

How TeamViewer Built a Future-Ready Tax Framework for Global Growth with Vertex



About TeamViewer

Founded in Germany in 2005, TeamViewer is a global leader in digital workplace technology, enabling organisations to support, manage, and optimise IT devices, industrial equipment, and frontline operations. With more than 600,000 customers worldwide, their solutions empower both desk-based employees and frontline workers by enabling secure remote IT troubleshooting and enhancing connectivity.

TeamViewer is VAT-registered in around 42 countries and, as a result, they face a complex and evolving indirect tax and e-invoicing compliance landscape. With nearly 100 countries now enforcing e-invoicing mandates—and more planning to soon—meeting mandate requirements has become increasingly challenging.

The Challenge

Initially, e-invoicing challenges were surfacing in markets like Germany and France, where B2G and B2B mandates require invoices to be submitted via local portals in specific formats. To comply, TeamViewer had to submit invoices manually, creating a fragmented and time-consuming process that put a strain on internal teams. With the EU's VAT in the Digital Age (ViDA) initiative on the horizon, the business anticipated that these issues would multiply on a larger scale, and that they could be exposed to delays, errors, and compliance risks without a scalable e-invoicing technology system in place.

Although a local e-invoicing system had been implemented for Germany, it lacked the coverage and functionality the business needed for jurisdictions outside of Germany. Invoices created by the system were not pre-validated for compliance, increasing the risk of rejection and manual corrections, and underscoring the need for a more robust, accurate, and data-secure model.

During their evaluation process, TeamViewer also realised they required a global indirect tax compliance solution that could integrate seamlessly with their existing ERP system and scale with their customer base. With their previous tax determination provider, TeamViewer had challenges with the tax content quality, software stability and support team responsiveness when issues arose. Additionally, limited engagement beyond an annual review and a largely impersonal partnership led to a frustrating support experience.

As they explored other options, TeamViewer needed a solution that was able to adjust to their processes, systems, and highly customised Microsoft D365 environment, while supporting multiple end-points and automating format translations. Crucially, it had to align with their broader finance digitalisation goals, to create a connected and compliant tax infrastructure, reducing operational risk.

“Our tax and IT teams made a strategic decision together to have one unified platform covering our full end-to-end tax compliance. That helps us react and comply quickly with future changes.”

Simon Grosser, Business Operations Manager at TeamViewer

Company Profile

- Industry: Software development
- Headquartered in Göppingen, Germany
- Employees: ~1,900
- Revenue: €746 million
- Serves 600,000+ global customers

Vertex Solutions

- Vertex O Series for Microsoft D365 (for VAT and North America sales tax)
- Vertex VAT Compliance
- Vertex e-Invoicing

IT Systems

- ERP: Microsoft Dynamics 365 Finance and Supply Chain
- Revenue Management: Salesforce Revenue Cloud
- E-commerce: Adobe Commerce (formerly Magento)



The Solution

To meet both current and future compliance needs, TeamViewer began with a comprehensive requirements-gathering phase. They relied on local tax advisory firms to assess and determine any registration requirements, while internal stakeholders helped define system capabilities and customer expectations. This collaborative approach ensured the project was aligned with business priorities and regulatory demands.

With clear goals and a defined scope, the business launched a competitive tender process that evaluated vendors on global coverage, scalability, security, integration capabilities with Microsoft D365, and ability to support evolving mandates such as ViDA.

As the business began to look at alternative tax solutions, TeamViewer evaluated Vertex based on recommendations from its third-party advisors.

Vertex was selected for its deep expertise, global coverage, and end-to-end solution suite. The ability to deliver a unified platform with seamless ERP integration offered significant value to TeamViewer's internal tax and finance teams.

"We were convinced that Vertex was a good choice since they have long-standing expertise with electronic data interchange (EDI) projects. It's really important that you have a solution provider who knows what they are doing, and that's definitely the case with Vertex."

Simon Grosser, Business Operations Manager at TeamViewer

TeamViewer chose Vertex O Series for global determination, Vertex VAT Compliance for periodic reporting, and Vertex e-Invoicing for real-time reporting, creating a cloud-based global tax platform. They partnered with DMA to integrate their new tax solution seamlessly with their highly customised Microsoft D365 environment. Through early engagement with various stakeholders across TeamViewer, DMA developed a strong understanding of TeamViewer's IT landscape, business processes, and indirect tax compliance requirements, which supported the successful design and implementation of the solution.

The project was designed to support a digital-first finance function, ready to meet the demands of the rapidly changing tax landscape. It is future-ready for ViDA and other evolving mandates, while reducing operational risk and manual effort through automation and pre-validation.

The Results

TeamViewer took a phased approach to rolling out their Vertex solution, starting by addressing upcoming compliance mandates. They implemented Vertex e-Invoicing in Germany, followed by Denmark, Finland, Sweden, Norway, Belgium, and Croatia.

The second phase focused on implementing the Vertex O Series tax engine and VAT Compliance solutions across Europe and Asia, adapting as required to meet the customisations in Microsoft D365 Finance and Supply Chain.

The partnership has given TeamViewer greater flexibility and control. They have seen improvements across their tax operations, including:

- Reductions in manual effort due to built-in automations and streamlined workflows.
- Decreased burden on IT teams by eliminating the need for multiple connections to local invoicing portals.
- Fewer invoice errors as a result of format automation and pre-validation before submission.
- Increased confidence managing global mandates as Vertex monitors and updates for regulatory changes worldwide.
- Greater flexibility meeting customer requirements through support of varied invoice formats.

Looking ahead, the business anticipates that the continued growth of e-invoicing mandates, including ViDA, will present new challenges. However, with Vertex's scalable solutions in place, TeamViewer is well-positioned to respond effectively and efficiently. The integration between their business applications and Vertex solutions ensures real-time data accuracy, improves reconciliation, and reduces compliance risk.

By consolidating indirect tax determination, periodic reporting, and e-invoicing on one platform, TeamViewer has laid the foundation for a more agile, future-ready finance function. This transformation supports operational efficiency, global growth, and long-term compliance resilience.

"For us, success isn't just about submitting a return on time—it's about knowing the data is right before we submit it. The integration between O Series, Vertex e-Invoicing, and VAT Compliance gives us that confidence."

Wojciech Malachowski,
Senior VAT Manager at TeamViewer