

IT SERVICE MANAGEMENT (ITSM)

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A vendor's Emotional Footprint can influence whether a client chooses to do business with the organization. TeamDynamix received the absolute highest rankings in this category, scoring a 92% in ITSM and 90% for PPM.”

– David Piazza, President of Software Reviews, Info-Tech

Improve IT Maturity, Optimize Resources & Deliver a More Impactful User Experience

As support services have become more complex due to the sophistication of applications and integration of multiple systems, the focus has moved from basic ticket tracking to a more formalized, ITIL-compliant, and proactive approach. **We can help you get there.**

- Incident/Problem Management
- Self-Service Portal & Knowledge Base
- Service Assets & CMDB
- Automation & Workflow
- Change & Release Management
- Dashboards & Reporting
- Tie Tickets & Projects Together
- Expand to ESM for the Enterprise

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Before TDX, we had three or four different systems we were using. Now we're able to do all that with one system. We see faster resolution times, one of the contributing factors was to create an internal KB for technicians.”

– Jason Welborn, Manager, Resources for Information, Technology, and Education (RITE)
SUNY Buffalo State College

Full life-cycle support for ITSM with configurable workflow, automation, and resource planning.

- Manage incidents and problems separately for root cause analysis.
- “My Work” views for technicians with quick access to KB articles.
- Ability to communicate via mass emails with linked KB articles.
- Group tickets and convert incidents to problems or projects as needed.
- Perform root-cause analysis of problems for full lifecycle support.
- Incorporate change and release management.
- Gain valuable insights with detailed reporting & dashboards.

Easy to configure ~ no coding / no scripting.

Gain control and visibility across the enterprise with asset & configuration management.

Whether you have hundreds, thousands, or tens of thousands of assets in your organization, having a flexible and easy-to-use way to manage them will allow you to provide service more efficiently and effectively, and reduce costs.

Get the visibility you need to provide better service for your user community.

- Import assets and customize forms to match their unique attributes.
- Open tickets against specific assets.
- Stay on top of replacement costs, refresh cycles, and renewals.
- Integrate with SCCM, JAMF, Kaseya, or other solutions.
- Manage Configuration Items (CIs), including complex dependencies, blackouts, and maintenance windows.

An out-of-the-box portal that can be easily branded and configured without any coding or scripting.

A support call costs an average of \$22 vs. \$2 per self-service resolution. Gain adoption with an easy-to-use portal.



- Roll out an accessible portal that is WCAG 2.0 / 508 compliant.
- Create relevant KB articles based on real issues and solutions.
- Crowdsource knowledge using Knowledge Centered Service (KCS).
- Create a comprehensive service catalog that works for IT and beyond.

Comprehensive dashboards & reporting that are easy to configure, schedule, publish & export.





Change & Release Management

Studies show 80% of all issues reported to IT are actually the result of poor change management. This is why organizations are starting to engage in a proper ITIL approach, together with release, asset, and project management.

We can help you move up the maturity ladder.

- Establish plans for new rollouts.
- Leverage project management and change management together.
- Assign resources and establish timelines for updates.
- Monitor the outcomes for improved problem management.
- Generate reports and visualize change for better communication.
- Facilitate and schedule notifications to end users.
- Engage in change management activities as part of a release.
- Integrate project planning and expense tracking into a release.
- Keep everyone informed, schedules on track, and budgets in check.

ITSM Belongs with Project Portfolio 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.