



SERVICE & PROJECT MANAGEMENT ENTERPRISE SOLUTION

SERVICE & PROJECT MANAGEMENT BUILT TO SUPPORT THE NEEDS OF A DIVERSE WORKFORCE

Managing a complex environment of end-users, technology and assets can be daunting. IT leaders need to be supported by an easy to use platform for managing the service desk and projects that can be leveraged across the enterprise.

Within IT this will encompass full support for the ITIL framework including incident/problem management, change management, asset management & discovery along with comprehensive support for Project Portfolio Management.

On a broader level, this means support for services and projects that take place across the enterprise such as facilities, human resources, legal/procurement and marketing.

SERVICE & PROJECT MANAGEMENT Together on one platform.

- Incident/Problem Management
- Self-Service Portal (WCAG 2.0 AA/508 Compliant)
- 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

Expand to Facilities, Meeting Planning,
Human Resources, and 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

IT leaders are often pushed to 'do more with less'. It is critical that resources and budgets are optimized to support key operations. By improving IT service management and project management, organizations can greatly improve bandwidth, service delivery & project outcomes.

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 AA/508 compliant portal
- Follow the ITIL framework as desired



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, and tracking
- Scheduling, expenses, and reporting
- Manage resources across projects and tickets
- Agile/Waterfall/Kanban/Card Wall/task lists
- Import/export from MS Project

IT Service Management

- Facilities Work Orders & Maintenance
- Meeting & Event Planning
- Human Resources
- Company Announcements
- Employee Self-Service Portal
- Integrated Project Management





Paving the Way for Improved IT Maturity

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As the CIO, I have IT resources, and I need to assess their capacity. What capacity do they have to work on projects, to work on change requests, to work on support requests? At the 40,000-foot level, having a comprehensive project management solution allows me visibility for insight into those areas, and allows me to plan for project-based work based on the capacity to handle support requests and change requests. We use the ITIL framework to bucket elements into support incidences versus change requests; it can help determine whether a request will require the establishment of a new project or not and to manage those requests and resource capability.”

- Frank Fear, CIO, Covenant HealthCare