



## SOLUTIONS FOR HEALTHCARE

### SUPPORTING THE RAPIDLY EVOLVING LANDSCAPE OF HEALTHCARE TECHNOLOGY

The pace of change and evolution within Healthcare is daunting – and supporting the emerging technology is critical.

IT Professionals operating in this rapidly evolving tech landscape are focused on how to best implement and support the investments that are being made so that patients and practitioners can benefit.

Ask any IT professional working in Healthcare; they will tell you that there is a need for improved IT maturity around IT Service Delivery & Project Management.

**We can help you get there.**

### SERVICE & PROJECT MANAGEMENT Together on one platform.

- Incident / Problem Management
- Self-service Portal (WCAG 2.0/508)
- Knowledge Base with Crowdsourcing
- Asset / Configuration Management
- Release Management
- Change Management
- Project Intake / Governance
- Kanban/Agile/Waterfall/Card Wall
- Project Planning & Tracking
- Resource Capacity Planning
- SLA Tracking by Incident Type
- HIPAA Compliant / Field Level Security

Expand to Facilities, Patient Records, Human Resources & more!

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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

## Bringing Service & Project Management Together

If you are working in Healthcare, you are undoubtedly overwhelmed by number of systems and platforms you need to support – from EHR to Telemedicine to multi-site support. A full lifecycle ITSM solution with support for ITIL is vital.

### IT Service Management (ITSM)

- Incident / problem management
- Configurable workflow & automation
- Change / release management
- Asset Management
- Single portal access for all requests
- Share information from one central location
- WCAG 2.0 / 508 compliant portal
- Follow the ITIL framework as desired
- HIPAA Compliant / Field level security



Increase self-service adoption with an easy-to-use portal and integrated knowledge base.

# Simple or Complex – Project Portfolio Management Helps You Keep Your Projects on Time & Budget

TeamDynamix offers powerful yet flexible project portfolio management (PPM) all from within the same cloud-based platform for better collaboration and management across all projects and departments within the organization.

## Project Portfolio Management (PPM)

- Project intake & governance
- Project planning, scheduling, tracking
- Scheduling, expenses and reporting
- Manage resources across projects and tickets
- Agile/Waterfall /Kanban/Cardwall /task lists
- Import/export from MS Project

## Enterprise Service Management

- IT Service Management
- Facilities Work Orders / Maintenance
- Media Services Requests
- Human Resources
- Integrated Project Management
- Asset Management & Tracking
- External Portal / Knowledge Base
- HIPAA Compliant / field level security

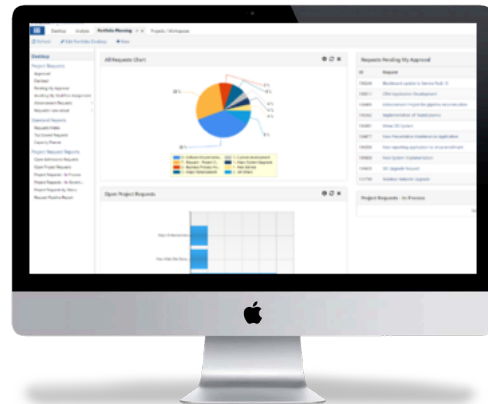


## Unlock the Power of Service Delivery

Every organization has the same issue – there are a lot of requests, and you need to be able to group these, align this 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 type 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.