TeamDynamix

SOLUTIONS FOR HIGHER ED

$252B WILL BE SPENT IN ED-TECH BEFORE THE YEAR 2020; ALL OF THIS NEW TECHNOLOGY NEEDS SUPPORT. ARE YOU READY?

IT Service Management (ITSM) platforms need to support the emerging needs of Higher Ed. **We can help you with your top initiatives:** One Stop Student Services, student portals, faster IT service response times, better control of projects and budgets, resource capacity planning and the need to have it all on one platform across campus.

We can help you get there.

SERVICE & PROJECT MANAGEMENT
Together on one platform.

- **Incident/Problem Management**
- **Self-Service Portal (WCAG 2.0/508 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 HR, Facilities, Marketing, Residential Life, Media Services, and more!

Campus-wide support with service & project management together on one platform.

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 to you provide service more efficiently and effectively, and reduce costs.

Faster IT response times, improved resource planning, decreased call volume, and better change management are some of the most reported outcomes.

IT Service Management (ITSM)

- Incident/problem management
- Configurable workflow & automation
- Change/release management
- Asset Management

Project Portfolio Management (PPM)

- Project intake & governance
- Project planning, scheduling, tracking
- Resource capacity planning
- Scheduling, expenses and reporting

One Stop Student Services; a single solution for IT, Residential Life, Facilities, Media Services, HR, Marketing, and more.

One Stop: a single portal that can be accessed universally by students, faculty, and staff to retrieve information, submit requests for services, track projects, and workflows.

One campus. One platform. One approach.

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

Higher Ed CIOs; Putting IT Forward as a Strategic Leader at the Institution

> " We are paving the way for One Stop Student Services by rolling out this concept for IT support to begin with — and then using the lessons we learn to inform our work in creating an institutional, campus-wide one-stop center."
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> *- Ray Lefebvre, CIO at Bridgewater State University*

> " When you think about it, sharing information is the core competency of information technology. Or at least it should be. And at Palm Beach State, that's what we're making it. We started by bringing in TeamDynamix. Together we built a plan and a custom system that is transforming for our entire campus"
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> *- Ken Libutti, CIO at Palm Beach State College*

> " Our PMO and TeamDynamix help us with our planning and resource allocation, including staffing and budgets. They have helped us become more strategic in moving resources around to focus on priorities that will help us meet our goals."
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> *- Param Bedi, VP for Library & Information Technology, Bucknell University*