



2024 IT Service Management Vendor Rankings



Table of Contents

3	TeamDynamix Named Gold Medalist in 2024 SoftwareReviews IT Service Management – Enterprise
4	Critical Factor: Time to Value and TCO
5	Critical Factor: Innovation and Alignment to Strategy
6	Critical Factor: Vendor Services and Support
7	Critical Factor: Ease of Administration and Usability
8	Critical Factor: Functional Differentiators
9	Critical Factor: Ease of ESM Expansion
10	Critical Factor: Business Value Created
11	Built for Enterprise, Loved by Midmarket
12	TeamDynamix Is a Leader in Customer Experience
13	Delivering a Superior Service Experience
14	Innovation and Thought Leadership
15	About TeamDynamix
16	About SoftwareReviews
17	SoftwareReviews Methodology

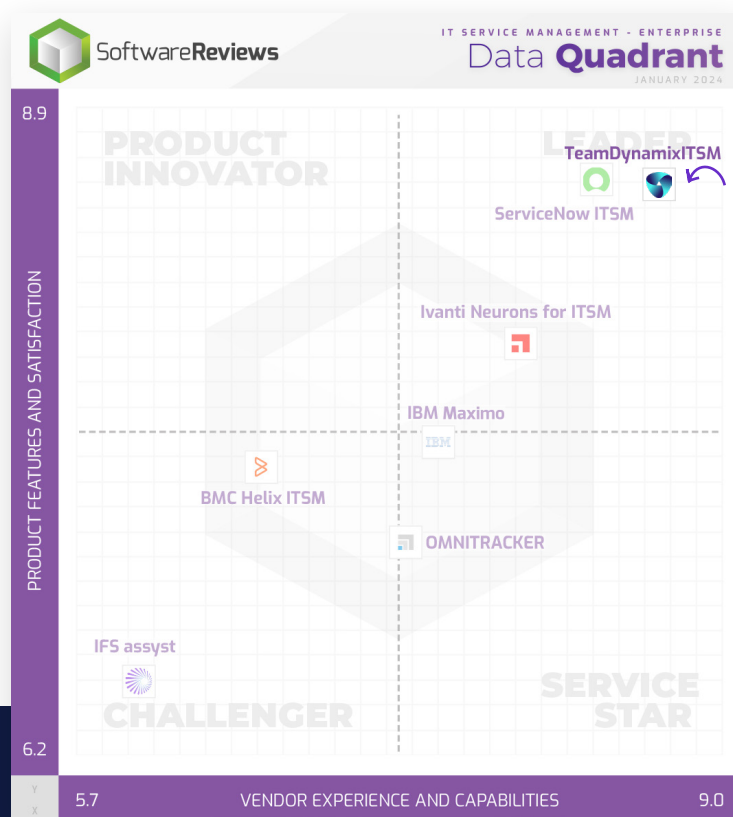
TeamDynamix Named Gold Medalist in 2024 SoftwareReviews IT Service Management – Enterprise

What is the Data Quadrant?

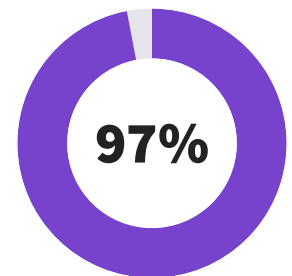
SoftwareReviews evaluates aspects of software capabilities and features using a weighted average of user satisfaction scores. These ratings use a satisfaction scale to determine whether software delights or disappoints, creating a powerful indicator of overall user value.

Gold Medal Performance

Users provided overwhelmingly positive feedback to TeamDynamix, ranking it as the top overall Enterprise IT Service Management platform with an 8.4 Composite Score.



**TeamDynamix
Ranked 1st**
of 8 in Enterprise
IT Service Management



TeamDynamix customers renew at a significantly higher rate than the market, pointing to innovation, vendor support, and ease of admin as reasons.

“ Highly Flexible With Easy No-Code Configuration

The most wholesome difference that I found using TeamDynamix ITSM is its flexibility to align with our organization's unique workflows and processes. Especially with the ability to integrate with external systems and tools.

IT End User, Technology Company

Critical Factor

Time to Value and TCO

IT leaders need to keep up with the speed of change. To achieve this, technology leaders need the power of enterprise service platforms that leverage automation and AI to help reduce manual processing, improve self-service, and allow for faster deployment of new services.

Too often, organizations are living with an admin-heavy platform that is simply too cumbersome to deploy to new groups or to add new workflows or integrations. Enter the era of no-code platforms. No-code platforms provide enterprise-level features with a favorable TCO and minimize IT and business administration.

Baseline Functionality

- Support for ITIL
- ESM Capabilities
- Self-Service Portal & KB
- Service Catalog
- Change Management
- Asset Management
- Dashboards/Reporting
- Technician Workspace
- Chat Functionality
- Multi-Site Functionality

Standout Functionality

- **Radical automation and integration** to reduce manual processing.
- **Conversational AI** to enable end users to take action from the chat.
- **Make enterprise service management (ESM) a reality** with easy-to-deploy applications without technical resources.
- **No-code platform design** or fast deployment of new workflows, forms, and integrations.
- **Integrations** will become more and more necessary as you start to expand across the enterprise – be sure that you can connect to any enterprise platform.

Why is a no-code platform essential?

Many organizations find it challenging to advance their ITSM/ESM platform due to the overwhelming task of managing the platform itself. While the platform may offer sophisticated operations, the reality is that it is often not used to its full potential because it requires significant IT resources to develop workflows, automation, custom forms, and integrations.

No-code platforms provide quick time to value and enable rapid scaling. A no-code platform enables the creation of new forms, fields, workflows, automation, and integration without exhausting technical resources. Leading platforms allow for the deployment of a portal and the incorporation of conversational AI using drag-and-drop functionality instead of complex programming.

❗ Critical Factor

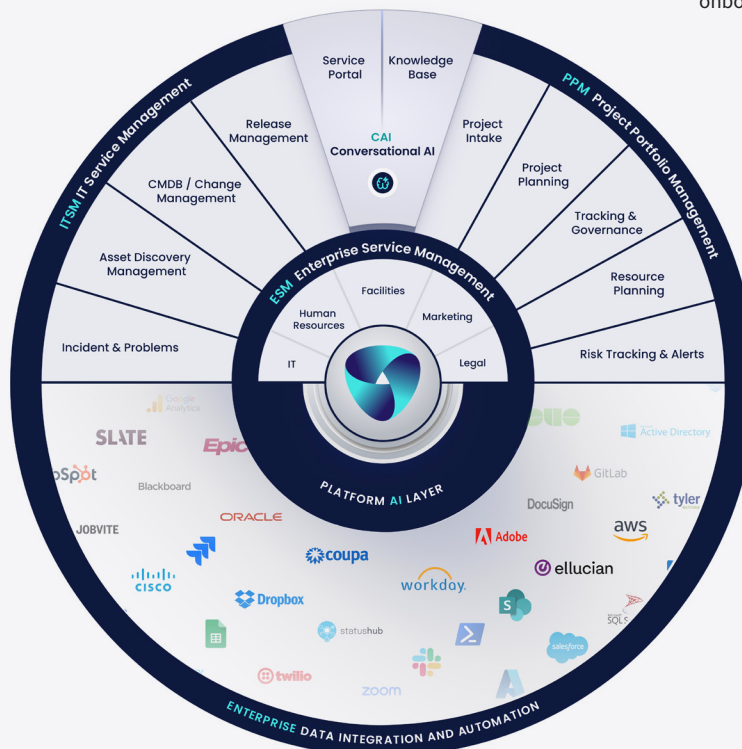
Innovation and Alignment to Strategy

Radical Automation Meets AI

Find a solution that seamlessly adapts to your evolving needs while staying true to your long-term vision. Embrace the power of no-code automation and integrations to create frictionless workflows across ITSM/ESM and all your enterprise systems. Imagine streamlining onboarding, updating user information, and managing assets effortlessly, all through familiar channels like Teams, Slack, text, chatbots, and email. This is the future of IT service management: agile, efficient, and user-friendly.

Codeless Service Management allows for easy deployment across the enterprise.

Radical Automation of ITSM/ESM to easily integrate with HR, Finance, Active Directory, and more. Automate user management, group management, onboarding/offboarding, and more.



Radical Automation of ITSM/ESM to easily integrate with HR, Finance, Active Directory, and more. Automate user management, group management, onboarding/offboarding, and more.

Critical Factor

Vendor Services and Support

Selecting software can be overwhelming, and one of the biggest challenges facing organizations is understanding the marketplace and identifying all the available vendors and products.

The SoftwareReviews report compiles feedback from verified customers to help you determine which platform is right for you. Looking beyond functionality, the report also evaluates the vendor relationship, seeking to understand customer commitment, reliability, support, contracting, and product strategy.

Vendor Support The ability to receive timely and sufficient support. The importance of vendor support will vary for each organization depending on internal capabilities, but there will always be issues that only the vendor can resolve.

TDX Ranked 1st
of 8 in Enterprise
IT Service Management

Ease of Implementation The ability to implement the solution without unnecessary disruption. Successfully implementing new software is necessary to realize its full value and promote end-user adoption. This data indicates whether or not the product is easy to implement.

TDX Ranked 1st
of 8 in Enterprise
IT Service Management

Usability & Intuitiveness The ability to reduce training due to intuitive design. End-user learning curves cost the organization money. Pay attention to your end-users' technical ability to determine how important UX is in your purchase.

TDX Ranked 1st
of 8 in Enterprise
IT Service Management

ITSM rankings for overdelivering on customer expectations

TeamDynamix ITSM	73%
Omnitracker	71%
BMC Helix ITSM	65%
IBM Control Desk	64%
ServiceNow ITSM	63%
Ivanti Neurons for ITSM	54%
IFS assyst	23%

“ Service & Support are Critical Factors

TDX support before, during, and after implementation was (and is) a big factor. Also, ease of use, ease in customizing to our needs and the capabilities built into the product is what sets it apart.

IT Leader, Healthcare

Critical Factor

Ease of Administration and Usability

TeamDynamix Reduces Administrative Burden and Time

No-code configuration means a low administrative burden.



Consider what it is like to own and operate the product... is it easy?

- How easy is it to create custom forms and fields?
- What steps do I need to take to create a new ESM application?
- Can I configure the self-service portal without coding?
- How do you build out workflow and automation?
- Do you have pre-built integrations to enterprise systems?

When it comes to ease of implementation in the IT Service Management Enterprise category, TeamDynamix is the clear leader.

Ease of IT Administration



An impressive 83% of customers are thrilled with how simple it is to get up and running with the platform.

Ease of Customization



78% of customers are content with the platform's ability to be tailored to their specific requirements, making it highly adaptable and user-friendly.

Usability & Intuitiveness



An outstanding 81% of TeamDynamix customers are pleased with the platform's Usability & Intuitiveness, securing its position as the top-ranked solution in the IT Service Management Enterprise category.

Product Strategy



82% of TeamDynamix customers are satisfied with the product strategy, ranking the solution 2nd in the IT Service Management Enterprise category.

❗ Critical Factor

Functional Differentiators

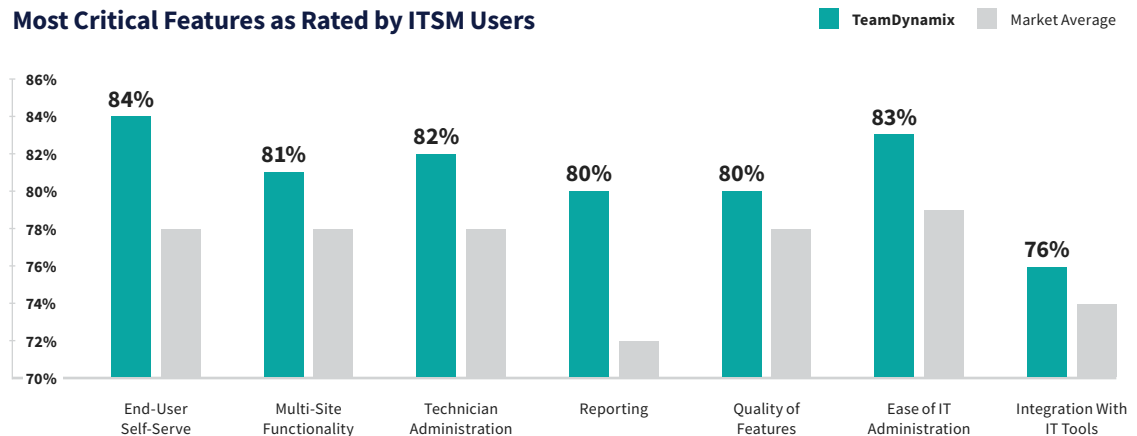


What are the most critical features for ITSM/ESM Users?

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, multi-use functionality, service catalog, business application integration, and end-user support solutions.

Most Critical Features as Rated by ITSM Users



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 allows for business requirements to be gathered, actioned, and collaborated upon between the business and technology teams.

“A fantastic framework, integrated ITSM & PPM and the addition of automation.”
C-Level Business Leader, Education

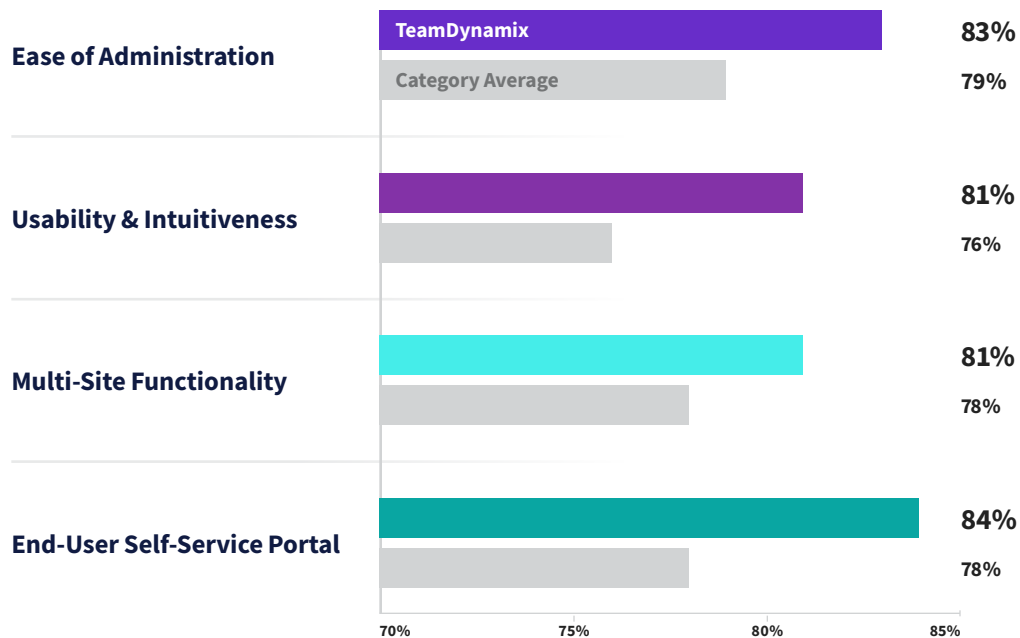
❗ Critical Factor Ease of ESM Expansion

Moving from a basic IT service management environment to true enterprise service management is a primary strategic initiative for most companies. Yet it can be difficult to achieve if the current platform you are using is cumbersome with a heavy admin burden. When it comes time to create custom workflows, fields, forms, automations, and integrations – it is important that you can complete these tasks efficiently and effectively without draining your IT team.

It is equally important that you can allow the various departments to self-administer their areas of the platform, putting the tools in the hands of the business and process owners. Empowering these groups to complete basic tasks like adding a form or a field, creating a report, or updating their portal improves business efficiency and adoption across the whole organization.

Find a solution that can scale with you.

TeamDynamix enables organizations to rapidly deploy, operate, and administer a true enterprise-wide service management platform with an **intuitive interface, simplified administration, and powerful self-service capabilities.**



❗ Critical Factor Business Value Created

Get Up and Running Fast: Your Guide to Rapid Time to Value With TeamDynamix



What does success look like? Can you quickly achieve your goals?

- How easy is it to create the portal, catalog, and KB?
- Will the vendor help you think through business processes?
- Do they offer a services team to support you for rapid deployment?
- Look for a low administrative burden – can you quickly make changes?
- How easy is it to roll out new apps for ESM?

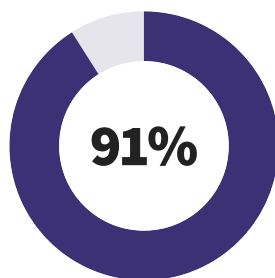
Business Value Created



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.

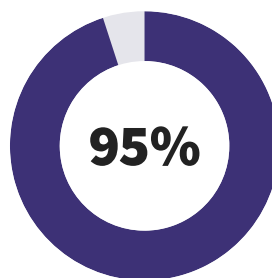
TeamDynamix ranks first in the IT Service Management Enterprise category for business value created **with an 82% customer satisfaction rating.**

Saves Time



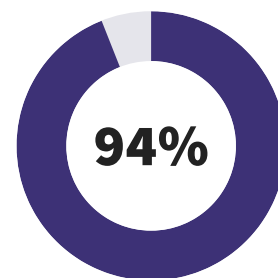
91% of customers feel that TeamDynamix saves time according to SoftwareReviews data.

Enables Productivity



95% customers agree that the solution enables their teams to be more productive.

Enhances Performance

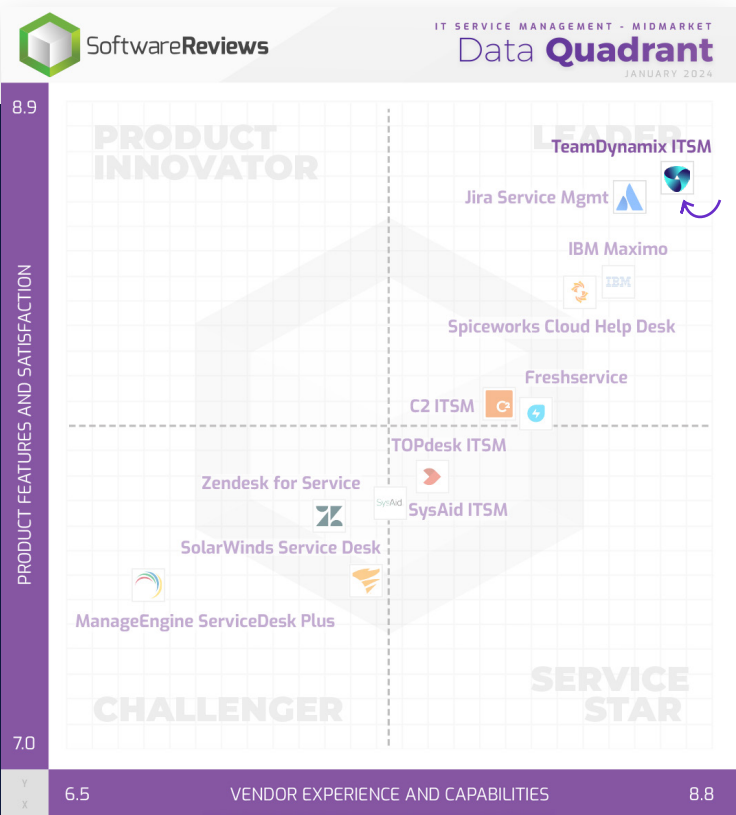


94% of customers rate the platform positively for its ability to enhance performance.

Made for Enterprise, Loved By Mid-Market

With its widely loved features and extensive capabilities, it could be easy to assume TeamDynamix ITSM is just for enterprise customers.

In fact, TeamDynamix is just as valued in the mid-market space, where the platform was also awarded a Gold Medal in the **SoftwareReviews ITSM Midmarket** category.



“ TDX is much easier to implement and use than other products. The support is in our time zone and local to the US. The service catalog and knowledge management are outstanding compared to other products.
Director, Higher Education

TeamDynamix Is a Leader in Customer Experience

The Service Desk: Your Virtual Nerve Center

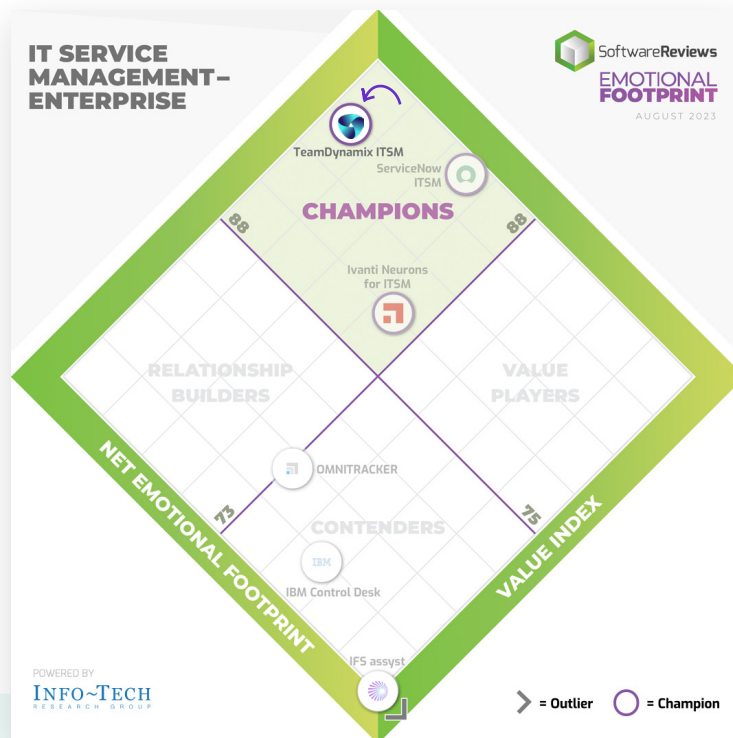
Gone are the days of physical water cooler chats. Today's service desk acts as the central hub for innovation, improvement, and user feedback. It's where projects are prioritized, requirements are gathered, and the employee service experience is shaped.

Demand More From Your ITSM Partner

With your ITSM playing such a crucial role, you expect your technology provider to deliver exceptional service, mirroring the experience you offer your users.

TeamDynamix: Championing Customer Service

Recognized as a champion in the SoftwareReviews 2023 Emotional Footprint report, TeamDynamix goes above and beyond in providing an outstanding customer experience. Based on user feedback they balance a powerful product with customer-focused service, ensuring you get the most value from your ITSM investment.



+89

TeamDynamix achieves a category-leading **+89 Net Emotional Footprint**, a rating of the overall user experience across 27 unique metrics.

“ TeamDynamix is a fantastic product. The support and onboarding was wonderful. Even after the cutover into production, the support and success management teams are there for you.

CIO, Municipal Public Sector

Delivering a Superior Service Experience

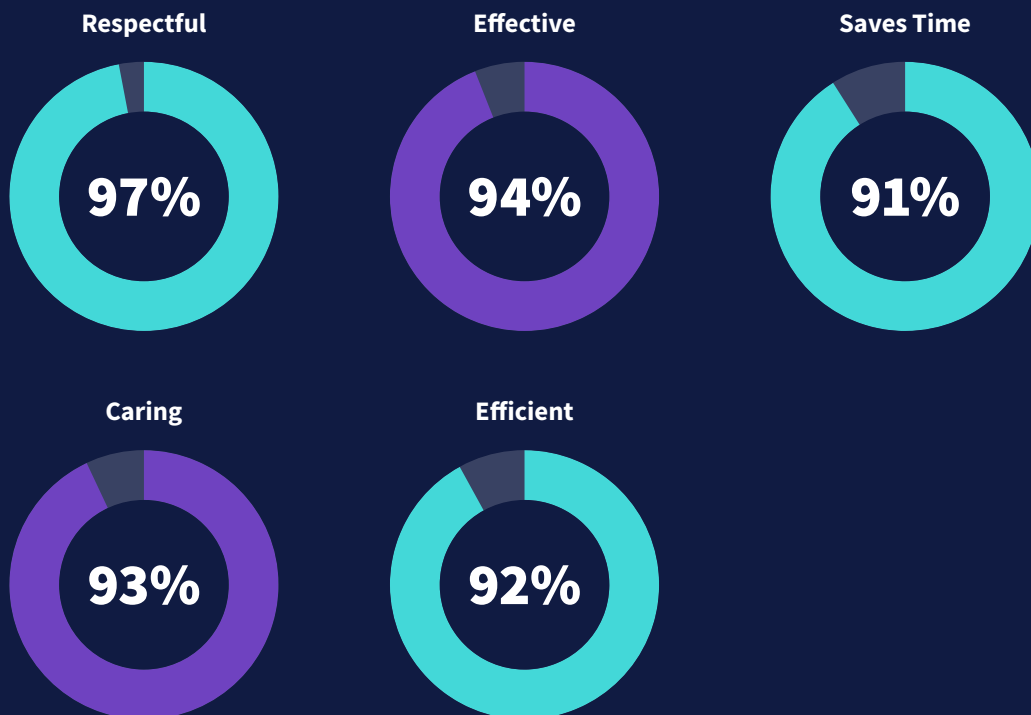
Accountability is a hallmark of TeamDynamix culture. TeamDynamix operates its own professional services team to support all customer implementations. This allows the company to ensure quality service and expert service delivery by understanding and helping address each customer's specific workflows, 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 customer ratings across all aspects of the service experience.

“Cut our work time in half and smoothed out many processes.

Assistant Director,
Support Services



SoftwareReviews measures five aspects of the software experience. User data proves that TeamDynamix offers a highly valued and effective service experience. Customers describe their service experience as respectful, effective, time-saving, caring, and efficient.



*Share of respondents highly satisfied with TeamDynamix in each element.

Innovation and Thought Leadership

"Innovation" is a word that is frequently used but not as often followed through on. With the speed of business, and an increasing reliance on technology partners, it is important to choose a provider that is committed to building better products and supporting their customers.

Within ITSM, this means building a strategic product roadmap that focuses on working with organizations to automate manual and mundane functions, like resetting passwords or onboarding new employees, with the goal of helping IT leaders improve how resources are allocated.

When is the last time your provider inspired you?

TeamDynamix accelerates the delivery of innovative solutions focused on automating IT.

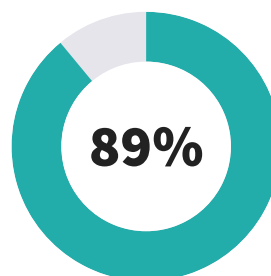
Data from SoftwareReviews reveals that customers are highly satisfied with the ability to innovate with TeamDynamix. In addition, feedback from end-users proves that the solution is inspiring and continuously improving and also includes product enhancements.

It's this commitment to continuously improving products and driving innovation with their customers that separates true partner organizations from simple software providers.

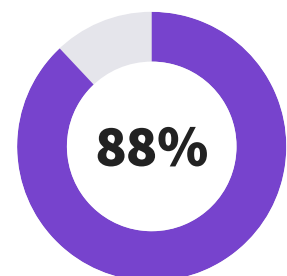
“ Our previous solution was too complicated for our needs. TeamDynamix provides the codeless options we need with a very user-friendly client portal and support technician UI. Their service desk is very responsive and great to work with.

IT Integration and Administration,
Education

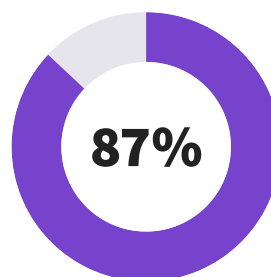
Inspiring



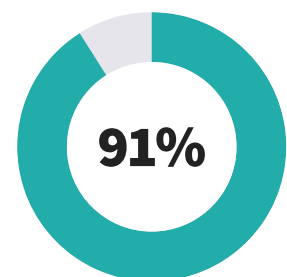
Helps Innovate



Continually Improving



Includes Product Enhancements



About TeamDynamix

TeamDynamix helps IT leaders aim higher and get there faster. With their no-code platform, TeamDynamix is transforming the ITSM/ESM market using enterprise automation, integration, and AI.

Many organizations struggle to take their enterprise technology to the next level because it is too cumbersome to fully deploy and overwhelming to administer. Instead, they continue to muddle along with the same manual processes that have held the organization back.

The TeamDynamix answer is an enterprise solution with an attractive TCO. Benefit from rapid time to value and supercharge the enterprise without the heavy admin burden. Evolve on the fly, make enterprise service a reality, and automate everything. TeamDynamix makes the world of work flow.

For more information visit: teamdynamix.com

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 when selecting their solution to improve the likeliness that the software they use will exceed expectations.

Research shows the best vendors excel at three key factors:

Business Value

**Usability and
Intuitiveness**

**Quality of
Features**

TeamDynamix ITSM scores highly across each of these three pillars, which is why it is ranked as a clear leader in both SoftwareReviews' Midmarket and Enterprise Data Quadrant and Emotional Footprint reports. It's no surprise that TeamDynamix is rated as one of the most loved software platforms out there.

92%

of users say they love working with TeamDynamix.

About SoftwareReviews

SoftwareReviews' mission is to elevate the B2B software experience for both buyers and providers. We empower organizations with the best data, insights, and advice to improve the software buying and selling experience.

Combining our customer experience-focused reviews with our decades of technology coverage, our action-oriented research and advisory services offer unique insights into the B2B software market. For buyers, our proven software selection methodologies, customer insights, and technology advisors help maximize success with technology decisions. For providers, we help build more effective marketing, product, and sales processes with expert analysts, how-to research, customer-centric marketing content, and comprehensive analysis of the buyer landscape.

SoftwareReviews is a division of Info-Tech Research Group, a world-class technology research and advisory firm with over two decades of experience advising technology and business leaders.

Vendor Coverage

SoftwareReviews covers 18 vendors in the IT Service Management (ITSM) – Enterprise market and has published 743 detailed user-generated reviews on 12 key products being used by organizations in both 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. Data listed in this report is sourced from the SoftwareReviews 2024 IT Service Management – Enterprise Data Quadrant Report.

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 743 validated users from the **Enterprise ITSM Category**.

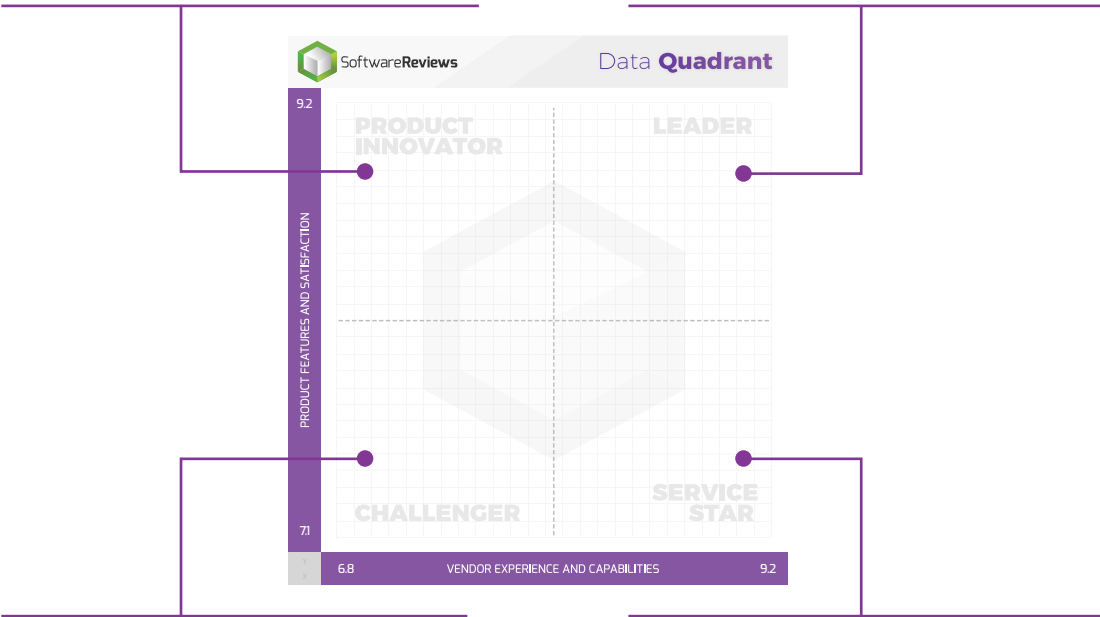
Rankings, results, and positioning on SoftwareReviews reports is based entirely on end-user feedback solicited from a proprietary online survey engine.

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.



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.

SoftwareReviews Emotional Footprint 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 743 validated users from the **Enterprise ITSM Category**.

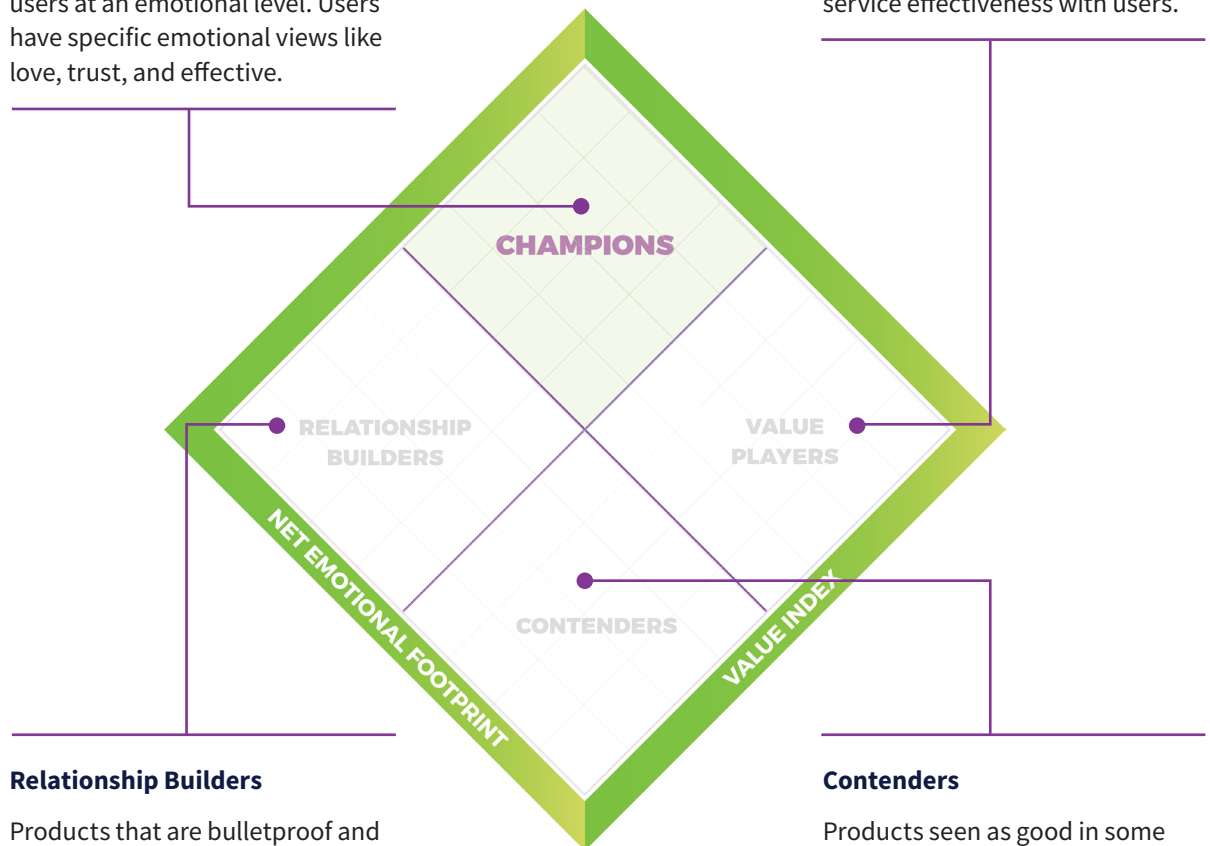
Rankings, results, and positioning on SoftwareReviews reports is based entirely on end-user feedback solicited by a proprietary online survey engine.

Champions

Products that resonate highly with users at an emotional level. Users have specific emotional views like love, trust, and effective.

Value Players

Products that succeed on cost and service effectiveness with users.



Relationship Builders

Products that are bulletproof and focus on fulfilling the core needs with steady support, not the latest feature.

Contenders

Products seen as good in some areas and trailing in others. Users look to these for innovation at the edge but aren't committed fully.

