

Profile



TeamViewer GmbH, founded in 2005 and headquartered in Goppingen, Germany, develops and distributes software solutions for online collaboration and communication.

The company offers TeamViewer desktop sharing and collaboration solutions that facilitate remote administration of unattended servers, file transfer, security, online status display, remote support without installation, firewalls and blocked ports, NAT routing for local IP addresses, browser based access, and free versions for non-commercial use, as well as remote presentation of products, solutions, and services.

TeamViewer connects to any PC or server around the world within a few seconds. Using TeamViewer, one can remote control a PC as if one was sitting right in front of it.

Challenge

TeamViewer wanted to host multiple dedicated servers and needed unmetered connectivity of 100 Mbps of each server

Solution

We host 10 dedicated servers for TeamViewer in a single rack with 100 Mbps Internet connectivity

Business Challenge

TeamViewer GmbH needed to host multiple dedicated servers in a datacenter and provide solution for remote control, desktop sharing, online meetings, web conferencing and file transfer between computers. The desktops TeamViewer's clients should connect to TeamViewer Servers through local ISPs to avail the services provided by TeamViewer. The servers run mission critical Applications which are being executed 24x7. Bandwidth and network speed were two major issues for their clients. Each server of TeamViewer needed 100 Mbps unmetered bandwidth.

Another major requirement for TeamViewer was scope for expansion. They are expecting steady growth in server and bandwidth needs and were looking for a provider who can ensure timely availability of resources as needed by TeamViewer. They were looking for a provider who understands their business needs, and also has the expertise required to keep their application available to all their client.

Solution

After understanding TeamViewer's requirements thoroughly, an optimum solution was designed, discussed and delivered successfully to them within the committed timelines. The solution consists of following:

1. Datacenter facilitates and high-end dedicated servers as per TeamViewer requirements.
2. A separate dedicated Rack and switch for better network speed and bandwidth utilization.
3. 24 x 7 monitoring of different services.
4. Scheduled maintenance operations and tasks executed by us.
5. We are also providing the high-capacity ISP backend and public IPs to dedicated servers.
6. Commitment of 99.95% uptime.

Solution Benefits:



Knowing that we offer all datacenter related services under one roof, TeamViewer signed up with us for datacenter facilities and associated services thereby reaping rich benefits. Currently TeamViewer's servers are hosted in our premises and all the remote clients connect to these servers. All TeamViewer servers are connected to client desktop / laptop using our ISP network. Here, we are also playing an important role of providing internet connectivity through multiple redundant ISPs.

Following are the key datacenter facilities through which TeamViewer gets better server performance, uptime, speed and Bandwidth utilization:

1. High-end servers as per TeamViewer's requirements.
2. Power with N+1 Chloride UPS
3. N+1 air conditioning with generator power backup
4. Multiple Cummins Diesel Generators
5. Fire Detection using VESDA and smoke detectors
6. FM200 fire suppression
7. Multiple fiber optic ducts in premises
8. Ring cabling path till access layer switch.
9. 24 x 7 NOC, support team and security operations
10. Complete redundant and high availability environment for deployed servers and applications.
11. Complete control and access over collocated server with KVM-IP or terminal access.
12. Cisco anomaly guard and detector modules integrated with core router to mitigate the DDoS attack.