TeamDynamix

Software Reviews
GOLD MEDAL
2022

IT SERVICE MANAGEMENT
ENTERPRISE

IT Enterprise Service
Management 2022 Rankings

Key Drivers for Top of Quadrant and Customer Viewpoints

SoftwareReviews

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TeamDynamix

IT Service Management: Gateway to Support Excellence

IT Service Management (ITSM) refers to all activities carried out, planned, delivered, operated and controlled by an organization to provide IT services to customers, employee, and partners.

These tools are often a critical step in moving your service teams from a basic support function to evolving into a true valued business partner in the organization.

ITSM Checklist: Key Differentiators

Codeless Integration & Automation
Codeless configuration, workflow building and automation with integration to other enterprise systems.

Service Catalog
Request products and services through a catalog that integrates with ticketing.

Knowledge Management
Integrated with ticketing; share information with techs and end-users.

ITSM/ESM + PPM on One Platform
One view of all work from ticketing to change and projects; enterprise wide.

Multi-Site Functionality
Central management of dispersed techs, multiple time zones, hours, and shifts.

End User Self Service
Intuitive and configurable portal with WCAG 2.0 AA compliance.

Supercharge your ITSM with TeamDynamix

TeamDynamix ITSM streamlines and automates many of the repetitive tasks bogging down your service department. With integrated problem and incident management, IT asset management, knowledge base, and a highly customizable workflow engine you can accelerate the performance of your organization with a single platform.

96%
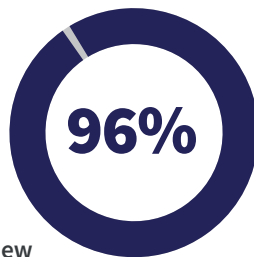
TeamDynamix: Likeliness to Renew

" The product certainly meets all our needs, but the real differentiator for me is the company itself. Always willing to hear the customers voice and adapt to the customers needs.

Director of IT Projects, Higher Education
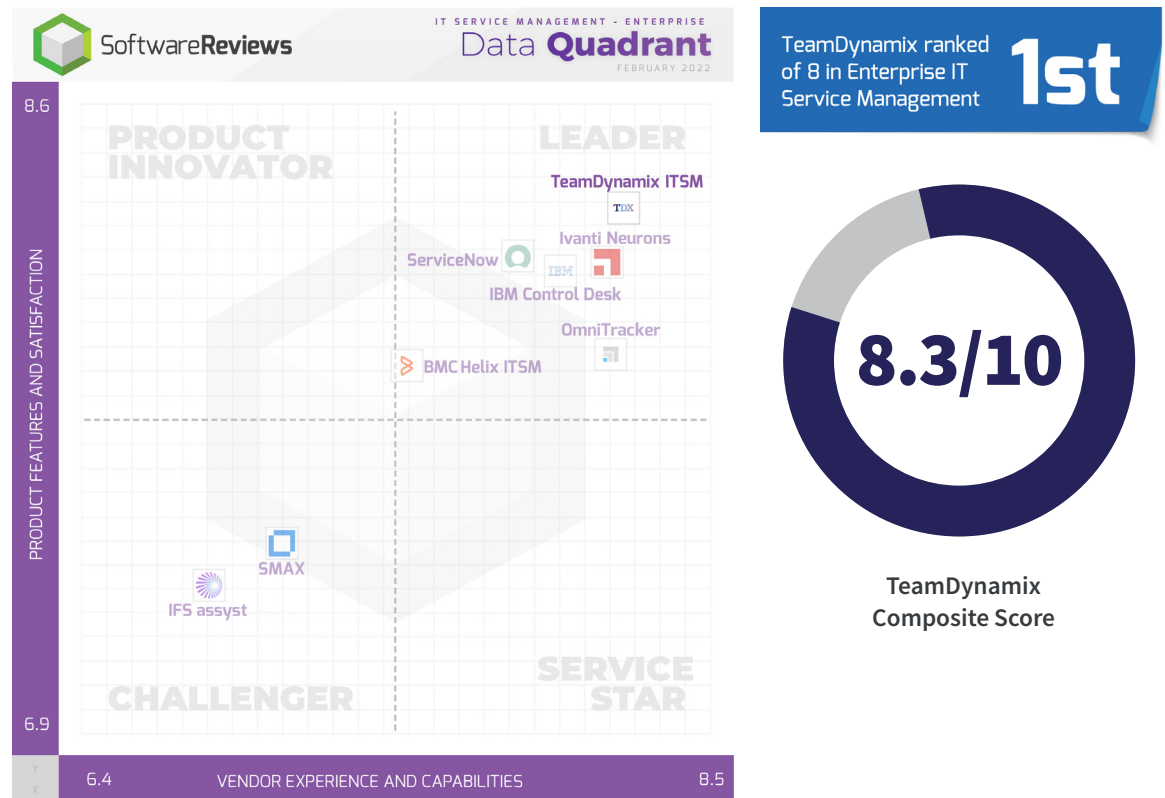
TeamDynamix

TeamDynamix Recognized for Having a Top Product and Service Experience

Peer-Review Platform SoftwareReviews.com recognizes TeamDynamix ITSM Protect as a Data Quadrant Champion in the both the Enterprise and Mid-market ITSM categories.

What is the Data Quadrant? SoftwareReviews evaluates aspects of software capabilities and features using a weighted average of user satisfaction scores. These ratings use a satisfaction scale to determine whether software delights or disappoints creating a powerful indicator of overall user value.

Enterprise ITSM Category Leading User Popularity

TeamDynamix clients provide overwhelmingly positive reviews in the Enterprise ITSM category, rating an 8.3 composite score.

> **"** Full suite of ITSM/ESM applications, excellent implementation methodology, implementation led by TeamDynamix–no need to engage or pay a third party system integrator, excellent customer service, significantly less cost for implementation and licensing as compared to competitors.

Director of Technology, Retail

TeamDynamix

The Importance of Customer Voice

Peer reviews provide insights into how vendors and their products meet user expectations. By collecting insights from business and technology users, SoftwareReviews can help companies understand what to look for in selecting their solution and improve the likeliness that the software they use will exceed expectations. Research shows the best vendors excel at 3 key factors:
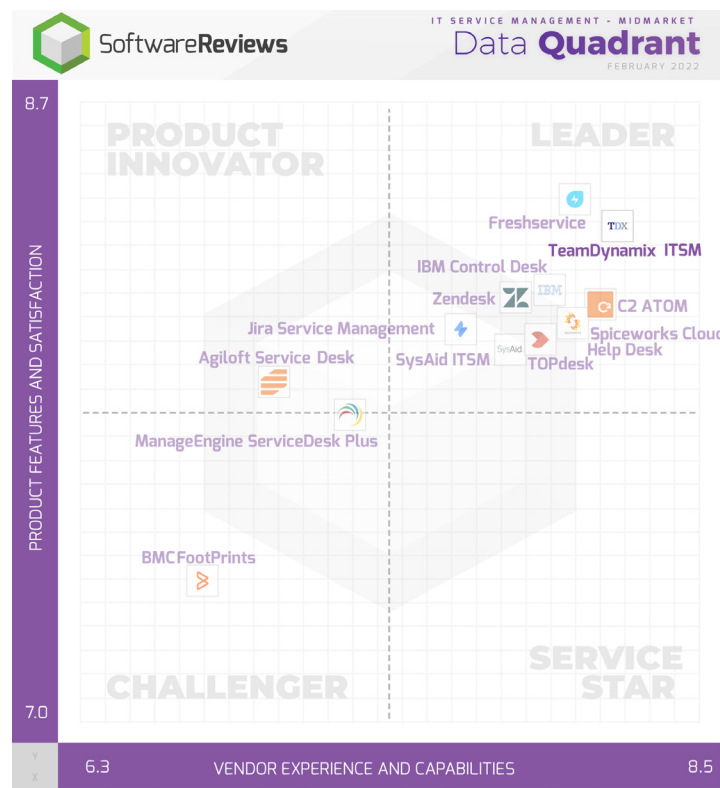
1 **Business value**

2 **Usability and intuitiveness**

3 **A strong emotional footprint**

TeamDynamix ITSM scores highly across each of these three pillars, which is why it is ranked as a clear leader in both SoftwareReviews' Mid-market and Enterprise Data Quadrant and Emotional Footprint reports.
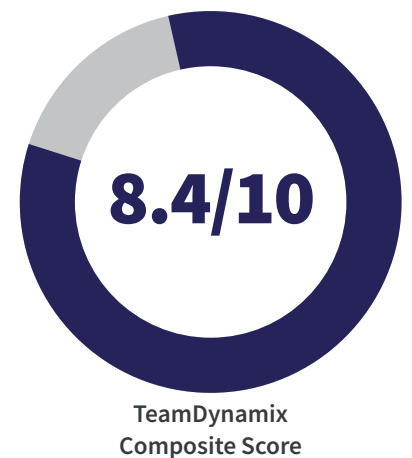
This report uses insights from validated users to share why TeamDynamix users are more satisfied and more likely to recommend this solution to their peers and colleagues.

TeamDynamix is Also a Leader in Mid-market ITSM

TeamDynamix again leads the category with an overall 8.4 composite score.

SoftwareReviews — IT SERVICE MANAGEMENT - MIDMARKET — Data Quadrant — FEBRUARY 2022

PRODUCT INNOVATOR — LEADER

PRODUCT FEATURES AND SATISFACTION

8.7

Freshservice — TDX — TeamDynamix ITSM
IBM Control Desk
Zendesk — IBM — C2 ATOM
Jira Service Management — SysAid — Spiceworks Cloud Help Desk
Agiloft Service Desk — SysAid ITSM — TOPdesk

ManageEngine ServiceDesk Plus

BMC FootPrints

7.0

CHALLENGER — SERVICE STAR

6.3 — VENDOR EXPERIENCE AND CAPABILITIES — 8.5

TeamDynamix ranked of of 12 in Mid-market IT Service Management **1st**

8.4/10

**TeamDynamix Composite Score**

TeamDynamix

Satisfaction Drivers

The Importance of Business Value to Customers

A software that creates business value has more satisfied users, a clear ROI, and can be trusted to address the problem it was purchased to solve. SoftwareReviews data clearly shows that a high business value score leads to users being emotionally attached to the solution. Emotionally attached users achieve better results, see increases in productivity, and evolve as their needs do.

How satisfied are you with your ITSM Software's ability to provide Business Value?

TeamDynamix **81**

Market Average **78**

65   70   75   80   85   90

Business Value Created
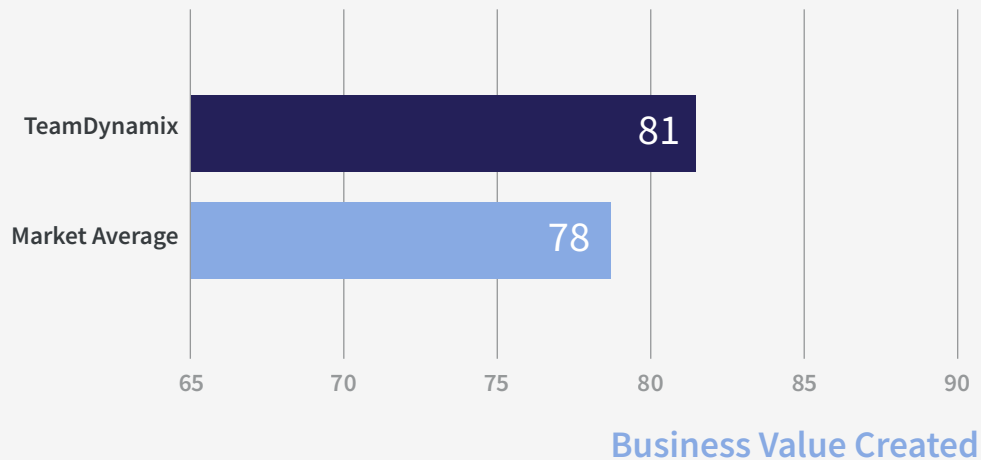
Would You Recommend It?

At SoftwareReviews we focus on the factors that business and technology professionals say "delight" them, thus determining if a software elicits an emotional response rather than a simple acknowledgement of feature delivery. When a software user says their solution "delights" them, we have found they are more likely to recommend, renew, and invest in making that software integral to their business, workflows, and services.

87%
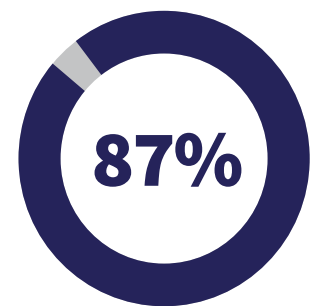
**TeamDynamix:
Likeliness to Recommend**

TeamDynamix

Easy to Use, Own & Operate

Usability and intuitiveness are critical, becoming more important now as technology and business leaders, along with their employees, find themselves working remotely. As the users of software no longer have the same access to peers and support teams, traditional workflows have become virtual and the service desk now serves as the critical juncture for innovation, improvement, project management, prioritization, and requirements gathering.

IT SERVICE MANAGEMENT

SoftwareReviews
EMOTIONAL FOOTPRINT
AUGUST 2021

TeamDynamix ITSM
Ivanti Neurons for ITSM
OmniTracker
Spiceworks Cloud Help Desk
IBM Control Desk
CHAMPIONS
Zendesk for Service
SysAid
ServiceNow
Jira Service Management

RELATIONSHIP BUILDERS
VALUE PLAYERS
ManageEngine ServiceDesk Plus
BMC Helix ITSM

NET EMOTIONAL FOOTPRINT

CONTENDERS
VALUE INDEX
SMAX
Axios
Agiloft Service Desk
BMC FootPrints

POWERED BY
INFO~TECH
RESEARCH GROUP

❯ = Outlier   ◯ = Champion

Software Reviews
CHAMPION 2022
IT SERVICE MANAGEMENT

NET EMOTIONAL FOOTPRINT +86

TeamDynamix was named a champion in the SoftwareReviews 2021 Emotional Footprint report, balancing outstanding service with a highly valued product.

❝ The support and onboarding was wonderful. Even after the cutover into production, the support and success management teams are there for you.

CIO, Local Government

❝ The TDX implementation is the smoothest we've had for any software or product in my 20 year history at this institution.

CIO, Higher Education

TeamDynamix

Creating Business Value: High Emotional Customer Satisfaction

SoftwareReviews captures the emotional responses a customer has to their vendor, and in many cases the emotional values are more strongly correlated to overall satisfaction than features or capability metrics alone. When a customer indicates that their solution or provider creates an experience of empathy and inspiration, then we know that the user has a strong bond with the tool.

Top Five Emotional Footprint Factors that Drive Satisfaction in the ITSM Market
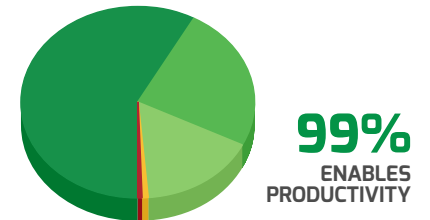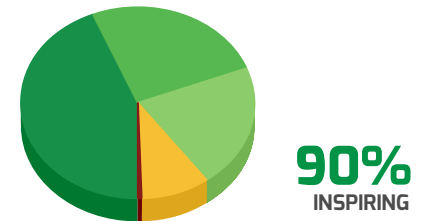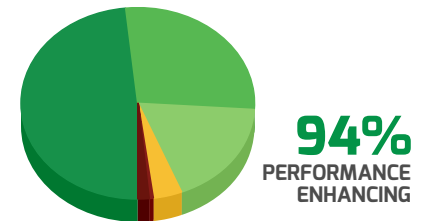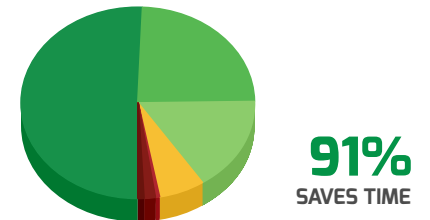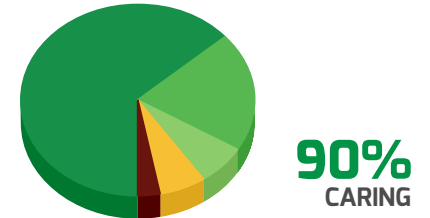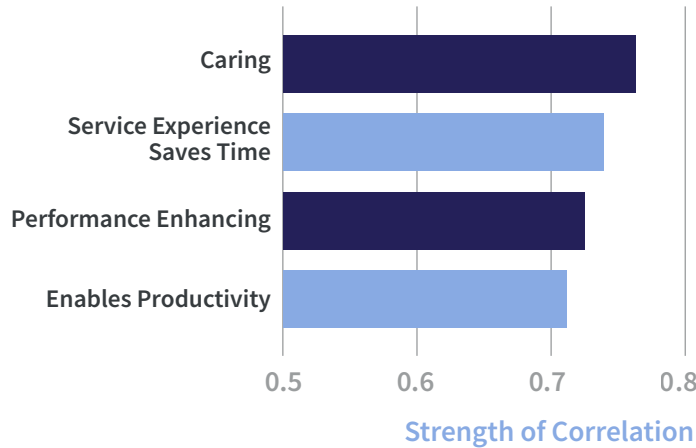
SoftwareReviews data shows the strongest correlations to customer satisfaction in the ITSM market are that the vendor is caring, inspiring, fair, and enables productivity and enhances performance for users. TeamDynamix scores exceptionally across all five metrics.

Over 90% of respondents have a great experience with their TeamDynamix solution and trust the vendor to address and contribute to how they can further improve and innovate using their solution.

> " Everyone at TeamDynamix is friendly and personable to work with and they truly care about their product and their customers.
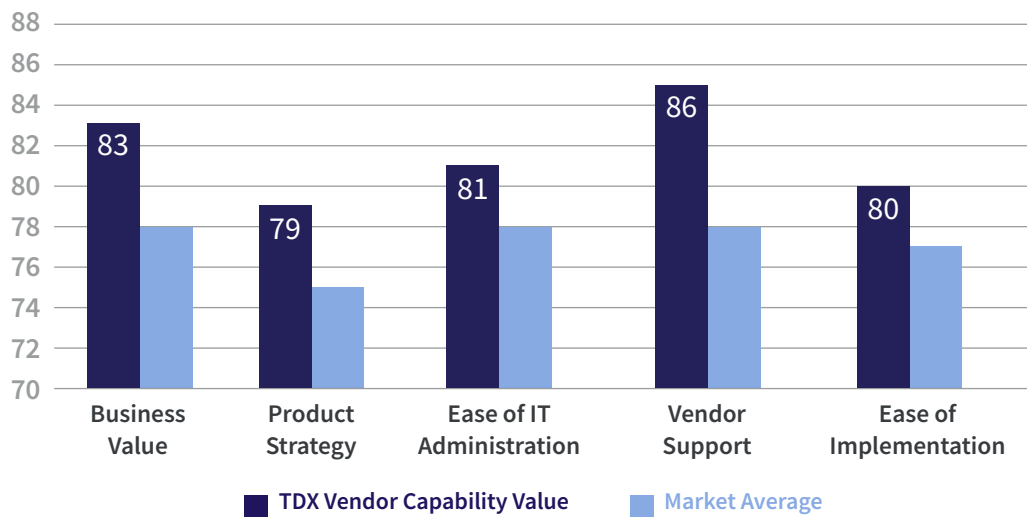
IT Director, Higher Education

90% CARING

91% SAVES TIME

94% PERFORMANCE ENHANCING

90% INSPIRING

99% ENABLES PRODUCTIVITY

TeamDynamix

Creating Business Value: Lower Total Cost of Ownership, High Satisfaction of Product Value

Satisfaction isn't a single score. Rather true satisfaction with a solution comes from understanding several crucial aspects of how a vendor delivers and stands behind its solutions.

In the case of ITSM, the factors most relevant to user satisfaction based on our reviews include ease of implementation, support, ease of IT administration, breadth of features, and business value creation. In each of these areas, TeamDynamix significantly outperforms the ITSM market based on end-user reviews of the ITSM solutions we have collected reviews on. Moreover, 82% of TeamDynamix users report that they are satisfied with the cost of the solution given the amount of value it provides them.

Top Vendor Capability Factors that Drive Satisfaction in the ITSM Market

Bar chart values:
- Business Value: TDX Vendor Capability Value = 83, Market Average = 78
- Product Strategy: TDX Vendor Capability Value = 79, Market Average = 75
- Ease of IT Administration: TDX Vendor Capability Value = 81, Market Average = 78
- Vendor Support: TDX Vendor Capability Value = 86, Market Average = 78
- Ease of Implementation: TDX Vendor Capability Value = 80, Market Average = 77

Legend: ■ TDX Vendor Capability Value ■ Market Average

> **"** Consider not only cost and feature set of the tool but also the ability of the tool to provide you with data that can more clearly show where the work is and how resources are being used. In our case with TeamDynamix we are now able to clearly see the amount of time our IT resources spend doing not only daily activities but also the time they spend on other things like projects.

ITSM Director, Mid Market

82%
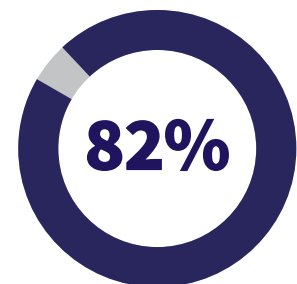
TeamDynamix: Satisfaction that Cost is Fair Relative to Value

TeamDynamix

User Success Factors: Core Features

In service management, helping end users reach decisions and action outcomes is critical. Over 1,000 reviewers highlighted what is most critical with ITSM software and identified what is most important to their satisfaction with TeamDynamix.

Beyond the core capabilities and features for workflow, reporting, and ITIL-based service desk support, TeamDynamix delivers market leading performance in knowledge management, self service, and service catalog functionality.

Top Performing Product Features in the ITSM Market

■ **TDX Vendor Capability Value**   ■ **Market Average**
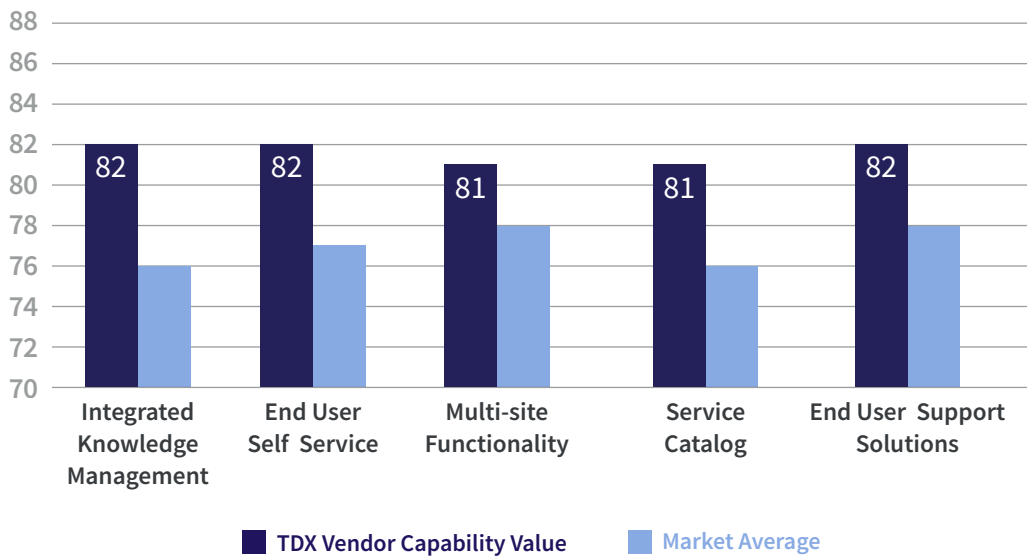
These aspects form the basis of an organization having one platform that provides an intuitive self-service portal that supports both their in-house and remote workforce. The strength of a robust and scalable service catalog coupled with integrated project management capabilities allow for business requirements to be gathered, actioned, and collaborated upon between the business and technology teams.

> **"** The interface for the clients helps them navigate through solutions and ticket creation in a way that makes them feel like they have been heard.
>
> **Director IT, Computer and Network Security**

TeamDynamix

The Importance of Delivering Customer Value

Investments in software should not be taken lightly. In fact, data from over 50,000 users show that satisfaction is often at its highest in the first year of implementation and declines afterward. Hence why choosing a solution and a vendor that your peers say is the best in innovation and improvements that matter is critical.

Inspiring Customers to Improve

90%
CONTINUALLY IMPROVING
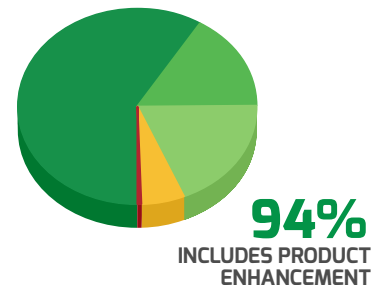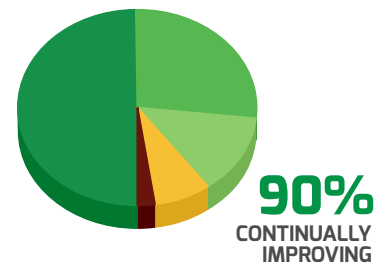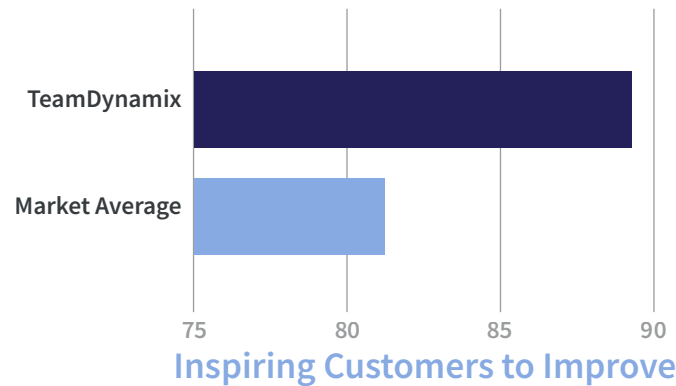
TeamDynamix leads the ITSM market in terms of delivering on its stated product strategy, rate of improvement, and bringing these solutions to its customers as part of the relationship. Not only does the technology team have the insight into customer needs, but also into how improvements in future iterations of software will be made available to them.

94%
INCLUDES PRODUCT ENHANCEMENT

Drivers of Emotional Footprint

Dedicated implementation and support specialists have intimate knowledge of the platform and customers.

When it comes to emotional footprint, the drivers are focused on the experience with the company. If you are working with a vendor that uses a third party to implement, the vast majority of your experience is going to be with that third party implementor, not the provider of the platform.

Vendors that leverage their own team to conduct the implementation are closer to the customer. The consultants are working in the platform, side-by-side with your team. They also have a direct line back to the vendor. This level of intimacy forms the foundation for a longer-term relationship with the vendor and allows for faster, more iterative feedback.

> " TeamDynamix focuses on implementing ITIL best practices in the features and functionality of their product. The product is very customizable even if you don't have developers dedicated to program customization.
>
> **IT Director, Mid Market**

TeamDynamix

Resource Optimization:
Stronger Together with ITSM and PPM

The service desk is often the front line for capturing changing business needs and requirements. As cloud-based applications and services are matched with an increasingly remote workforce, innovations in automation, reporting, and service delivery are important. TeamDynamix takes this further with project portfolio management functionality being baked into its solutions by default.

TeamDynamix PPM users rank its PPM functionality as part of what compelled them to choose TeamDynamix ITSM in the first place. In fact, based on user satisfaction rankings, the PPM area was so compelling that not only was it a leader in the PPM space, but it also added substantially to the business value of the overall solution and user experience. The power of the two together is what sets apart this platform.

	Team Dynamix ITSM	Team Dynamix PPM	Combined ITSM + PPM
Likeliness to Recommend	87	92	89
Net Emotional Footprint	86	95	91
Business Value Created	83	86	84
Quality of Features	81	82	81
Performance Enhancing	94	100	97

Why Users Recommend TeamDynamix

" The product has been easy to implement and continues to evolve as we become familiar with it. Now we are also implementing the PPM aspect of the product. We are starting to deploy the product so that non–IT units can also use the system.

Marketing Specialist, Telecommunications

" Complete ITSM and project management tool in one!

ITSM Director, SLED

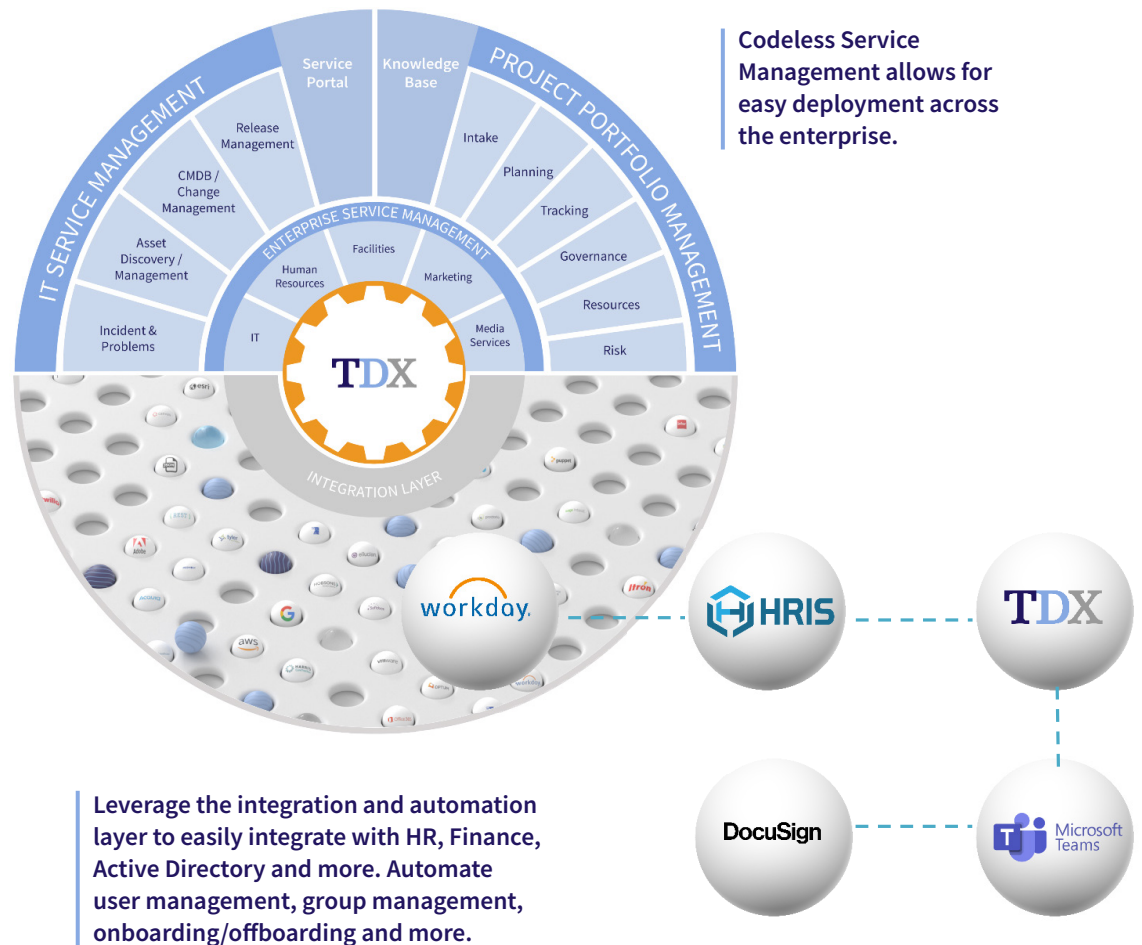" Love the integration of ITSM and PPM!

Product Portfolio Manager, IT Industry

TeamDynamix

Smart Service Management

How enterprise integration and automation are changing the service desk

As we look forward, enterprise integration and automation are going to fundamentally change how organizations think about service management. Most service organizations are spinning their wheels when dealing with procedural and repetitive ITSM tasks.

With an integration and automation layer, tasks such as user management, onboarding/offboarding, name updates and so on can be executed directly from the service desk platform. Without the integration and automation capabilities, service desk technicians are doing this work manually or are relying on a patchwork of scripts and APIs.

Codeless Service Management allows for easy deployment across the enterprise.

Leverage the integration and automation layer to easily integrate with HR, Finance, Active Directory and more. Automate user management, group management, onboarding/offboarding and more.

TeamDynamix

Realizing Greater Benefits: Ease of Implementation and Excellent Service Experience

Accountability is a hallmark of TeamDynamix culture. TeamDynamix operates its own professional services team to support all customer implementations. This allows the company to ensure quality and expert service delivery by understanding and helping to address each customers' specific workflows, processes, and pain points, while ensuring that all consultants and service team members maintain the high standards expected by the organization. This approach has served them well, with high marks across all aspects of the delivery process.
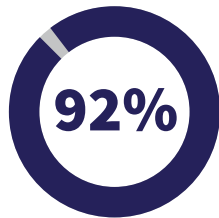
> " Best implementation with a vendor that we have had.
>
> **Chief Information Officer, SLED**

Service Experience

91%

Good service matters. This data shows the overall quality and effectiveness of service, so you can know whether you'll be treated well before and after you've made the purchase.

Product Experience

92%

Software needs to reliably enable your performance and productivity. This data shows how TeamDynamix can propel your organization forward by enabling productivity reliably.
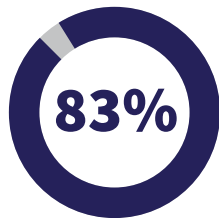
Negotiation and Contract

83%

Negotiation doesn't have to be adversarial. Both parties are always looking to get the best deal, but finding a vendor who will work with rather than against you makes it more likely you'll both be happy with the results. This data shows that Team Dynamix consistently uses friendly and transparent negotiation.

Conflict Resolution

90%

Knowing your vendor will handle problems reasonably, fairly, and amiably can give you peace of mind. This data shows how fair, trustworthy, and client-friendly TeamDynamix is based on user experience.

TeamDynamix

Final Considerations

ITSM solutions are crucial for companies to manage their assets and document how support, policy, and governance are applied to service and application enhancements.

Enterprise Service Management
More departments are looking to use service catalogs to document business needs, workflow, and action efforts. TeamDynamix ITSM users cite its usability, vendor support and vision, and standards-based features as core to their product experience. This results in positive referrals to peers based on vendor engagement, the ability to manage projects (with the integrated project management features), and the tool's usability (low code) and functionality.

Main Factors of Success

TeamDynamix users recommend this solution based on five important factors.

1 **Vendor Support and High Emotional Satisfaction**

2 **Integration of ITSM and PPM**

3 **Quality of Features**

4 **Usability (Low Code)**

5 **Creating Business Value**

> " With TeamDynamix, we can operate a full featured ITSM solution without dedicating staff to the operation/ongoing configuration of the tool itself. We were happy with the cost and impressed with how well the company listens to its customers as the tool advances.
>
> **IT Director, Technology Services**

TeamDynamix

About TeamDynamix

TeamDynamix is a high growth SaaS company delivering award winning Service and Project Management solutions together on one platform along with an Integration Platform as a Service (iPaaS) solution. The company has been recognized as a leader by Gartner, Info-Tech, G2 and the CODiE Awards.

The company serves customers across a diverse range of industries including public sector, healthcare, education, retail, financial services and manufacturing. The company differentiates in the market with a fully integrated, no code platform that is easy to use, own, and operate. Customer NPS scores are above 70; our white glove service approach allows us to walk side by side with our customers to ensure they are properly implemented and well supported.

We usually start in the IT department, working with the IT Service Management team, the IT PMO, sometimes the CIO will be involved. Then we start to expand – into other areas like HR, marketing, facilities where these groups can also benefit from a service and project management platform, or from integrating and automating systems across a full tech stack.

We empower our customers to reduce resource and budget drain by giving them a platform that is highly configurable and easy to use. Our customers love the fact that the platform does not require a heavy load of IT admin resources, they love that the product is highly configurable to meet unique needs, and they love that we are always here to support them.

For more information visit: www.teamdynamix.com/

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About SoftwareReviews

SoftwareReviews is a division of Info-Tech Research Group, a world-class IT research and analyst firm established in 1997. Backed by two decades of IT research and advisory experience, SoftwareReviews is a leading source of expertise and insight into the enterprise software landscape and client-vendor relationships.

By collecting data from real IT and business professionals, the SoftwareReviews methodology produces the most detailed and authentic insights into the experience of evaluating and purchasing enterprise software.

Data quality is paramount. That's why we bend over backwards to ensure that the data we are collecting is from experienced users, so you can trust it and make decisions with confidence. Reviewers are verified through LinkedIn and business email to ensure they are real professionals with the software experience they claim. Every review is thoroughly checked for authenticity through a robust QA process. Dynamic reviews adapt according to the reviewer's role and experience, avoiding inaccurate guesses.

Vendor Coverage

SoftwareReviews covers 18 vendors in the Enterprise ITSM category, and has collected and has published 654 detailed user-generated reviews on 10 key products being used by organizations in both the private and public sectors. These reviews look at key metrics in capability and feature importance and satisfaction, as well as the user experience and trust with the suppliers of these products. All data in this report, unless otherwise referenced, is sourced from the Enterprise ITSM category.

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SoftwareReviews Data Quadrant Methodology

SoftwareReviews collects user insights that help organizations more effectively choose software that meets their needs, measure business value, and improve selection.

Data and insights shown in this report were gathered from 654 validated users from the Enterprise ITSM Category.
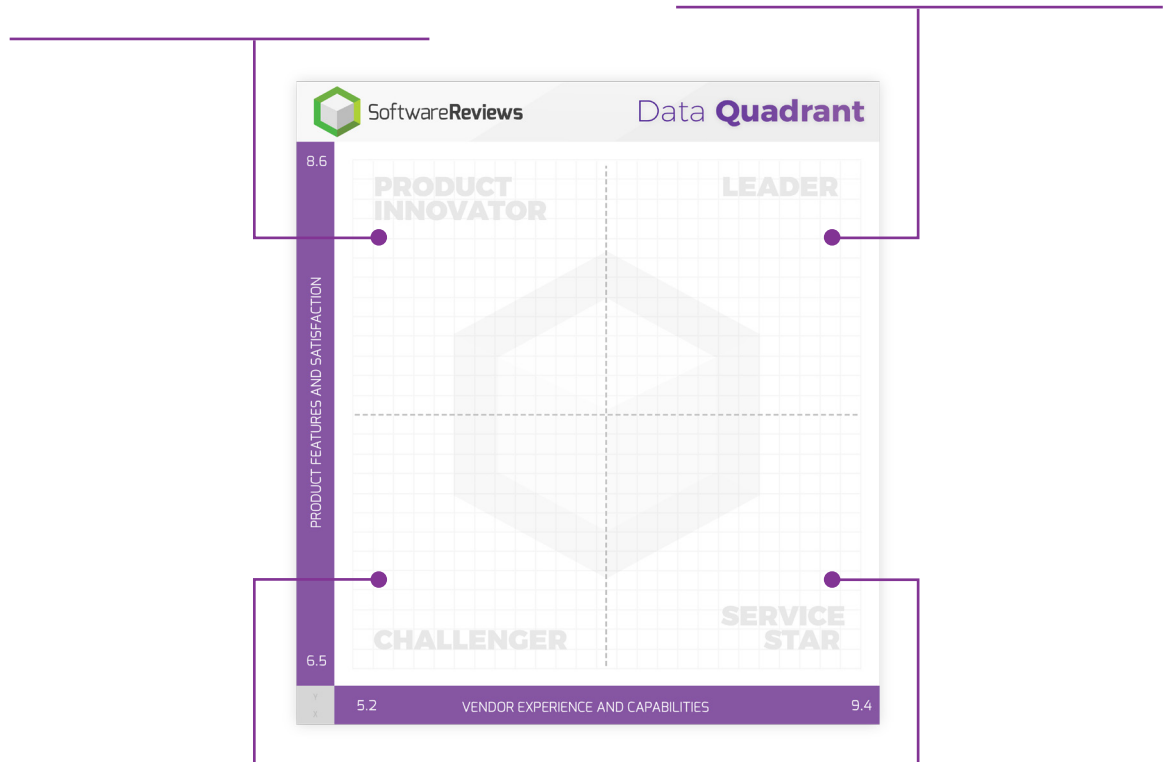
Rankings, results, and positioning on SoftwareReviews reports is based entirely on end-user feedback solicited from a proprietary online survey engine.

Product Innovators
Products that emphasize product features, gaining strong recommendations from their customers.

Leaders
Products that resonate strongest in the market, balancing features with a great user experience.

SoftwareReviews Data **Quadrant**

PRODUCT FEATURES AND SATISFACTION

PRODUCT INNOVATOR

LEADER

CHALLENGER

SERVICE STAR

8.6

6.5

5.2   VENDOR EXPERIENCE AND CAPABILITIES   9.4

Challengers
Products that are strong performers in some areas and trail in others. Often up-and-coming vendors.

Service Stars
Products that emphasize a good experience and build strong relationships with customers.

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IT Service Management