

Quotes

“We are seeing tremendous growth within enterprise service management. Our customers are extending our platform from the more traditional ITSM to now support services across facilities, residential life, media services, HR and more. In doing this, they can leverage one platform to support projects and services across the entire campus. This offers a more cohesive approach to school wide collaboration. In the last year, we have seen the number of applications for services triple within our customer base.” C.J. Wimley, CEO of TeamDynamix

“The number of students accessing services via our portal has doubled in the past year. Many of our customers are now employing Knowledge Centered Service (KCS). This approach allows users to create articles for review on the portal and for existing articles to receive iterative feedback. This framework results in significant uptake of the knowledge presented. As part of the workflow our customers can share, improve and create knowledge in near real-time and then once vetted, make it available to the broader population. This approach enhances the success of self-service and ultimately drives increased usage of the portal. Self-service in turn dramatically improves customer satisfaction while having the added benefit of reduced resource drain.” C.J. Wimley, CEO of TeamDynamix

“Knowledge-Centered Service (KCSsm) is a simple idea that creates profound benefits. If, as part of our workflow, we can reuse, improve, and (if it doesn't exist) create knowledge that is available to the entire organization, we can make gains in our operational efficiency, increase success with self-service, and improve our products and services while enabling organizational learning.” Source: [KCS V6 Practices Guide, Section 1](#), Consortium for Service Innovation, April 21, 2016

Media Contacts:

Jennifer Harrison for TDx, 916-716-0636 or jennifer@jharrisonpr.com
Claire LaBeaux for TDx, 925-337-0244 or claire@prclaire.com