

Proactive IT starts here

TeamViewer DEX Essentials empowers IT teams to stay ahead of issues with complete visibility, actionable insights, and automated remediation across all endpoints.



TeamViewer DEX Essentials gives IT teams complete visibility into endpoint performance, application health, system security, and network stability across the digital workplace. With actionable insights and automated remediation, IT can proactively detect and resolve issues before they impact users—reducing repetitive tasks, preventing downtime, and strengthening security posture. Operating directly at the endpoint, DEX Essentials delivers real-time monitoring and remediation without relying on constant cloud connectivity. It's lightweight, fast to deploy, and easy to scale—ideal for hybrid and remote environments where speed and reliability are critical. By streamlining support and improving compliance, DEX Essentials helps IT teams stay in control and deliver consistent uptime without overextending resources. The result is a future-ready IT environment where employees remain productive, connected, and supported across the ecosystem.

Key benefits



Proactive issue resolution:

Spot and fix problems before users report them.



Streamlined IT operations:

Automate manual tasks and reduce ticket volumes.



Consistent employee experiences:

Prevent slowdowns, crashes, and other disruptions.



Accelerated response times:

Reduce mean time to resolution with built-in automation.



Complete visibility: Monitor real-time and historical data across your endpoint environment.



Supported compliance goals:

Enforce policy-based automation, even when devices are offline.



Designed for lean teams:

Rapid deployment, minimal overhead, and fast time to value.



Core capabilities



Insights

DEX Essentials continuously monitors endpoint health across performance, applications, operating systems, security, and networking—surfacing actionable insights in real time. IT teams get a clear view of issue types, affected devices, and impact severity, with the ability to drill down into each insight for device-level detail, monitoring context, and prioritization by category or timestamp.



Remediation

DEX Essentials enables IT teams to resolve issues at scale with just a few clicks. Users can select individual devices or groups, trigger remediation, and track progress in real time. The remediation dashboard provides visibility into completed actions, next steps, and status—marked as Ongoing, Completed, or Failed. Each remediation shows detailed steps and results at both group and device level, helping IT quickly confirm outcomes or identify where further attention is needed.



Automation

DEX Essentials helps IT teams reduce manual workload by automating recurring or high-volume remediations. From the insights panel, users can automate fixes like disk cleanup with a single click. Once activated, remediations run automatically whenever the issue is detected. Automations can be adjusted or stopped at any time, and are clearly marked with a green checkmark, giving IT instant visibility into what's being resolved automatically.



Validation

The validation dashboard provides clear visibility into the impact of DEX Essentials, helping IT teams measure and communicate success. It tracks remediations and automations over time, highlights activity per insight, and estimates tickets avoided, time saved, and cost reductions from automation and early issue detection.



Use cases

TeamViewer DEX Essentials equips IT teams with 16 actionable insights across five key areas of endpoint health: performance, applications, operating system, security, and networking. These insights enable real-time detection of issues, proactive remediation, and automation of recurring problems—before they affect users or generate support tickets. From resolving app crashes to preventing slow boot times and securing endpoints, each insight is designed to help IT teams stay ahead, reduce manual effort, and keep digital workplaces running at peak performance.

1

Performance

Improve productivity and experience by eliminating device slowdowns before they impact work.

Disk space management: automatically detects when disk space falls below a defined threshold and frees up space manually or through automated cleanup.

Fast startup: disables Windows Fast Startup on target endpoints to improve system stability and performance consistency.

2

Applications

Keep employees productive by resolving app crashes and slowdowns that impact productivity

Office 365 crashes: detects and resolves crashes in Office 365 applications to ensure stable and uninterrupted usage.

Microsoft Teams crashes: detects and resolves Microsoft Teams crashes to maintain smooth communication and collaboration.

OneDrive sync issues: detects and resolves sync failures to prevent data loss and ensure files stay up to date across devices.

Windows update failures: verifies that the latest Windows Update check was performed within the past 24 hours to maintain security and compliance.

TeamViewer service check: ensures the TeamViewer service is registered, running, and set to start automatically guaranteeing reliable remote access.

3

Operating system

Reduce frustration and IT noise by keeping devices stable and responsive – without user disruption

Page file size optimization: checks if the page file on the system disk is correctly sized and allows adjustments to ensure optimal system performance.

OS crash detection: detects and resolves operating system crashes and blue screen errors to improve stability and reduce user disruption.

WMI repository health: verifies that the endpoint's WMI repository is in a consistent state to ensure reliable system diagnostics and management.

Critical services monitoring: checks whether essential services are running as expected and allows you to define a preferred state for each endpoint.

Time sync accuracy: verifies that the endpoint's local clock is correctly synchronized with the platform time source to prevent time-related issues.

System restore readiness: verifies that system restore is enabled on the endpoint to support recovery in case of system failure or instability.

4

Security

Ensure every endpoint is protected and securely connected.

Windows Defender signature age: runs a PowerShell command to update Windows Defender signatures, ensuring real-time protection and reducing exposure to known malware

Windows Firewall status: verifies all firewall profiles are enabled and enforces secure traffic rules by blocking inbound and allowing outbound traffic

ThreatDown (Malwarebytes) health: checks status and configuration of security services.

Microsoft System File Checker: scan for and optionally repair corrupted system files, such as DLLs, to restore system integrity and prevent performance issues



About TeamViewer

TeamViewer provides a Digital Workplace platform that connects people with technology – enabling, improving and automating digital processes to make work work better.

In 2005, TeamViewer started with software to connect to computers from anywhere to eliminate travel and enhance productivity. It rapidly became the de facto standard for remote access and support and the preferred solution for hundreds of millions of users across the world to help others with IT issues. Today, more than 640,000 customers across industries rely on TeamViewer to optimize their digital workplaces - from small to medium sized businesses to the world's largest enterprises - empowering both desk-based employees and frontline workers. Organizations use TeamViewer's solutions to prevent and resolve disruptions with digital endpoints of any kind, securely manage complex IT and industrial device landscapes, and enhance processes with augmented reality powered workflows and assistance - leveraging AI and integrating seamlessly with leading tech partners. Against the backdrop of global digital transformation and challenges like shortage of skilled labor, hybrid working, accelerated data analysis and the rise of new technologies, TeamViewer's solutions offer a clear value add by increasing productivity, reducing machine downtime, speeding up talent onboarding, and improving customer and employee satisfaction.

The company is headquartered in Göppingen, Germany, and employs more than 1,800 people globally. In 2024, TeamViewer achieved a revenue of around EUR 671 million. TeamViewer SE (TMV) is listed at Frankfurt Stock Exchange and belongs to the MDAX. Further information can be found at www.teamviewer.com.

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