tis **+** ↔ TeamViewer

Flexible, Scalable, & Compliant
TIS Automates Global Payments & Cash Management for TeamViewer

↔ TeamViewer

ABOUT TEAMVIEWER

TeamViewer is a global technology company that provides a connectivity platform to remotely access, control, manage, monitor, and repair devices of any kind – from laptops and mobile phones to industrial machines and robots. Today, TeamViewer has around 620,000 subscribers and enables companies of all sizes and industries to digitalize their business-critical processes through seamless connectivity. Against the backdrop of global megatrends like device proliferation and automation, TeamViewer is proactively shaping digital trends and continuously innovating in the fields of

Augmented Reality, Internet of Things (IoT), and Artificial Intelligence (AI).

Since the company's founding in 2005, TeamViewer's software has been installed on more than 2.5 billion devices worldwide. The company is headquartered in Goppingen, Germany, but maintains 12 international offices and employs more than 1,300 personnel worldwide. Today, TeamViewer is listed on the Frankfurt Stock Exchange (TMV) and is part of the MDAX performance index.

TEAMVIEWER AT-A-GLANCE

1,500+	12	2.5 Billion+	627,000+
Company Staff	International Locations	Connected Devices	Global Subscribers

TEAMVIEWER TREASURY OPERATIONS AT-A-GLANCE

7+ banks & 40+ individual accounts	500+ payments executed monthly	Just two full-time treasury staff	Lack of a unified treasury solution

*Statistics are representative of TeamViewer operations during Q3 2021

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FROM IDENTIFICATION OF NEEDS TO IMPLEMENTATION OF SOLUTIONS

As a rapidly growing company with a global presence, TeamViewer's huge success has not come without significant challenges for their treasury department. By 2019, TeamViewer's 2-person treasury team had to manage 10 legal entities, 7 banks, and 39 individual bank accounts spread across 11 countries. Although 15 of these accounts were managed through a centralized solution, the other 24 accounts had to be accessed via a disparate range of electronic banking systems and portals.

Due to this plurality of systems and banking solutions – which is a common pain point for large international companies – TeamViewer's treasury group was confronted with an abundance of time-consuming, manual, and potentially error-prone workflows. At the time, a significant degree of treasury's daily bandwidth was spent on manually handling the different e-banking solutions, making sure workflows were secure and compliant, and maintaining visibility across their global cash balances and payment statuses.

For Sabine Kießling, Director Controlling & Treasury at TeamViewer, it was clear that the unification of all their existing banking and back-office solutions through a single system would significantly reduce the workload for her team. It would also increase their overall efficiency, help ensure compliance, reduce the risk of fraud, and allow for full visibility and control over their global payments and cash positions. With the time freed up through these efficiencies, her department would ultimately be able to turn their focus towards other strategic tasks and support company growth in a more cohesive fashion.

As Sabine Kießling and her colleague began looking to address their treasury challenges, they both agreed that a solution capable of connecting their global banks and back-office systems together through a single platform would be ideal. They also wanted quick and effective reporting on global cash positions and bank balances, as well as transparent, secure, and fully compliant payment processes. Due to their rapidly evolving company structure, they also needed a future-proof, scalable, and flexible solution that would allow them to easily add new systems, banks, and workflows over time as their company evolved. Ideally, this solution would not require time-consuming or costly internal IT support.
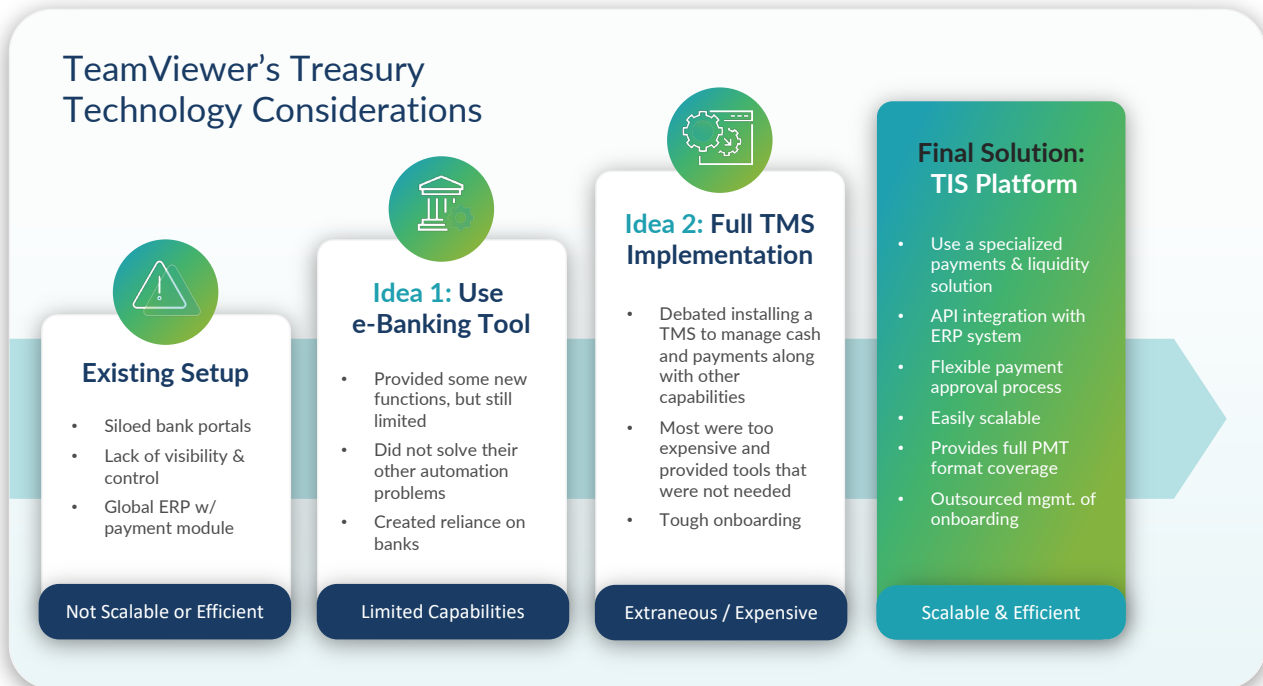
With TIS, Sabine Kießling found a vendor that could manage all her requirements and more. First, TIS could establish connectivity to TeamViewer's global banking landscape in a timely and cost-effective fashion while also managing the full deployment on TeamViewer's behalf. Furthermore, TIS was able to support this roll-out and establish connectivity in tandem with the introduction of TeamViewer's new ERP system, which did not have a treasury module and could not efficiently establish connectivity to other banks and systems on its own.

> "With TIS, we found a flexible and scalable solution that addresses our global enterprise payments, bank connectivity, and cash management needs perfectly. Not only has TIS established seamless connectivity between all our existing banks, accounts, and back-office systems, but they've also introduced an easy integration approach for managing future M&A activity across new systems and banks. We are very satisfied with the result."

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Sabine Kießling
Director Controlling & Treasury

TeamViewer

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TeamViewer's Treasury Technology Considerations

Existing Setup

- Siloed bank portals
- Lack of visibility & control
- Global ERP w/ payment module

Not Scalable or Efficient

Idea 1: Use e-Banking Tool

- Provided some new functions, but still limited
- Did not solve their other automation problems
- Created reliance on banks

Limited Capabilities

Idea 2: Full TMS Implementation

- Debated installing a TMS to manage cash and payments along with other capabilities
- Most were too expensive and provided tools that were not needed
- Tough onboarding

Extraneous / Expensive

Final Solution: TIS Platform

- Use a specialized payments & liquidity solution
- API integration with ERP system
- Flexible payment approval process
- Easily scalable
- Provides full PMT format coverage
- Outsourced mgmt. of onboarding

Scalable & Efficient

Ultimately, TIS was identified as the service provider that could best meet TeamViewer's complete list of needs. They had the largest financial messaging format library and bank connectivity options, and also took care of all the maintenance and configuration required to integrate TeamViewer's existing systems landscape. No internal IT support was necessary. And because TIS provided the best price / performance ratio and was prioritizing the roll-out of new features that were important to TeamViewer, Sabine Kießling made the decision to select TIS.

TIS MANAGES FULL & RAPID ONBOARDING FOR TEAMVIEWER

As the first step in their deployment, TeamViewer needed TIS to connect with their new ERP and all of their existing bank partners, starting with the accounts based in Germany. Payments that were being generated in Microsoft Dynamics 365 would ultimately need to pass through TIS for transmission to banks, and this workflow needed to account for all required approvals and signatories. Next, TIS needed to facilitate real time cash reports and transmission of bank statements, increase the compliance and security for payment workflows, and provided total transparency and control over all of these processes within their system. The completion of these objectives would ultimately result in significant process automation and a drastic reduction in the number of systems that TeamViewer's treasury team had to manage.

As TIS completed these objectives, their team also recommended a series of additional capabilities that could be implemented by TeamViewer for further improvement, including a Flexible Approval Process, Sanctions Screening support, and a Beneficiary Address Book. Although these capabilities were not a priority for Sabine Kießling at the onset of the project, they were ultimately added to the scope based on the perceived benefits they would provide.

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ONBOARDING & BEYOND – THE JOURNEY TO ENTERPRISE PAYMENT OPTIMIZATION

The kick-off meeting between TeamViewer and TIS took place in August 2019, and the initial go-live of their new solution occurred later the same year. This first rollout included full EBICS connectivity to TeamViewer's European banks, and in the months that followed, TIS configured additional H2H and SFTP connections with the rest of TeamViewer's international institutions. Additional back-office integrations to TeamViewer's

various entities and systems were included during this phase. As a result, all of Sabine Kießling's major objectives regarding compliance, security, increased efficiency, system unification, workflow automation, and cash visibility were achieved within the timeframe provided by TIS during the initial planning stage – approximately 6-7 months.

> "TIS has freed us from a significant amount of repetitive and manual work while also providing complete security and compliance across our globally automated processes. After operating with their cloud-based solution for several months, the efficiencies we achieved convinced us to further optimize our payment processes by adding additional TIS functions, such as a Flexible Approval Process. The results continue to speak for themselves."
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> **Sabine Kießling**
> Director Controlling & Treasury

TeamViewer

In the aftermath of the implementation, Sabine Kießling and her colleague agreed that the onboarding service and support from TIS was exemplary, and they are very pleased with the functioning of their new solution. Today, TIS continues to transform their daily operations and provide significant time and cost savings while also enabling greater strategic agility and freedom. As a result of this seamless configuration, TeamViewer recently decided to add additional TIS capabilities to enhance their security and compliance protocols even further.

Now, TeamViewer has a global payments, connectivity, and cash management solution tailored to their exact needs and that offers a full range of functionalities that improve all stages of their treasury processes. Moving forward, Sabine and her treasury group are fully equipped to support the ongoing growth of TeamViewer on a global scale, and TIS will continue to support them far into the future.

TeamViewer
—
Project ROI

96%+
DAILY CASH VISIBILITY
Compared to just 33% under their former structure.

90%+
PAYMENTS AUTOMATION
Compared to just 40% under the former structure.

100%
SECURITY COVERAGE
End-to-end compliance mgmt & fraud detection alerts & tools.

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ABOUT TIS

TIS helps organizations simplify and streamline their global payments and liquidity management operations. Our cloud-based platform empowers businesses to optimize critical functions surrounding cross-border and domestic payments, bank connectivity, cash forecasting, fraud prevention, payment compliance, and more. Corporations, institutions, and business vendors leverage TIS to transform how they connect with global banks and financial systems, collaborate on payment processes, execute outbound payments, analyze cash flow & compliance data, and promote working capital efficiency. Ultimately, the TIS technology platform helps businesses improve operational efficiency, lower risk, manage liquidity, gain strategic advantage – and ultimately achieve enterprise payment optimization.

Visit tispayments.com to reimagine your approach to payments and liquidity management.

Enterprise Payments reimagined.

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