What’s keeping you back from moving your initiatives forward?

It’s very simple—there is not enough time in the day to be strategic or to grow your talent base. That is why many organizations are looking for experts to join the team—to help institute best practices and to drive forward some of the more impactful projects.

Let Us Join Your Team

Many schools are finding that in order to alleviate resource constraints they are able to work with a partner who can take on a range of work from basic user administration to the building out of workflows, dashboards, and client portals. They need a true partner that is aligned with the longer term vision.

TeamDynamix offers the ability to optimize your services by extending your team. A dedicated resource can help free up your time by managing basic activities or enhancing your service management output by leveraging our domain expertise:

- User Administration
- Client Portal Creation / Build-outs
- Dashboards & Reporting
- Workflow Configuration

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

Claim back your team.

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
User Administration

IT Professionals within Higher Education face the challenge of trying to stay ahead, while working with unpredictable funding cycles. In order to have a meaningful impact on the productivity and experience of their students, teachers, and administrative operators, the IT organization must be free from constraints.

The TeamDynamix managed services offering helps our education clients focus on what is really important—educating and preparing our future generations.

Solution Highlights

- Activate / Manage Users
- Resource Pools & Approvals
- Time & Expense Reports
- Security Rules
- Institutional Locations
- Manage User Groups
- Configuration Management
- Create / Manage Search Tags
- Training / Education

If you are not optimizing your portal, you are missing out on an opportunity to create a positive student experience.

Client Portal

Supporting and enhancing the “student experience” throughout the student lifecycle (from first contact to becoming 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. The ability to interact, engage, and create an ongoing dialog with the student population is directly related to the experience.

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 requests
- 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. TeamDynamix can work with you to build out this platform and vision.
And the best part is: there is no programming and there is no scripting. All we need to understand is your vision.

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 and to drive up the use of self-service portals.
- Create, update, and deactivate services within the service catalog
- Create, update, and deactivate service catalog categories
- Manage service and service category visibility permissions
- Create, update, and modify service to knowledge article relationships

Knowledge Base Enhancement
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 by making the campus Knowledge Base accessible to students, faculty, and staff.
- Build, format, and deactivate knowledge base articles
- Create, update, and deactivate article categories
- Manage article and article category visibility permissions
Optimizing Performance

Dashboards & Reporting

Transparency and visibility within higher education is critical. The search for cost-savings, efficiencies, and success stories is never-ending. Within TeamDynamix, you easily create widgets and dashboards to put information at the fingertips of students, faculty, and broader IT organizations.

Creating visibility in TeamDynamix is fast and easy. We can help you delve deep into your data and discover insights that can transform your institution.

You don’t need to be a programmer to use TeamDynamix dashboards. In fact, if you’ve ever used any kind of desktop publishing software, you’re well on your way. However, like many of our customers your time is in high demand.

You are driving strategic initiatives and running an entire organization. Sometimes you need a little extra lift: TeamDynamix can work with you to create and build cool and custom dashboards with nothing but a little information from you!

Our dashboard capabilities almost compel you to play with them. With multiple drilldowns, real-time updating, and dynamic customization, your users are sure to enjoy the dashboard experience while discovering data relationships that make a real difference.

Let us get you where you want to be.

Project & Portfolio Management

The office of the PMO is often bogged down with many administrative tasks as well as reporting requirements. This may drain resources and create backlog. The TDX Managed Services offering can help alleviate these tasks and also take on other more intricate roles such as:

• **Project In-take**
  Create, update, and modify project request workflows for managing in-take.

• **Project Scoring**
  Create, update, and modify the project scoring tool for request evaluation.

• **Resource Management**
  Create and update resource approvals, capacity estimates, and roles for resource management.

• **Project Portfolios**
  Create and update project portfolios for enhanced project reporting.

Talent Management

As staff evolves, and grows so do your requirements for ongoing training and education. TDX Academy is a monthly educational program offered to all customers. In addition, we can help you take resources to the next level with a tailored training program.

• **End-User Training**
  Instructor-led virtual or on-site training on TDX for end-users.

• **Training Videos**
  Create and update TDX training videos for end-users.

• **Training Job Aids**
  Create and update TDX job aids for end-users.

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