remote tasks such as file transfer, view system information and monitor hardware performance – including CPU utilization, RAM usage and device storage information.

“We are very excited to partner with BOSS Solutions to bring our remote connectivity capabilities to their customers,” says Alfredo Patron, VP of Business Development at TeamViewer. “Remote access can greatly improve end user and customer experiences, especially when paired with a leading IT service management platform, like those provided by BOSS Solutions.”

[To leverage this integration](#), organizations must have BOSSDesk or BOSS Support Central and an eligible TeamViewer plan. The combined solution can run on Windows, macOS, Linux, iOS and Android operating systems.

### **About BOSS Solutions**

Founded in 1991, BOSS Solutions is a U.S. company providing brilliantly simple solutions to meet the needs of customers in service management. The company’s major product lines are BOSSDesk that provides IT Service Management on the Cloud, BOSS Support Central – that takes On-Premise service management to a new level and BOSS811 a one call ticket management solution for the damage prevention industry. The company has built a committed customer base by incorporating best practices in the automation of service management processes with the strongest commitment to customer support in the industry. For more information, visit [www.boss-solutions.com](http://www.boss-solutions.com).

### **About TeamViewer**

As a global connectivity powerhouse, TeamViewer empowers users to connect anything, anywhere, anytime. Its market-leading solutions offer secure remote access, support, control and collaboration capabilities for online endpoints of any kind. By innovating with cutting-edge yet easy-to-deploy Augmented Reality (AR) and Internet of Things (IoT) implementations, the company enables businesses of all sizes to tap into their full digital potential. TeamViewer has been activated on more than 1.7 billion devices and serves at least 40 million concurrent connections at any time. Founded in 2005, the



*FOR IMMEDIATE RELEASE*

company employs more than 700 people in offices across Germany, the United States, Japan and Australia. For more information, go to [www.teamviewer.com](http://www.teamviewer.com).

**Media Contacts**

Jon Stotts

TeamViewer Americas

646-961-3497

[jon.stotts@teamviewer.com](mailto:jon.stotts@teamviewer.com)

Kelly Bevan

BOSS Solutions

404-993-7993

[kellyb@boss-solutions.com](mailto:kellyb@boss-solutions.com)