TeamDynamix

ENTERPRISE SERVICE MANAGEMENT (ESM)

> " At WSU there are 14 groups using the platform and we are just beginning. The Service Portal is growing organically as we want students and faculty to have a centralized portal for all requests in their terminology."
>
> - Anita Barrett, ITS Director for Project Management
> Wichita State University

Work management across the enterprise – from basic service requests to full projects.

From managing requests to improving information flow, every department struggles with email inquiries, status spreadsheets, and failed attempts of creating order out of chaos. This is an old problem but now there is a solution. **We can help you.**

Requests come in all shapes & sizes: benefit changes, work orders, event support, maintenance, creative services, equipment reservations, security passes, parking permits... It goes on and on.

Take an enterprise approach: use a single portal to manage these requests.

- **Tailored for each department**
- **Automated routing & workflows**
- **Single information repository**
- **Tracking & reporting on outcomes**

Requests come from all directions – gaining control of the volume can be daunting.

Facilities
Manage work orders, preventative maintenance, and projects.

Security
Manage workflow between IT, Facilities and Security.

Marketing
Take requests, manage creative briefs, workflow, and events.

Media Services
Manage requests for equipment, calibration schedules, and workflow.

Human Resources
Manage on/offboarding workflows, benefit change requests, and document sharing.

Residential Life
Manage information flow between students, IT, Facilities, and Security.

Procurement
Create workflows and manage forms, requests, and projects.

IT
Get full lifecycle support for ITIL with project and workflow management.

All of these can be managed by one service request & workflow platform.

Service requests and projects go together.

Many times a request is not a simple request after all. What may have started as a basic task can easily turn into a project – with a timeline, budget and resource requirements. That is why TeamDynamix puts service request/workflow management together with projects. **So everything is in one place.**

Manage time and resources effectively with a single view.

Going from chaos to calm – you have a way forward.

- Easy-to-configure portal that can be tailored to match your brand.

- Online knowledge base that is highly indexed for quick self-service.

- Easy-to-configure workflows – no coding or scripting is required.

- Online repository to store and share documents and files.

- Flexible project management with time, resource, and expense tracking.

- One platform for both service requests and project management.

- Comprehensive reporting, dashboards & analytics.

Easy to use, own & operate: the solution does not require IT resources to configure.

Track Your Departmental Output

Every department has the same issue – there are a lot of requests, and you need to be able to group these, align them to timelines and resources, and then track the progress and report the outcomes. This sounds simple right?

When you have the right platform it's easy!

- **Track the number and types of requests that you get.**

- **Prioritize and assign resources, timelines & budgets.**

- **Communicate the value of your group and your outcomes.**

- **Perform what-if analysis & resource capacity planning.**
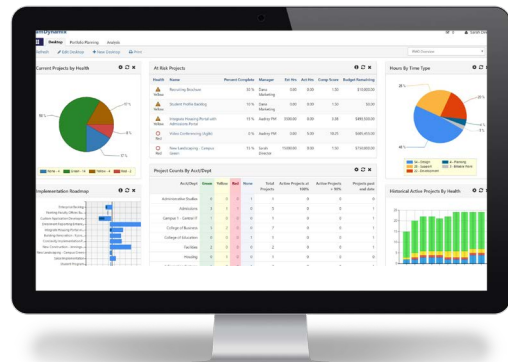
Project Portfolio Management + Service Management

Sometimes service requests need to become projects – and projects often kick off a series of small requests. **That's why we put them together.** TeamDynamix offers Service & Project Portfolio Management together on one platform for a true work management solution.

Experienced Services Organization

The **TDX Professional Services** team offers the experience that comes with performing hundreds of implementations and trainings. We will work with you from start to finish including process consulting and ongoing support services.