

Changes in our Remote Support (Team Viewer)

Using internet based remote support tools has enabled CRB Cunninghams to offer instant support and reduce any system down time for our customers for over the last ten years.

This year we decided to make a big investment in TeamViewer's new Tensor platform, across our entire company. TeamViewer Tensor is now being successfully used to carry out instant remote support and carry out online demonstrations and webinars.

The reason we have chosen TeamViewer over other providers was due to our own like for like comparisons as well as considering them to be the market leader, setting the standard in remote support and security.

Links to our TeamViewer client application can be downloaded by clicking **Remote Support** on our [support page](#).

If you have not used TeamViewer before we recommend getting this set up straight away, as first-time access may need to be granted by your IT provider.

For more information or if you would like a step by step guide, including how to allow access, please email support@crbcunninghams.co.uk or call **0333 014 3064**.

Kind regards,

Customer Support Team