

# Expand your campus reach

## CLIENT PORTAL FOR STUDENTS & FACULTY

“TDX transformed the way we service our students and faculty. We are more efficient in how we operate and we can now offer a public-facing portal with a service catalog and knowledge base. Our student experience rankings have immediately improved and we are able to contribute on a more strategic level.”

- Brett Williams, Manager, Technology Support Unit and Help Desk  
University of Wyoming - Information Technology, Client Support Services

### Connect, collaborate and communicate.

Supporting and enhancing the “student experience” throughout the student lifecycle (from first contact to becoming an alumni) is critical to the success in higher education today for both the student and the institution. The student experience encompasses all aspects of student life (e.g. academic, social, welfare, and support) with the academic imperative at the heart of it.

In recent years, undergraduate research and initiatives looking at the student experience have tended to focus on the “first year” undergraduate experience. However, when it comes to service management, the span is years—developing a relationship that is bidirectional and productive is critical.

A client portal for the students can evolve far beyond the basic IT ticketing application. It is possible to build out basic workflows for every single interaction point—all from one central location. Imagine a hub where a student can:

- Get help with an IT issue
- Request a transcript
- Manage housing request
- Submit facility maintenance requests
- Schedule meetings

And more—literally every interaction point can be initiated and managed from one single location. The experience of the student improves as does the experience for the services teams.

*In an environment with pressing demands, growing backlogs and resource constraints—TDX is positioned to help you deliver even greater value.*

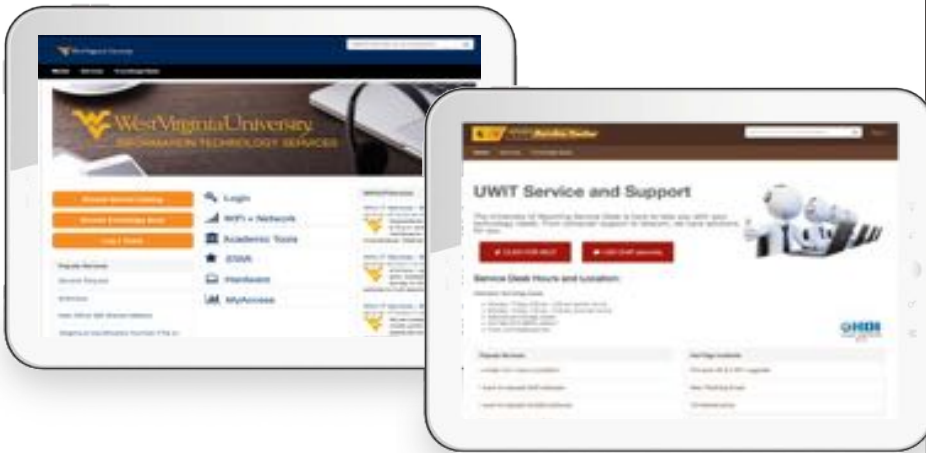
**TeamDynamix**  
The Right Fit for Higher Education



# Self-Service at Your Service

The Section 508-friendly Client Portal gives users a simple portal for quick and easy self-service. From finding the latest news, to asking for help through the service catalog, to getting answers in the knowledge base, the Client Portal saves campus users time and effort.

And the best part is: there is no programming, there is no scripting—all we need to understand is your vision for your campus—and we can help you build it out.



## Service Catalog

The service catalog is the front door to your department, organization, or institution. It is a way for you to communicate the services and activities performed by your team, thus delivering value to your consumers.

Yet, as you well know, building out the catalog can take time. You can benefit from working with your dedicated resource to extend the capabilities of your department. With self-service, your team can be deployed more effectively.

## Knowledge Base

Share knowledge across the IT department and across campus. Create, edit, and view the organization's collective knowledge, in one, organized spot. Enhance self-service with a campus wide knowledge base for students and faculty.

**Let us help you**  
**Build out your site with TDX services.**

## Key Benefits

### Improve student experience with:

- Easy & fast access
- Section 508-friendly

### Build applications for any service:

- Facilities
- Resident Life
- Marketing
- Payroll

### If you build it, they will come!

- Easy to use—no scripting/coding
- Roll out new services as required
- Built in Service Catalog & Knowledge Base

## TDX Buzz

### University of Wisconsin-River Falls Connects IT to Students

*Our old website was a collection of forms that created tickets and collected inconsistently formatted, informal pieces of data.*

*By rolling-out TDX, we were able to use the built-in knowledge base, home page, service catalog, and ticket request forms to replace about 95% of our existing website content.*

### Miami University Enhances Student Experience

*We are looking to really tap into the knowledge and services that are provided by our IT partners across the campus. We believe everyone has a shared goal to serve our students, faculty, and staff in the most efficient, quality way possible and that can only be achieved through collaboration.*

*The next possible disruption we foresee with this Client Portal is to include non-IT services and knowledge, such as HR.*