# The Power of a Synchronized Enterprise

One Unified Platform

- IT Service Management (ITSM)
- Conversational AI (CAI)
- Project Portfolio Management (PPM)
- Integration & Automation (iPaaS)

Making the world of work flow.

TeamDynamix

TeamDynamix offers a single unified platform that is easy to use, own and operate –giving you high flexibility and fast configuration without any coding or scripting - all supported by a white-glove service team.
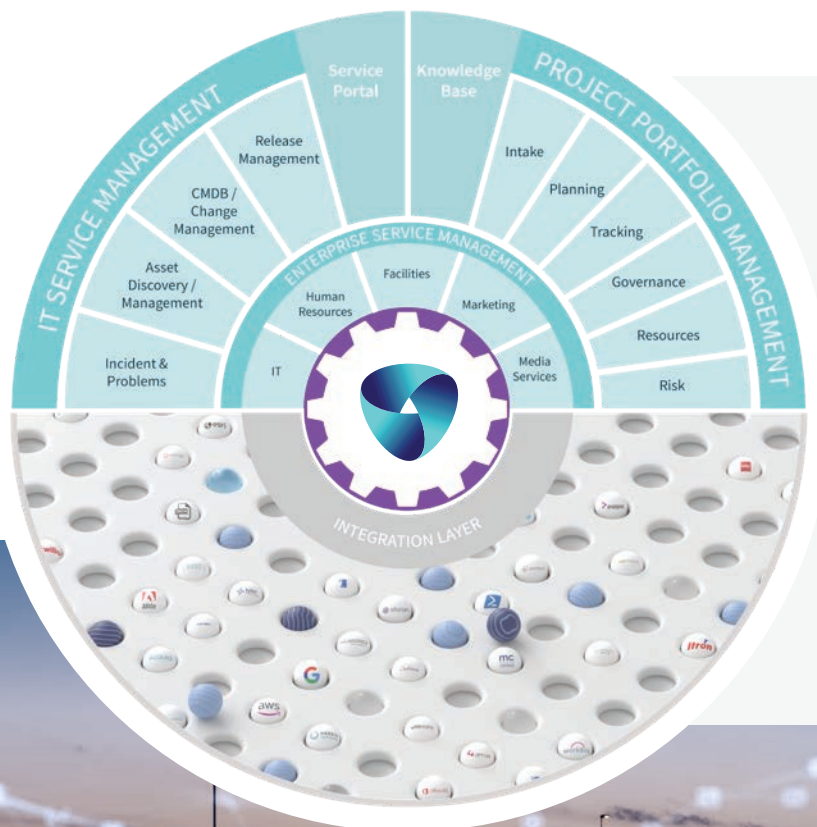
- ✓ Full life-cycle ITSM solution with support for ITIL and easy integration.

- ✓ Easily expand to HR, facilities and more with no-code ESM.

- ✓ Flexible and easy project portfolio management and resource planning.

- ✓ Enterprise integration and automation with a visual no-code flow builder.

- ✓ Conversational AI with pre-built intent and naturallanguage processing.

TEAMDYNAMIX WAS RECOGNIZED AS AN
'HONORABLE MENTION' IN GARTNER® MAGIC QUADRANT™
FOR IT SERVICE MANAGEMENT (ITSM)

# Improve Resource & Budget Drain with No-code IT Service Management

With TeamDynamix you can supercharge IT Service Management. Successfully drive self-service adoption, triage tickets, expand to ESM, initiate action from conversational AI channels and automatically resolve end-user requests with dynamic forms, integration and automation.

- **Improve overall service delivery** outcomes for end-users and technicians – this includes faster response times, more accessible shared knowledge and better communication.

- **Optimize resources** across the service and project management teams to allow for improved output and a higher level of service delivery.

- **Improve workflow** between ticketing and project requests with a high degree of controls, tracking, escalation and notification triggers.

- **Decrease the administrative burden** associated with your current ITSM platform and easily roll out to other groups including HR, facilities, marketing without technical IT resources
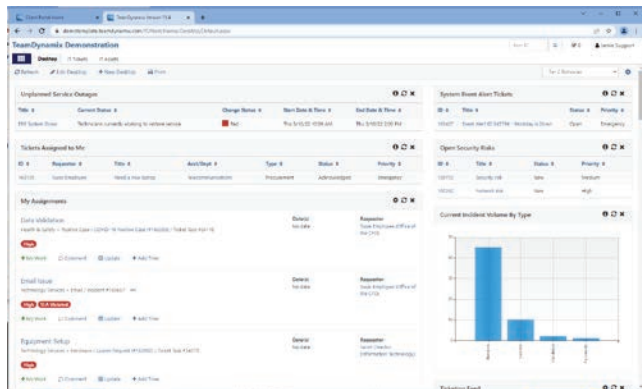
"

The TDX Implementation is the smoothest we've had for any software or product in my 20-year history."

Info-Tech Review
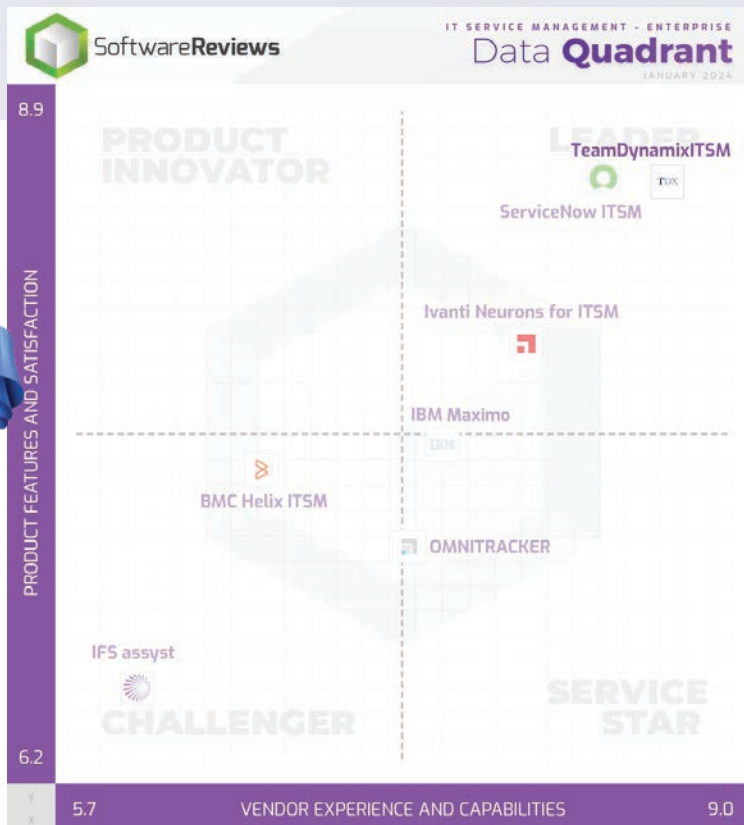
Delight Your Technicians and End-Users with Faster, Easier IT Service Management

Incident & Problem Management

- Triage and automatically assign IT tickets dynamically and generate "My Work" views.
- Group tickets and convert incidents to problems or projects.
- Communicate via mass emails with linked knowledge base (KB) articles.
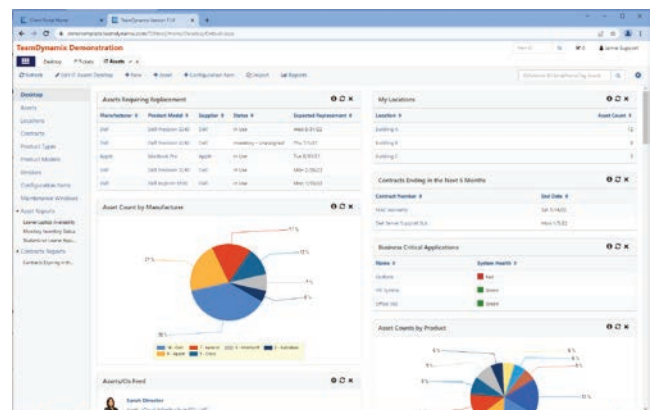
It Asset Management & Discovery

- Asset discovery: Windows, Mac, Linux, Chrome and networked devices.
- Open tickets against assets with custom forms to match unique attributes.
- Integrate with third-party tools and manage all assets in one place.

Self-Service Portal & Knowledge Base

- Fully branded and accessible self-service experience with service catalog and KB.
- Drive adoption with an easy-to-use interface using custom forms, fields and workflows.
- Easily build out KB content, crowd source content and manage published articles.

Conversational AI With Automation

- Multi-channel with Natural Language Processor (NLP) and pre-loaded intent data.
- Easy to train engine with automated live agent failover for better end-user experience.
- Enterprise Integration and Automation to take action directly from the end-user chat.

"Upper right magic quadrant ITSM capabilities at a fraction of the cost of the competitors." – Gartner Review, Program Manager, $2B Retail Company

Improve Service Response Time and Reduce IT Team Resource Drain

> **"**
> **TeamDynamix has a top-of-the-industry user interface that is easy to use and empowers the customer's satisfaction."**
>
> – Brandon D., Technology Support Analyst, Software Advice Review

Change Management

- Link tickets, change requests and projects.
- Reduce time spent on manual work and updates.
- Reduce clicks and screens a technician touches.

Release Management

- Properly control release management.
- Prevent bad deployments.
- Reduce unplanned downtime.

Dashboards & Reporting

- Create insightful reports and dashboards.
- Create a personalized desktop view.
- Publish dashboards publicly to non-users.

Enterprise System Integration

- Library of pre-built connectors.
- Visual flow builder to create automation.
- AD updates, on/offboarding, password resets, etc.

> It's very robust and powerful. The range of functions is great, with a broad range of applications and capabilities. The support is great!"
>
> – RON M., Director of IT, Capterra Review

Benefits

- ✓ *Low administrative burden*
- ✓ *Fast time to value*
- ✓ *Lower total cost of ownership*
- ✓ *Improve response times*
- ✓ *Accelerate self-service adoption*
- ✓ *Enterprise integration and workflow*

Key Features

- ✓ *No-code Admin / Easy to Configure*
- ✓ *Quickly expand to ESM*
- ✓ *Support for ITIL*
- ✓ *Incident / Problem Management*
- ✓ *Change Management*
- ✓ *Asset Management*
- ✓ *Self-Service Portal*
- ✓ *Knowledge Base*
- ✓ *Integrated with PPM*
- ✓ *Integration to Enterprise Systems*
- ✓ *Automation and Workflow*
- ✓ *Dashboards / Reporting*
- ✓ *Conversational AI with Automation*

Put the Power in the Hands of Your End Users with Conversational AI

Change the Way You Chat with Conversational AI.

Traditional chatbots aren't built to understand natural language – because of this, they often fall flat.

- Multi-channel Conversational AI
- Natural Language Processor
- Easy Training Engine
- Pre-built Intent Matching
- Visual Conversational Path Builder
- Enterprise Integration to Applications
- Dynamic Forms
- Live Agent Failover

Deploy Enterprise Service Management without Draining IT Resources

Deploy an Enterprise Service Management initiative without draining IT resources and budgets. Quickly spin up new groups for HR, facilities, marketing and more – no coding or scripting needed. One unified platform tailored to your business needs.
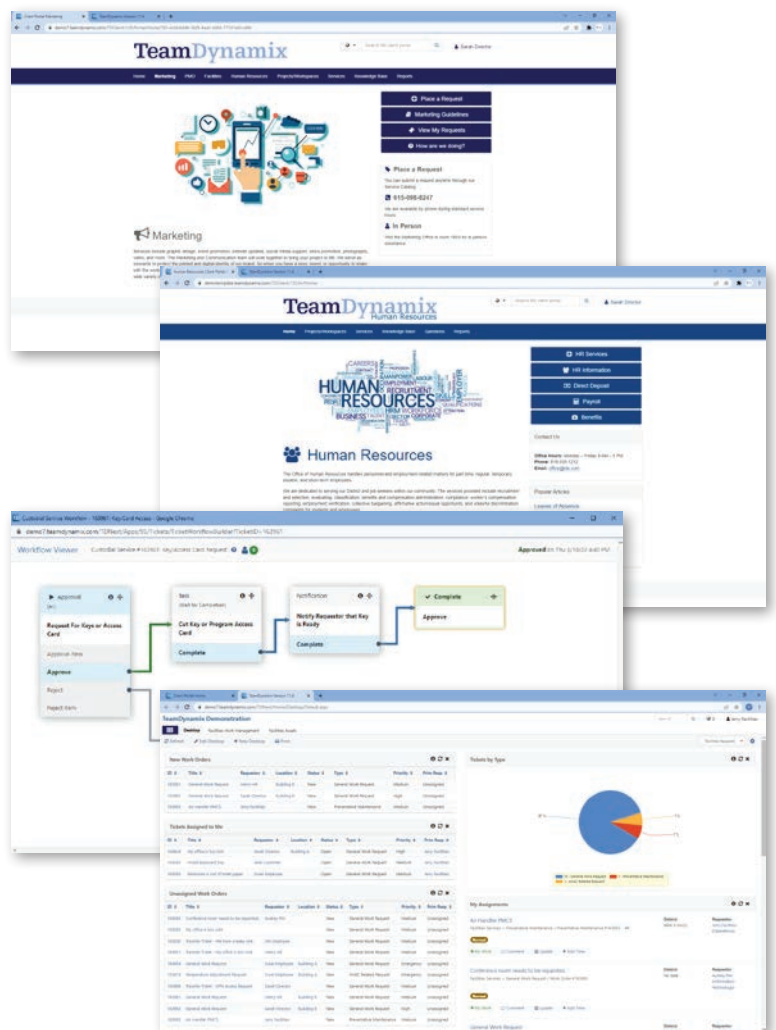
HUMAN RESOURCES

- Onboarding/off-boarding of employees
- Case management, HIPAA compliant
- Single portal for all employee inquiries
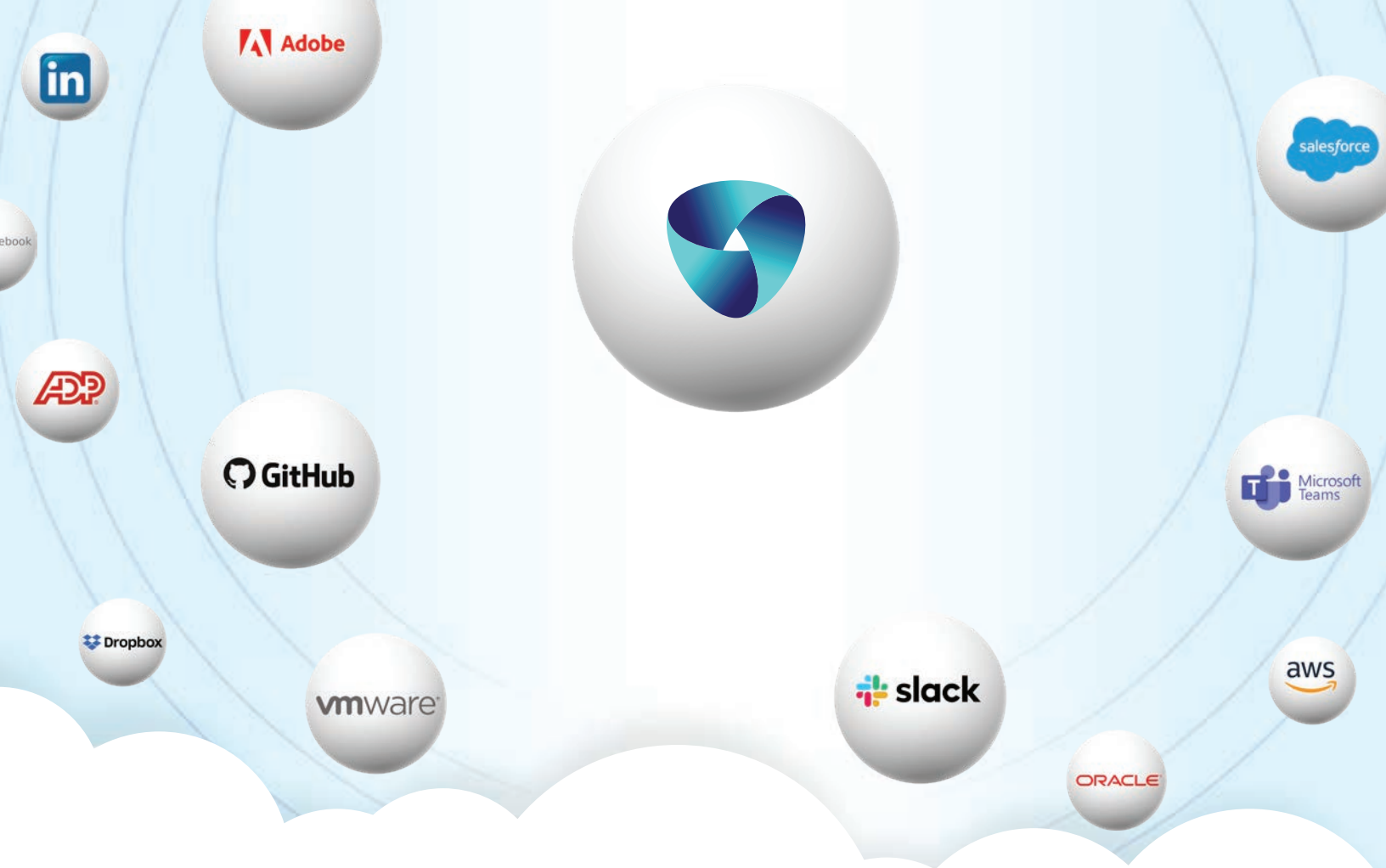
MARKETING & CREATIVE

- Request system for creative support
- Manage resources and projects
- Sales support requests

FACILITIES

- Preventative Maintenance (PMCS)
- Work Order Management
- Field Service Management

Quickly spin up new applications with custom forms, fields and workflows – all without any coding or scripting.

Supercharge Service Management

Supercharge service management with pre-built integrations and workflow. Whether you are looking to integrate just ITSM/ESM with the enterprise or if you need a complete enterprise integration platform, we can help you.

- Active Directory Updates
- On/Off-boarding
- Password resets
- Asset replacement/provisioning

- Connect to CRM/ERP/SIS
- Integrate with Teams/Slack/Twilio
- Library of Connectors and API Management
- Visual flow building on no-code platform

> " The drudgery of working through mundane, repetitive tasks doesn't exist just in IT. I think the more we can reduce toil within the departments that we support, the more people are going to buy in and understand the value of what we're trying to achieve."
>
> – Mark Hayes, Information Technology Leader, Pima County

Connect Enterprise Systems with Integration and Automation (iPaaS)

Eliminate resource drain, streamline processes and gain better security and governance with iPaaS. Automate repetitive tasks and synchronize data across the enterprise.

Out-of-the-Box Connectors to Common Systems
Get access to a variety of prebuilt, out-of-the-box connectors to popular systems including Workday, DocuSign, AWS, Azure, Banner, EPIC and Salesforce.

API Management
Gain API management, as well as the tools needed to create better, more secure connections to systems you use daily.

Data Management/Synchronization
Pull data together – harmonizing and transforming it – so that you can aggregate to a single 'golden record'.

Drag and Drop Flow Building
Quickly build workflows with a visual no/low code flow builder. Quickly automate processes between systems.

Form Building and Deployment
Automate your data intake workflows with forms. No developer resources or data entry needed. Get flexible workflows across applications using forms data

Troubleshooting and Audit in Real-time
With TeamDynamix iPaaS you can test your workflows as you build them, troubleshooting your connections and flows in real-time. Watch your data as it moves through.

"

What caught my eye was the no-code nature of the platform, because that meant we could have anybody administer it without programming knowledge."

– Cid Cardoz, Director of End-user IT Services, SLU
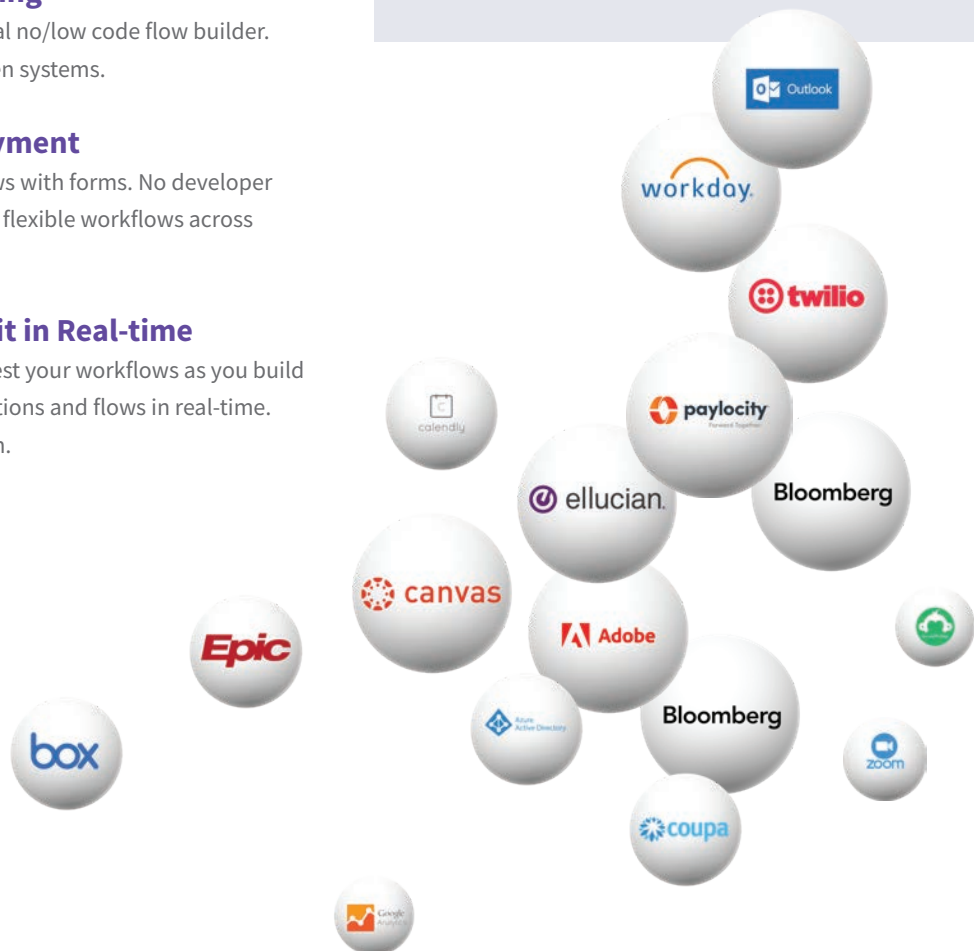
Align Resources and Timelines with
Project Portfolio Management

Gain control over project intake, resource management and timelines using flexible project methods including Agile, Waterfall, KANBAN and task lists.
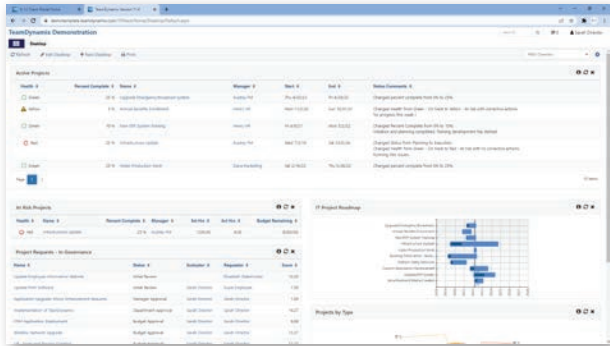
Project Intake & Workflow

Leverage an intake framework that will help you compile, analyze, and evaluate the data required to decide which ideas should become projects and which projects should be approved.

Portfolio Approach

Eliminate surprises and identify potential roadblocks before they occur with a portfolio approach. Establish the framework to keep projects on track, aligned with goals and ensure completion on time and budget.

Project Planning

Quickly and effectively plan projects using the right methodology for the job. Whether you need basic team collaboration, agile, KANBAN, cardwall or full waterfall, the platform offers flexible project types.

Resource Management

Resource constraints are often reported as the number one issue facing IT organizations. PMOs need a clear view of all work and resources across the portfolio with capacity planning.
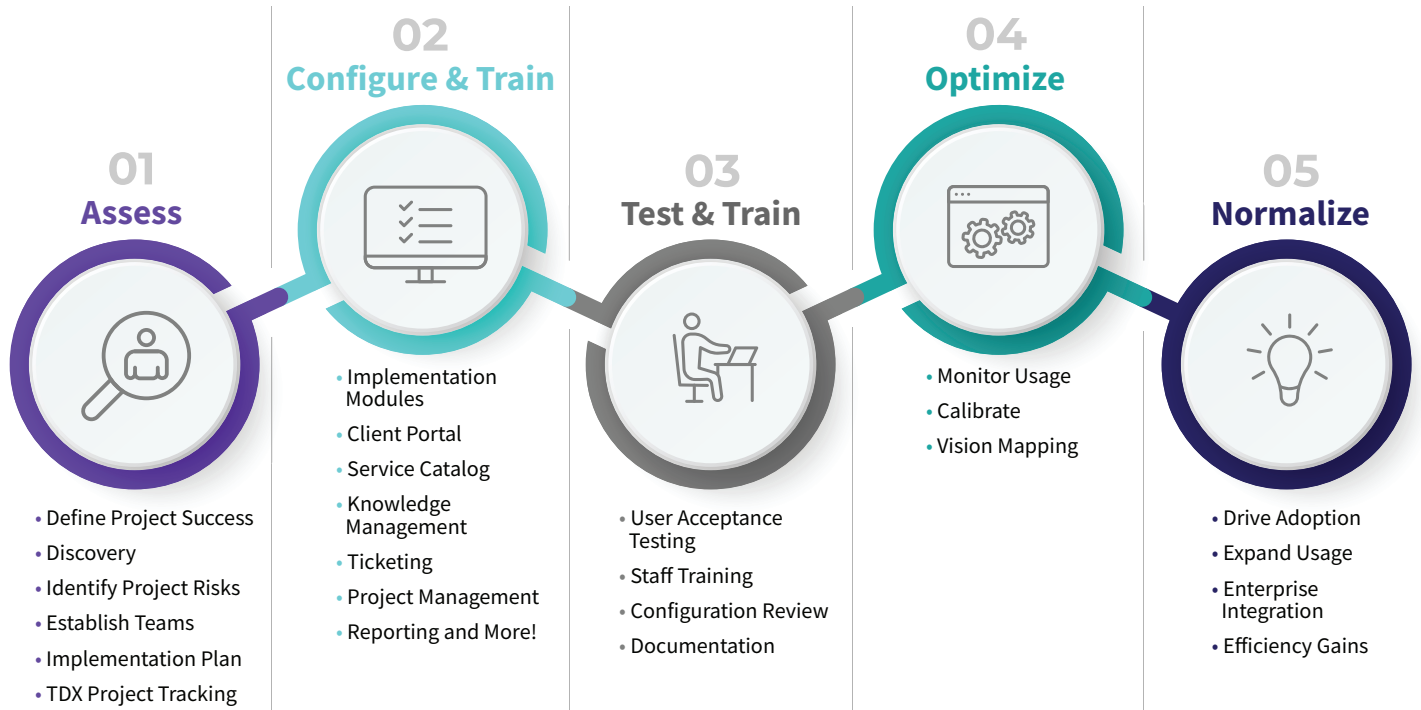
Dashboards & Reporting

When it comes to project management, there is no bigger mantra than transparency. Gain a consolidated view of projects across the team with custom views and the ability to export or publish publicly.
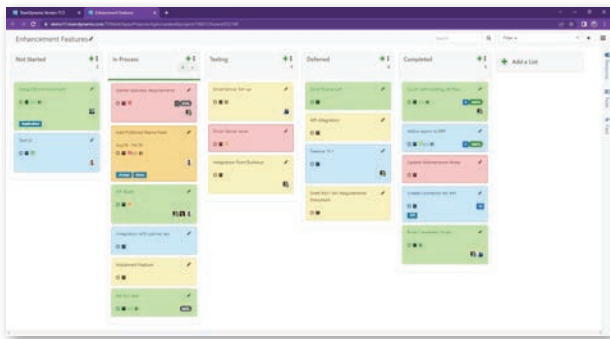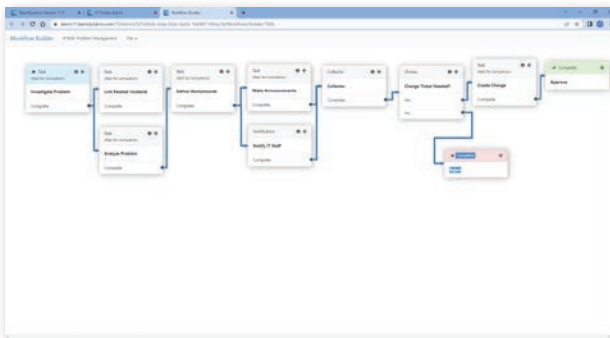
Bring tickets and projects together for a single view of all work, resources and timelines.

White Glove Service Delivered by a Team with Deep Domain Expertise

TeamDynamix does not outsource system implementations or support, we believe in onboarding our own customers and supporting them.

01
Assess

- Define Project Success
- Discovery
- Identify Project Risks
- Establish Teams
- Implementation Plan
- TDX Project Tracking

02
Configure & Train

- Implementation Modules
- Client Portal
- Service Catalog
- Knowledge Management
- Ticketing
- Project Management
- Reporting and More!

03
Test & Train

- User Acceptance Testing
- Staff Training
- Configuration Review
- Documentation

04
Optimize

- Monitor Usage
- Calibrate
- Vision Mapping

05
Normalize

- Drive Adoption
- Expand Usage
- Enterprise Integration
- Efficiency Gains

We provide full life-cycle support from initial scoping and process consulting through configuration, training and post- go-live optimization. This approach has resulted in outstanding outcomes for customers with a **rapid time to value.**

From initial process consulting, to system configuration, in-depth training and ongoing support to help ensure your success with our solutions and a notable return on your investment.

TeamDynamix boasts an impressive **customer retention rate of more than 98%,** and we believe that much of this is attributed to **properly onboarding our customers** by using our own resources.

"The TeamDynamix implementation is the smoothest we've had for any software or product."

CIO, Info-Tech Review

"Even after the cutover into production, the support and success management teams are there for you."

CIO, Info-Tech Review

"TeamDynamix is friendly and personable to work with and they truly care about their product and customers."

IT Director, Info-Tech Review

TeamDynamix

teamdynamix.com