

## TeamDynamix Customer Quotes

### California State University – Chico, Jason Donnell

<https://www.teamdynamix.com/case-studies/chico-state/>

“In Higher Ed we’ll have to keep up with the trends... a lot of the focus on mobile and personal devices, delivering educational content to those platforms that people are using – phone, laptop, expansion into VR... educational content will morph and be delivered to the platforms that people are going to be using.”

### Florida Atlantic University, Ann Edvaldsson

<https://www.teamdynamix.com/case-studies/florida-atlantic-university/>

TeamDynamix platform “helps us dramatically when the helpdesk agent is creating a ticket from a phoned-in request, dropping that from a 10 to 15 minute exercise down to about 5 minutes.”

### University of Wyoming, Brett Williams

<https://www.teamdynamix.com/case-studies/university-of-wyoming/>

The efficacy of our service desk has improved significantly as well. We now have self- service functionality and a knowledge-base that is accessible to all our customers. Service Catalog usage has gone from 5% to 12% since implementing TeamDynamix and has been increasing steadily. People have really embraced this tool so far even with just generating tickets and help desk requests. 85% of these requests used to be generated over the phone. Now it’s split evenly between email and phone. This has been great for us, and we’re hoping the trend continues.

### Southern California University of Health Sciences, C.W.J. “Joe” Eggleston

<https://www.teamdynamix.com/case-studies/southern-california-university-of-health-sciences/>

SCUHS uses TeamDynamix’ platform for the physical plant and facilities management (in addition to IT and marketing). Trying to blend a paper-based department into a heavily computerized ticket system— particularly with a group that wasn’t particularly tech-savvy—was quite a gamble. “Whereas IT departments are used to working at desks with computers, our department is comprised of mainly mechanics—each with his own unique specialty, such as electrical, carpentry, and painting—and janitors who are out in the field on mobile electric carts. So we had to find an easy device for them to operate, and one that was also very mobile.” To meet that need, Eggleston and his team chose iPads, which they mounted on the carts. “We made these iPads an extension of the cart. They’re viewed as another tool that is part of any standard maintenance operation,” he says. The iPads run the mobile version of TeamDynamix on the carts.

### East Carolina University, Hector Molina

<https://www.teamdynamix.com/case-studies/east-carolina-university/>

“The solution is **saving us close to \$15,000/year** based solely on the improved visibility for the three PMs in our office. It’s saving time for our PMO resources as well. Overall, TeamDynamix was certainly worth it. There are tools that don’t do half of what TDX does and are far more expensive. What’s so great is that they understand their clients; they haven’t priced themselves out of being used in higher education.”

**Virginia Tech, Ken McCrery**

<https://www.teamdynamix.com/case-studies/virginia-tech/>

We evaluated our design to ensure it worked well “on a mobile device as well as checking it for any **accessibility concerns.**”

**California State University – Chico, Jason Donnell**

<https://www.teamdynamix.com/case-studies/chico-state/>

“The **services range from helping with password resets and locked accounts to helping with existing hardware and software issues to requesting reports and getting help with business and administrative applications.**” The Knowledge Base at Chico currently includes five categories of articles and information pertaining to different services, such as configuring and using e-mail, wired and wireless networks, and business applications and reporting, as well as other topics. TeamDynamix gives us “a definite improvement in customer communication...letting people check their own tickets, getting responses back and forth...”

**University of Wisconsin – River Falls**

<https://www.teamdynamix.com/case-studies/university-of-wisconsin-river-falls/>

The Division of Technology Services provides centralized IT support to all faculty, staff, and students. “Our old web page was a collection of forms that created tickets and collected inconsistently formatted, informal pieces of knowledge... We were able to use the built-in knowledge base, home page, service catalog, and ticket request forms to **replace about 95% of our existing website content.**”

**University of Colorado, Ridawn Cummings**

<https://www.teamdynamix.com/case-studies/university-of-colorado/>

The University of Colorado is comprised of **four distinct campuses with over 60,000 degree-seeking students. As the state’s third-largest employer, CU has a workforce of more than 30,000.** The UIS department within the System Administration office provides technical services and enterprise applications across the university system. One of the key features of TeamDynamix was the fact that the company focuses on higher education as opposed to other industries. “That was an important selling point for us because it provides us with a larger community of people to talk with who have similar project processes or similar project challenges.”