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**Self-service for IT Service Management
Sees High Growth in Higher Ed Market
TeamDynamix client portal usage grows by 200 percent in online self-service usage in higher education campuses**

**COLUMBUS, Oh. October 25, 2016 –** At EDUCAUSE this week, [TeamDynamix](http://teamdynamix.com)—an education technology company used by colleges and universities to manage their IT service desks in the cloud—reported a 200 percent surge in online self-service usage across higher education campuses. TeamDynamix gives colleges and universities an online portal to manage service requests including IT ticketing, facilities management, HR processing, and other mission-critical on campus services.

“Such a substantial increase in usage indicates that TeamDynamix is meeting a critical need in IT management on campuses,” said C.J. Wimley, CEO of TeamDynamix. “Colleges and universities are focused on a positive student experience. TeamDynamix gives them a streamlined process to give students the best IT support possible and this is important as the rate of technology adoption increases each year.”

“Keeping up with this surge of new technology use can be daunting for college administrators” added Wimley. “Students don’t just want immediate answers they fully expect it. This is why schools are investing in self-service by rolling out easy to use, easy to navigate portals for all campus services. This could be IT, Facilities, or even HR. Our portal also allows administrators a way to easily see where the needs are, then collaborate and communicate to meet those needs for students and faculty.”

In a [pulse study](https://www.teamdynamix.com/tdx2016pulsestudy/) with 104 participants, TeamDynamix found that 89 percent of the schools were still fulfilling the majority of their requests over the phone. Self-service was only the predominant method in 11 percent of the campuses.

See TeamDynamix in Booth 201 at [EDUCAUSE](https://events.educause.edu/annual-conference).

*Online media kit with images at:* [*http://prez.ly/Vgv*](http://prez.ly/Vgv)

**About TeamDynamix**

TeamDynamix cloud-based work management software gives service organizations in higher education the ability to align, work together, and simplify their work management processes. TeamDynamix transforms IT from order taker to strategic innovator. Colleges and universities use TeamDynamix project, portfolio and service management to simplify, collaborate, and work. Learn more at [teamdynamix.com](http://teamdynamix.com), [@TDXBuzz](https://twitter.com/TDXBuzz) or on [LinkedIn](https://www.linkedin.com/company/teamdynamix).

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**Media Contact:**

Jennifer Harrison for TeamDynamix, 916-716-0636 or jennifer@JHarrisonPR.com

**Tweet:** TeamDynamix (@TDXBuzz) reports 200% growth #HigherEd IT support portal.

**Summary:** TeamDynamix reports 200 percent growth in colleges using its online IT support portal. Yet, study finds 89 percent of higher ed still relies on phone support.

**Tags:** TeamDynamix, IT support, higher education, higher ed, EDUCAUSE, study, edtech, education technology, IT ticketing, student support