TeamViewer
TeamViewer's Security Performance Management
BITSIGHT Cybersecurity Insight Summit

Agenda

1 **TeamViewer in a nutshell**

2 **TeamViewer's Security Organization**

3 **TeamViewer's Security Performance Management with Bitsight**

TeamViewer in a nutshell

TeamViewer's development

2005
TeamViewer founded in Goppingen, Southern Germany

2010
>100m installations

2018
- Launch of IoT, AR & Enterprise Solution Tensor
- License model switch from perpetual to subscription
- New Tokyo, Shanghai, Mumbai offices

2019
IPO + MDAX inclusion

2020
- R&D hub in Ioannina
- Acquisition of Ubimax

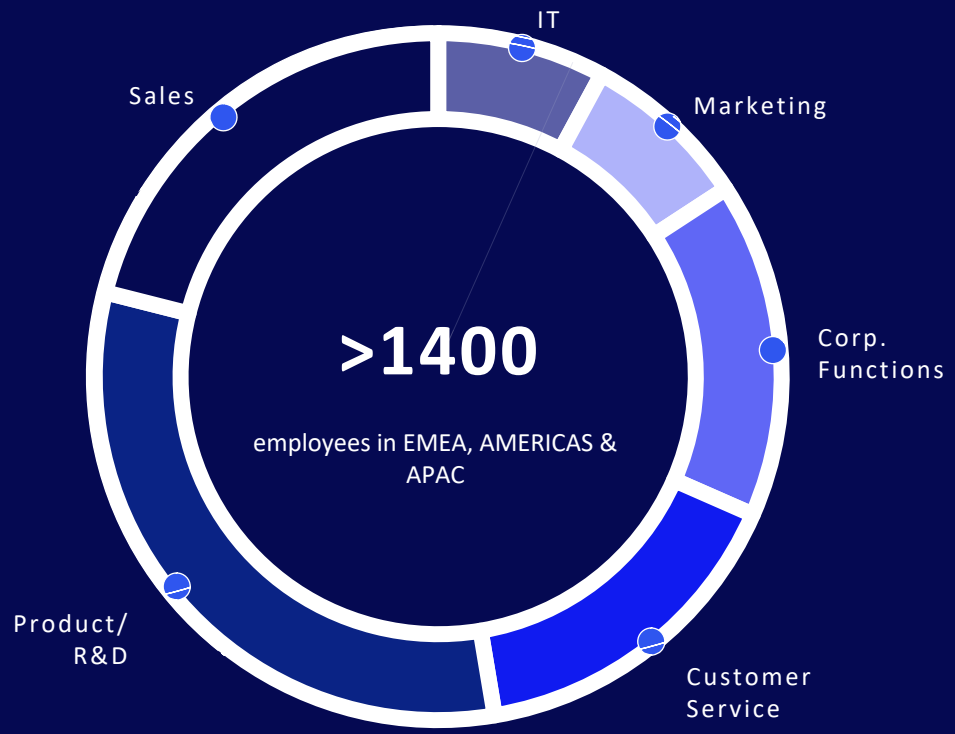
2021
- Acquisition of Xaleon, Upskill & Viscopic
- R&D hub in Portugal
- Manchester United & Mercedes F1 partnerships
- SAP & Google Cloud coop.

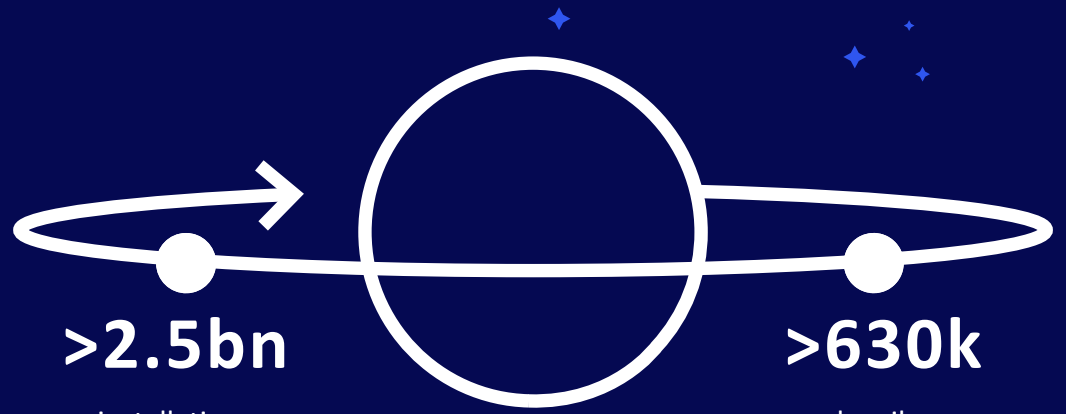
2022
- Singapore regional HQ
- New Korean office
- No. 1 AR platform in Europe
- Launch of AI Studio
- Siemens partnership

2023
- TeamViewer is a European stock corporation (SE)
- New Mexican office
- Launch of TeamViewer Remote
- Smart factory investments with Sight Machine & Cybus

2024
- Launch of Spatial App for Apple Vision Pro

Numbers





627m

EUR Revenue*

+11%

Revenue Growth*

42%

adj. EBITDA Margin Revenue*

TeamViewer’s Security Organization

TeamViewer's Security Organization

Robert Haist
CISO

Moritz Geiger
Director IT Security

Jan Bee
Director Product Security

Patricia Leppert
Program Manager Security

Holistic security approach ...

Corporate Security
How we protect TeamViewer - the company

24/7 Security Operation
- Top notch internal security team
- External managed security provider to ensure we are protected around the clock.

Pro-Active approach to security
- Breach and hunt for possible intruders in our environments

Tested & Certified
- Membership of the Forum of Incident Response and Security Teams (FIRST)
- industry standard certifications
- Penetration tests and holistic security assessments on a regular basis

Product Security
How we protect TeamViewer - the product

Anti-Fraud/Scam
- Dedicated Trust & Safety-team that keeps our products platform clean
- Less fraud & scam result in a safer ecosystem for our customers

Security-first approach
- Secure Software Development Lifecycle (S-SDLC) process to the point where the software is distributed

Bug Bounty / Responsible Disclosure
- Encouraging and incentivizing security professionals to find bugs in our software and infrastructure

… proven by facts

Key pillars

People
A dedicated team of ~50 people manages both product and internal security as well as Data Security

Investment
We invested ~35m € over the last 5 years to be always on top of the industry

Anti Fraud
We blocked 430k malicious connections, 1m brute-force attempts, and 2.3k malicious accounts over the last 6 months

Tested & Certified

- ✓ SOC 2
- ✓ HIPAA
- ✓ GDPR
- ✓ ISO 9001
- ✓ CCPA
- ✓ ISO 27001
- ✓ TISAX
- ✓ CSA STAR

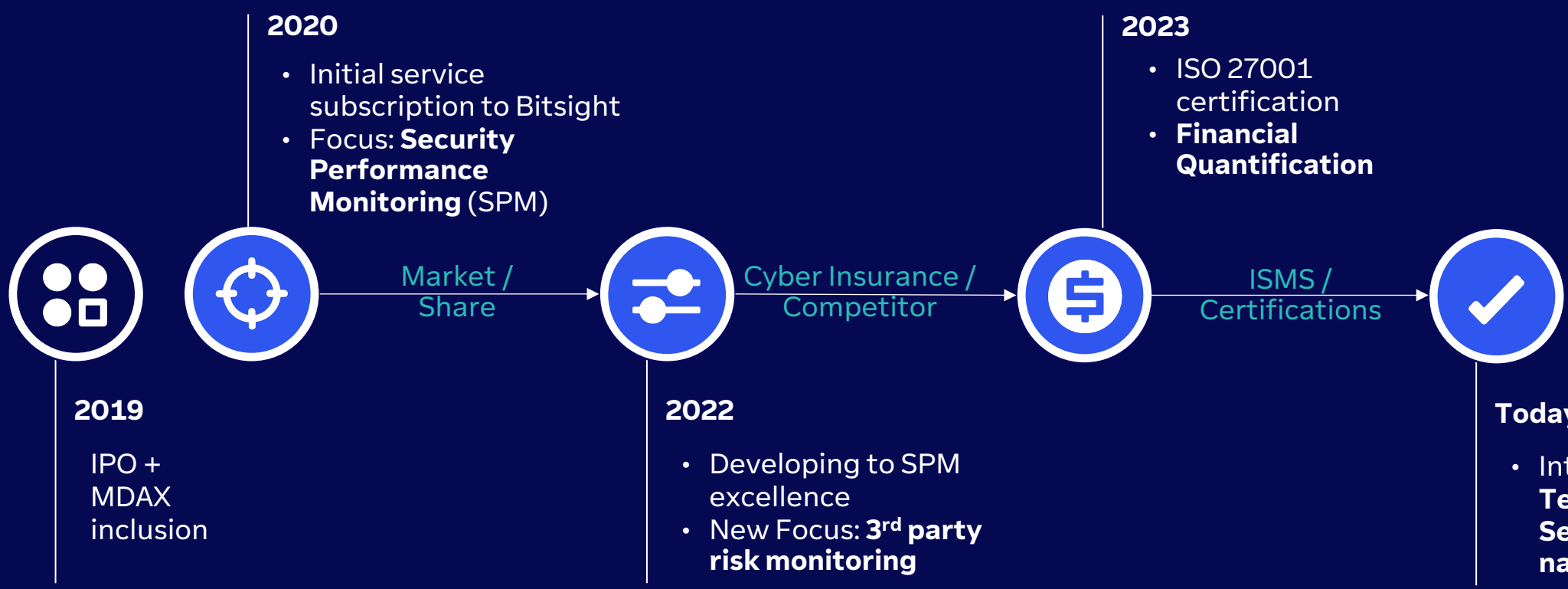
How we are fighting security threats in figures

Selected figures demonstrating our commitment to safeguard our assets and customers

35K+	**Assets** / resources in Security monitoring 24/7
55TB+	**Logs** for anomaly detection per month
600K+	**Vulnerabilities** remediated in last 12 months in our infrastructure
1.3M+	**Inbound emails** analyzed per month (0.1% manual)
140	**Website takedowns** in last 12 months
20+	**Offices globally assessed** in the last 12 months
16B+	**Trust & Safety Realtime events analyzed** per month
60+	**Product Security Consulting's** in 2023
200+	**Bug Bounty reports** since launch
450+	**Pen Test** days of work in 2023

TeamViewer's Security Performance Management with Bitsight

TeamViewer’s roadmap in leveraging Bitsight's services



TeamViewer's approach for strong 3rd party security ratings *)

"Make your Security performance visible and easy to understand for everyone involved"

*) Next to ISMS / certifications

- 3.5K+ evidences per year
- > 300+ controls per year

People	Technology	Processes
Make Security part of our organizational DNA	**Discover as often as possible**	**Explain "why and how" within your processes**

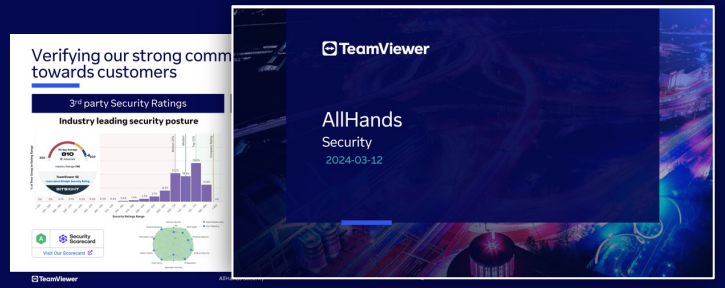
TeamViewer’s security narrative with Bitsight

Stakeholders
Awareness on all levels

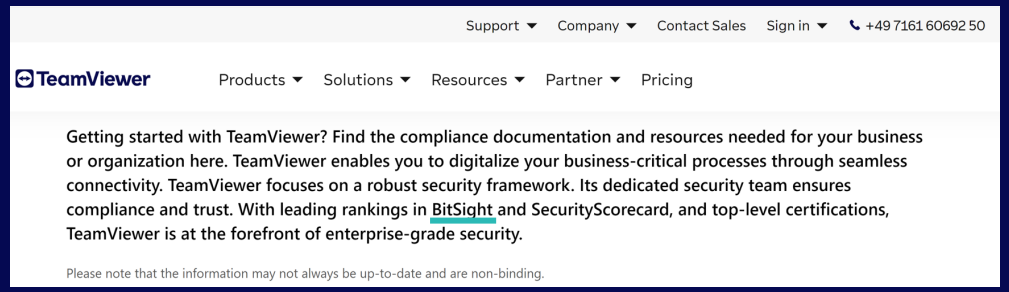
Supervisory Board
Quarterly

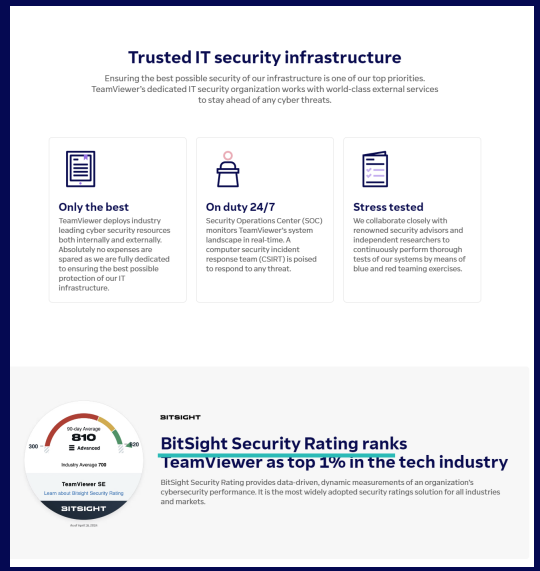
C-Level
Bi-weekly

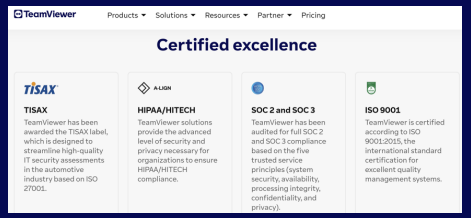
Internal Organization
On demand



Our Customers
Easy-to-understand Security







TeamViewer's technology landscape for managing the attack surface - SecOps

Processes & Controls

External

3.5K+

Managed **IP's**

1.1K+

Attributed **domains**

BITSIGHT

+ additional 3rd party ratings

daily

Shodan discovery

daily

RAPID7

Public footprint vulnerability scanning

daily

Microsoft Exposure management

daily

Microsoft Attack surface & attack paths

Internal

35K+

Resources and devices

16K+

Protected identities

Microsoft CSPM

Microsoft Defender + EDR

Entra ID

corelight

NDR / Hunting

FORTINET

NG Firewalls

paloalto NETWORKS

NG Firewalls

RAPID7

Endpoint scanning

Chronicle

SIEM /Threat Intel /Hunting

Passwordless & Zero Trust

*) + additional tools for other sec domains

3rd party security findings are part of TeamViewer's Incident Response

CSIRT
Computer Security Incident Response team (CSIRT) is poised to respond to any threat 24/7

PSIRT
Product Security Incident Response team (PSIRT) is responding to Fraud and Product threat 24/7

TeamViewer is FIRST member

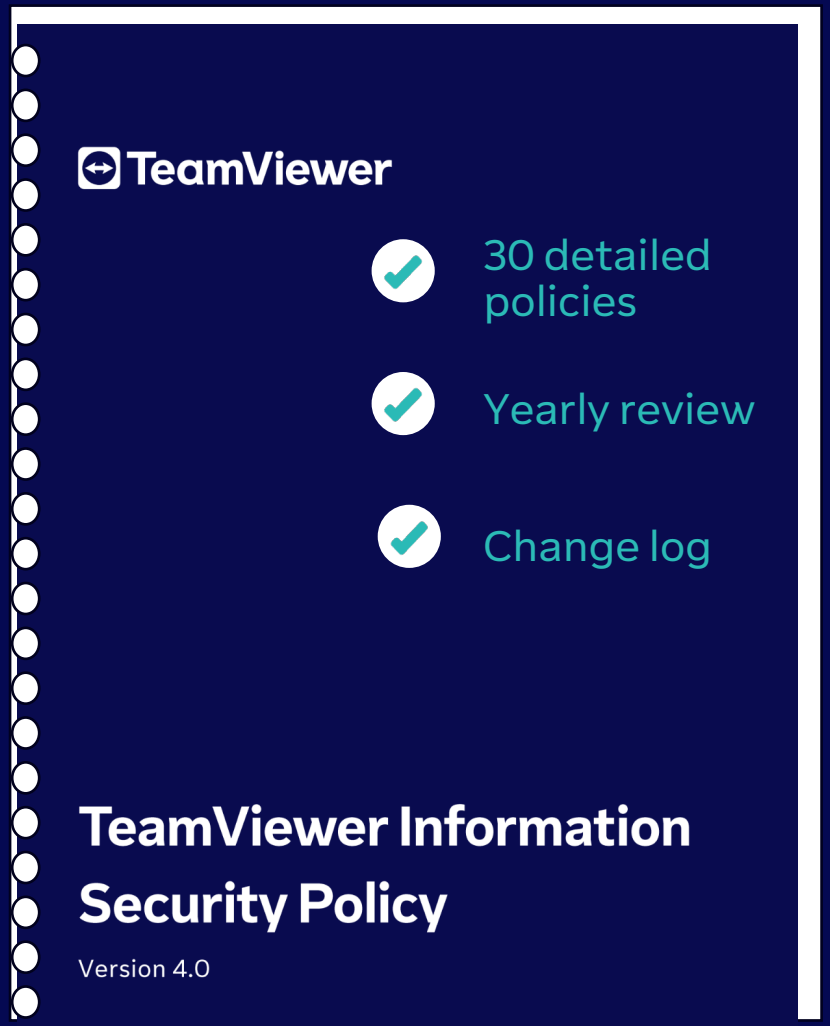
Bad

Risk Assessment and Response within the same day 24/7/365

Warn

Risk Assessment and Response with prioritized response

TeamViewer's Security Performance relies on everyone within the organization



Policies
Mandatory acknowledgement on a yearly basis for all employees

Knowledge Hub
> 200 FAQ's and How-To's, describing daily operations and procedures with focus security for the organization

Awareness
Monthly trainings and campaigns to test the organization according to „ I like it, when is the next training video"

TeamViewer

Thank You

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