



# ITSM

# IT Service Management

AI meets automation on a no-code service management platform - all the power without the headaches.



**No-Code  
Enterprise ITSM**

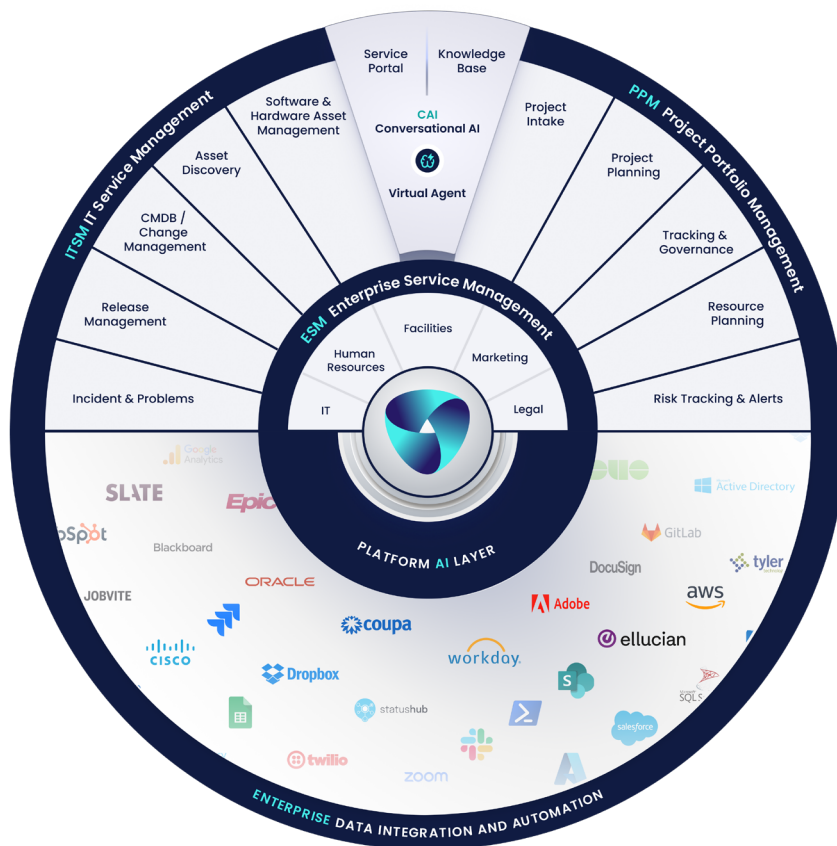
**AI with Native  
Automation**

# Supercharge the Service Desk

## IT Service Management With Powerful AI and Native Automation

Leverage AI, agents and automation for faster resolution, lower overhead and enterprise-wide agility. No-code ITSM quickly delivers value without the baggage of legacy, developer-heavy service management approaches.

**Enjoy an enterprise-ready AI ITSM solution that's built to scale and can deliver service up to 50% faster.**



**Deflect 30-60% tickets** using virtual agents with automation and custom forms.

**Reduce resolution time by 30-50%** with AI service assist for technician productivity.

**Expedite new workflow creation** with a no-code visual flow builder and AI form agents.

**Find cost savings (up to 30% of software spend is wasted)** with asset usage tracking.

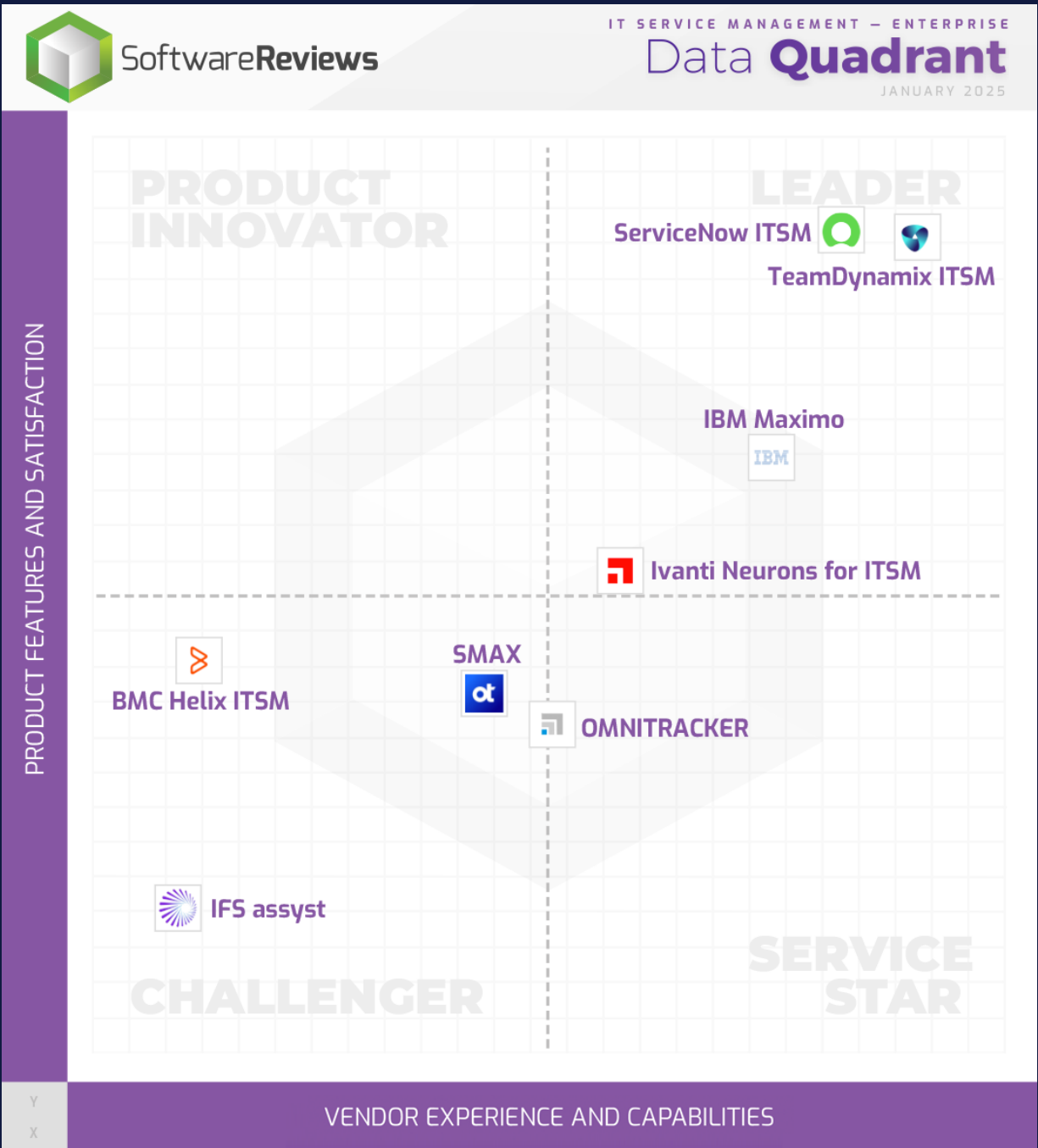
**Optimize resources** with resource capacity planning and analytics.



**Upper right Magic Quadrant ITSM capabilities at a fraction of the cost of the competitors.”**

Gartner Review, Program Manager, \$2B Retail Company

# Enterprise-Level Service Management With a Lower TCO



**We are resolving tickets 200% faster.”**

Jason Edinger, Security Senior Manager Massimo-Zanetti



# AI Service Assist

AI-Enabled Technician Support with Contextual Insights, Triage, and Content Creation

With **AI Service Assist**, technicians can **expedite ticket resolution by 50%+** using technician-focused contextual insights, suggested resolutions, enhanced triage, and automated knowledge creation. AI with native automation means you get an enterprise-ready AI solution that's built to scale with real outcomes.

## Supercharge ITSM with AI Service Assist

- **AI Suggested Response:** Leverage multiple data sources to suggest resolutions.
- **Intelligent Triage & Routing:** Auto-classification and dispatching of requests based on context and historical ticket data.
- **Automated resolution** based on historical ticket data and context.
- **Case Summarization:** Automatic summaries of tickets and incidents for faster triage.
- **Dynamic Content Creation:** When patterns emerge, AI can use case insights, internal, or external content to automatically generate new KB content.
- **Reporting and Operations:** Build reports, gain insights, and identify knowledge gaps.

The screenshot displays a ticket management interface. The main ticket is titled "Windows Failed Update 24H2" with an issue ID of 3353 and a status of "IN PROCESS". The ticket details include the requester Mira Botosh (Utilities Operator at University of Minnesota) and the assigned technician James Hemell-Smith. The interface also shows a section for "AI Agent Assist" with a suggested response: "Hey James, In order to further evaluate a resolution to your failed update 24H2, please try these troubleshooting steps: 1. Restart the device / cycle the power, 2. Verify you are connected to the internet, 3. Verify your date and time are correct, 4. Disconnect any external hardware". Below this, there are knowledge base articles with a 98% match, such as "Troubleshooting Problems with Windows Updates" and "Knowledge Article With Longer Title".

Drive down **cost-per-ticket** metrics. With **AI Service Assist**, technicians can **save an average of 7 minutes per ticket**.

# Full Life-cycle ITSM with AI Agents and Automation

## Incident & Problem Management

Offering full ITIL support out-of-the-box, with hierarchies for Service Request, Major Incident, Incident, Problem, Change and Release work classifications.

- Automatically triage tickets and leverage AI summary detail
- Group tickets and convert incidents to problems or projects
- AI assist for KB-related content, tickets and suggested fields

## Release Management

Leverage standardized methods and procedures. Use the powerful workflow engine to establish schedules, change calendars and notifications.

- Properly manage the release management process
- Prevent bad deployments
- Reduce unplanned downtime

## Change Management

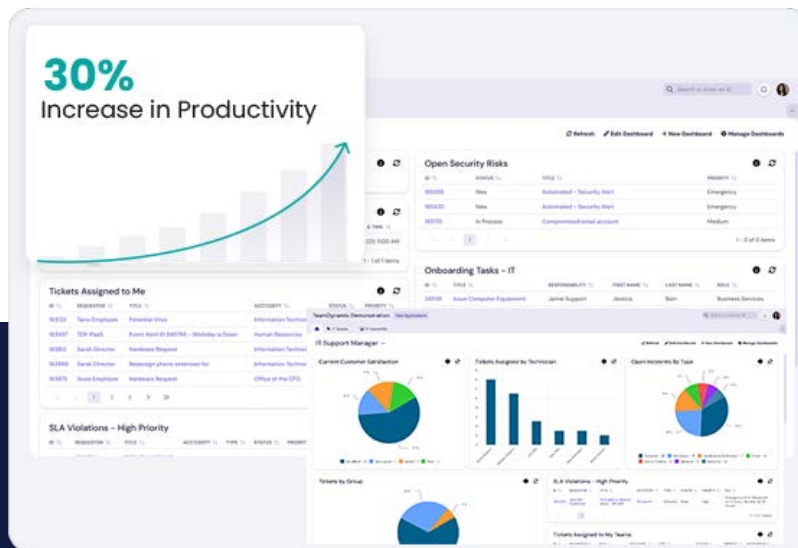
Incorporate CMDB-related functionality with service asset and configuration management. Change schedules and history can be easily viewed, and all requests are tracked.

- Link tickets, change requests and projects together
- Reduce time spent on manual work and updates
- View change calendars to reduce ticket resolution time

## IT Asset Management

Monitor license usage and eliminate software waste, see real-time usage data and insights, and get a single view of all IT hardware and software assets.

- Cut software costs and stay compliant
- Gain control and visibility of IT assets
- Expedite service delivery



**When users order new equipment, it's now done through a single form on our service portal."**

Tyler Kings  
User Infrastructure Manager  
Stockman Bank

# AI Meets Automation to Supercharge Service

## Self-Service/Knowledge Base

Bolster your self-service portal with AI, automation, enriched content and a virtual support agent. Quickly make KB updates, find related KB content and create KB articles with AI.

- Fully branded and accessible self-service experience
- AI form building, virtual support agents and automation
- Leverage AI to create and retrieve content for faster service

## Virtual Support Agents

Virtual agents offer up to 50% faster service delivery. Built to scale, leverage AI Agents for intent matching and dispatch, as well as enterprise automation to take action.

- Personalize interactions with integrated access to data
- Leverage AI for information retrieval across any data set
- Embedded AI Agents for form building, dispatch and more

## Automation & Integration

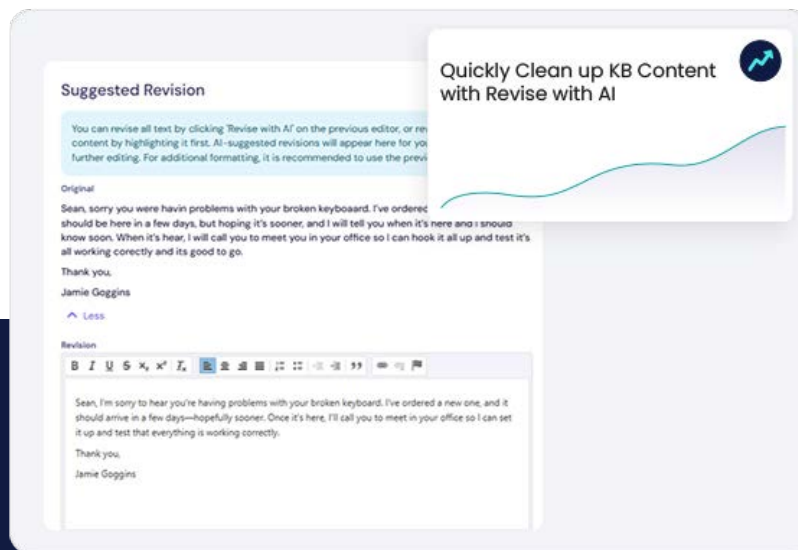
Bring AI and automation together with enterprise integration. Deploy AI workflows that can trigger action, retrieve data or send data across all enterprise systems.

- Library of pre-built connectors to hundreds of applications
- AI meets automation with enterprise integration hub
- Automate on/offboarding, password resets and more

## Enterprise Service Management

Harness the power of a synchronized platform for enterprise service. Quickly spin up new apps with enterprise integration and automation.

- No-code ESM reduces strain on IT
- Departments can create dedicated portals with AI chat
- Automate processes, create custom forms and workflows



**We looked at many systems. TeamDynamix was the most user-friendly.”**

Adam Dunn  
Program Manager  
Casino Arizona and Talking Stick Resort



“

**We deflect 60%  
of tickets.”**

Jason Pelletier  
Sr. Director Client Services & Technology  
Bowdoin College

## **Virtual Support Agents Come to Life with Conversational AI**

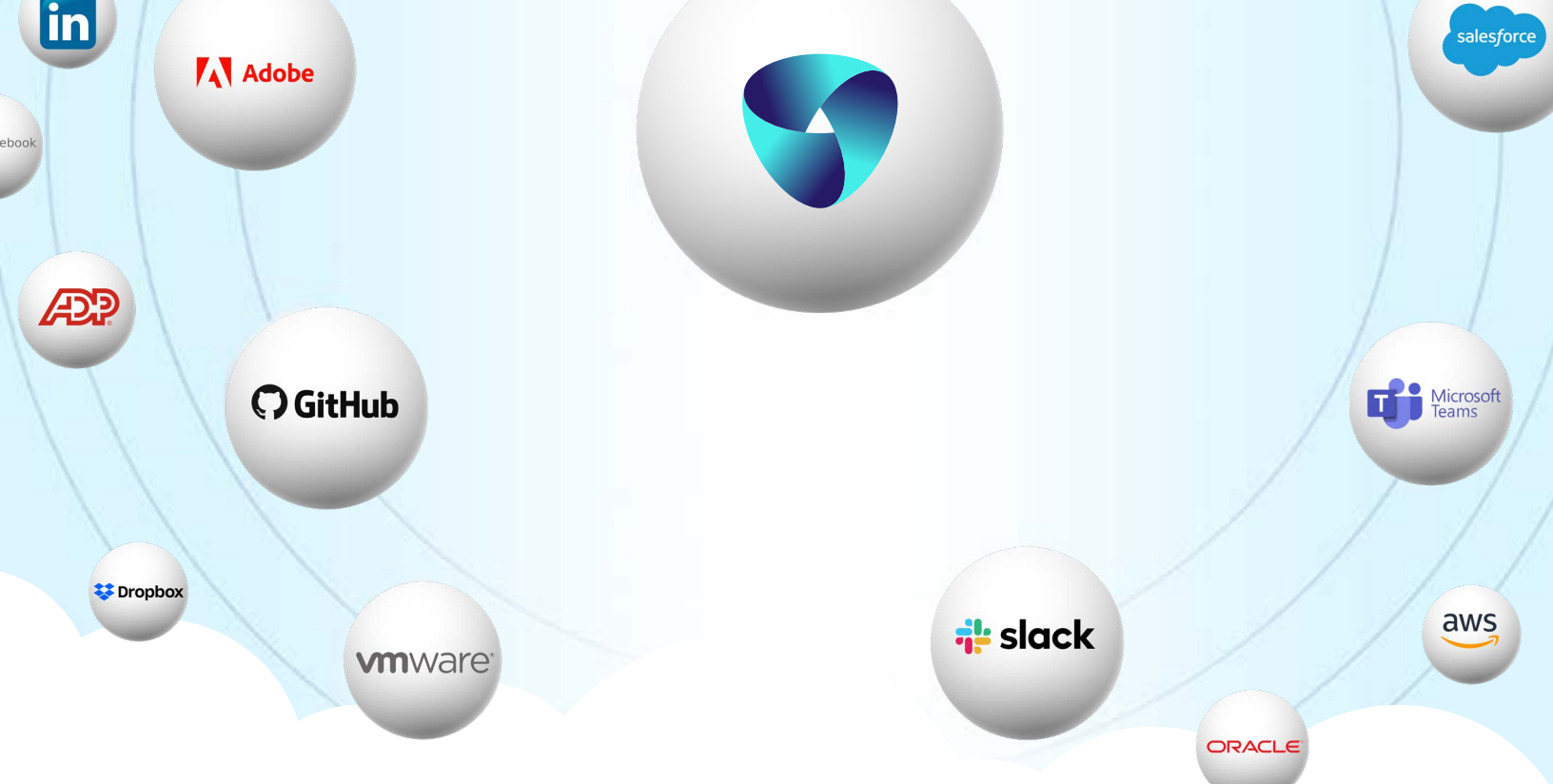
*Put the Power in the hands of your  
end-users so that they can:*

- Inquire about PTO balances
- Change an address in HR system
- Replace a broken monitor
- On/offboard new employees
- Reserve catering/media services

### **AI Meets Automation**

- Personalize the conversation with data by integrating with back-end systems (HR, ERP and more).
- Take action right from the chat by initiating automation across any enterprise system.
- Ingest knowledge content to quickly spin up new virtual service agents across multiple sources.
- AI agent intent matching to improve the accuracy of virtual support agents.
- Multi-channel: Web, SMS/text, Slack, MS Teams and social media connectivity.
- Push forms and gather additional data or leverage data from back-end systems.
- Live agent failover with easy confirmation offers end-users the best of both worlds.
- AI agent form building with dynamic content to personalize service more accurately.

**All the power without the headaches.**



## Enterprise Integration & Automation

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

## Enterprise Service Management

Quickly spin up new applications for other departments such as HR, legal, marketing and facilities. Add custom forms, fields and workflows – all without any coding or scripting. Create custom portals and integrate with enterprise systems.

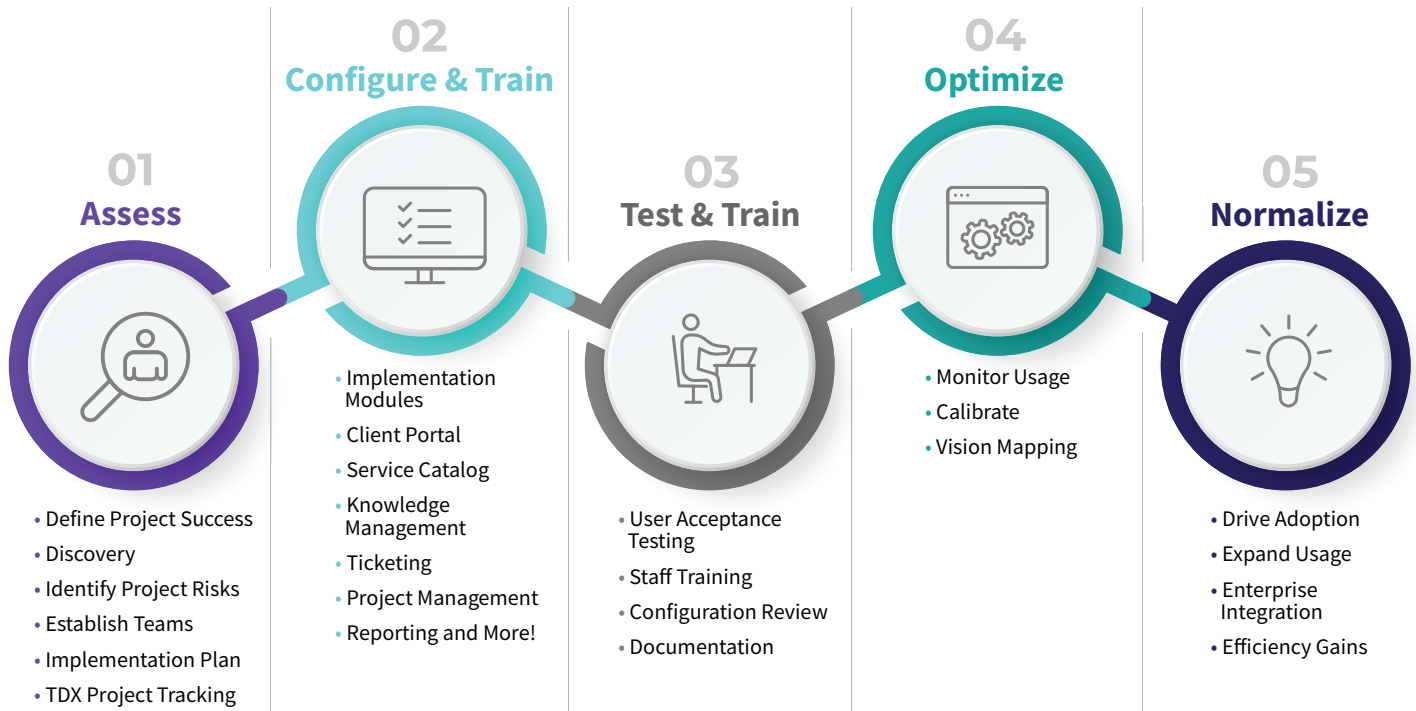
- Leave of Absence requests
- Request for creative support
- Enter and track work orders
- Custom forms for legal support
- Cross-functional workflow
- Integrated with backend systems



**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

# Proven Implementation Methodology



**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**