



TEXAS A&M UNIVERSITY
Technology Services

POSSIBILITIES

Spring 2025 Newsletter | Tech Services

New Software Center Provides Improved Experience

The new Software Center is now live at softwarecenter.tamu.edu, serving as a central hub for purchasing departmental or personal software. Launched as part of Technology Services' continuous improvement initiatives, the new departmental purchasing site features modern e-commerce functions as well as an improved search tool and product categories. It also integrates with AggieBuy for more streamlined order processing. University-licensed departmental software and individually licensed personal software are both available for purchase through the Software Center.



The New Howdy Is Going Live Soon!

The new Howdy is officially going live at the end of the semester, replacing the original Howdy at howdy.tamu.edu. The updated portal is based on feedback from students, faculty and staff. The resulting new Howdy will feature a modern, clean look and personalization options that will make it easier to get to the services and information you need. Key services may be discovered via search, cards or the sidebar menu. Experience the updated design and improved features of **the new Howdy** today — be sure to log in to take full advantage of the new portal. Let us know what you think by emailing your feedback to howdy@tamu.edu.

TechHub's New Features Simplify Quoting for Technology Needs

The TechHub website recently received a new and improved design to make it easier than ever to shop for computers and accessories. Since implementation, TechHub has saved the university \$2.87 million over standard education discount pricing, and 90% of orders are delivered within five business days. Along with design changes, additional features include the ability to filter products by brand, a **Compatibility Guide** that eliminates guesswork on pairing equipment, and a quoting feature so you can save your cart and send it to your IT contact to complete the purchase. Visit the **TechHub website** today to quickly and easily find the tech equipment you need.

2025 Continuous Improvement Prioritizes Service, Communications

Based on campus feedback from a recent IT survey, Technology Services has identified five continuous improvement initiatives for 2025. Over the next few months, Technology Services will focus on the following initiatives:

- Enhancing Student Access and Awareness of Campus Printers and Locations
- Improving Response and Resolution Time for IT Requests Increasing
- Communication to Campus Leadership and Stakeholders Expanding Admin
- Privileges on University-Owned Devices
- Enhancing IT Outage and Degradation Communications



2024 Technology Services Annual Report is Live

The 2024 Annual Report highlights Technology Services' ongoing efforts toward enterprise-class IT operation while supporting Texas A&M University's strategic goals. With a focus on scalability, security and user experience, Technology Services has made significant progress in unifying key platforms, implementing the TeamDynamix service management tool, exploring AI-driven solutions and expanding the Next-Generation Aggie Network. **You can read the full report [online](#).**

Spring Cleaning for Your Technology

Don't forget your devices when it comes to spring cleaning! Keeping your computer desktop, folders and hard drive organized will ensure it stays secure and runs faster. Learn more about the best practices and benefits of digital "spring cleaning" on the [Technology Services website](#).

Explore and Innovate Securely with Protected AI Tools

Campus members can use their NetID and password to access protected versions of many [artificial intelligence \(AI\) services through Texas A&M](#). These AI resources include Microsoft 365 Copilot, Google Gemini and other AI tools that can be used to enhance teaching, learning, research and work. The [available AI services](#) comply with university data protection policies to ensure your data remains private and is not used for external model training. Learn more about the secure use of [AI at Texas A&M's AI website](#).

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