MATRIX42
SMARTER WORKSPACE – BETTER LIFE

Matrix42 Service Management

Uniquely complete Service Management

Matrix42 Service Management's comprehensive approach to tackling your service management challenges improves business agility, lowers risk, delights users and makes service costs completely transparent.

Complete – Integrated – Optimized
Modern challenges for your service management

① Modern service management challenges

- Managing and resolving incidents across multiple corporate- and privately-owned devices.
- Defining support policies and service levels across devices regardless of ownership.
- Integrating service management across all workspace environments to enable comprehensive service management.
- Preventing the evolution of 'shadow IT' that increases risk, and which cannot be supported by the IT department.
- Ensuring complete cost transparency for any service, and providing access to easy-to-use analytics that enable continuous cost optimization.

② Key solution requirements

- Delivery of a comprehensive, integrated service management environment.
- Establishment of clear and supportable policies that cover all devices and services, regardless of ownership or business process.
- Generation of user trust by catering to individual needs more precisely.
- Effective answers to all your service management challenges across all devices, IT services and workspaces.
- Continual optimization of service quality and costs for users and business units.

③ Matrix42 service management is a uniquely complete solution

- Matrix42 Service Management solves all your service management challenges waith a uniquely comprehensive single solution.
- Matrix42 Service Management integrates fully with all your physical, virtual, mobile and cloud-based workspace environments, covers any device, regardless of ownership, and can be used for any business service, from applications to HR, facilities maintenance, and beyond.

Key Features

- Thorough business process integration including 8 major ITIL 2011 processes for any physical, virtual, mobile or cloud-based workspaces
- Integrated self-service portal
- Self-provisioning (ship-to-desk/self-help)
- Service Level Agreements
- Integrated license-, asset- and contract management
- Comprehensive dashboards and reports
- Enterprise App Store (Matrix42 Service Catalog)

SERVIEW CERTIFIED TOOL

BEST IN CLASS
ITAM & ITSM Integration
2015 GROUP TEST

PinkVERIFY™ 2011
8 PROCESSES

Matrix42 Service Management
Automated workspace lifecycle management with self-service & full compliance

Self-service request fulfillment

An employee needs access to a cloud-based project management solution. Through its intuitive self-service portal, Matrix42 Service Management enables the employee to:

- Make a self-service request via the integrated Matrix42 Service Catalog or native iOS app (Matrix42 iPhone and iPad apps).
- Get approval quickly via the automated communication and approval process.
- Automate the provisioning of access to the cloud service without manual work from IT staff.
- Ensure the service is invoiced correctly and automatically.

Onboarding a new employee

A new employee needs to be onboarded and provided with access to all the devices and services he needs. Matrix42 Service Management enables:

- The HR manager to enter the new employee into the system and automatically generate an Active Directory identity for him. The user is given the access rights to the relevant role-specific services, such as the CRM or billing system.
- The line manager to enter his new team member's IT requirements, such as a laptop, iPad and Windows 10 smart phone, into the system's self-service portal.
- The new employee to find his fully configured devices ready and waiting for him at his desk on his first day.

360° service management

A service owner wants insight into the performance, satisfaction and issues related to his business service, in order to work on the service improvement plan. Through the tight integration of Matrix42 Service Catalog with Matrix42 Service Desk, Matrix42 Service Management enables the service owner to:

- Review and analyze incidents and problems.
- Compare, manage, and report service level fulfillment and underlying operation level agreements or supplier contracts.
- Understand the structure of related operational or supporting services and their performance and availability.
- Retrieve information about customer usage and satisfaction.
- Manage, plan, and perform service changes in line with organizational policies.

Mobile incident management

A support agent needs access to his ticket queue and incident management dashboards while he is on the move. Through its iPad App M42Mobile HD, Matrix42 Service Management:

- Allows the support agent to access all recorded incident tickets with his Matrix42 mobile app.
- Provides up-to-date information about relevant service desk KPI.
- Gives the support agent fast access to the corporate news, the knowledge base, and recent notifications regarding downtime or ongoing maintenance work.
- Provides efficient tools to record, manage, and resolve incidents on the go.
- Enables Service Desk staff to work efficiently on-site with their customers by providing quick access to their incidents and work queues.

Find more interesting information such as webinars and case studies.

▶ Visit: matrix42.com/en/products/matrix42-it-service-management

Your benefits

①

**Greater business agility
through streamlined processes**

- Consolidated, efficient service management with one complete, best-in-class solution from a single provider.
- Reduced management effort – one platform, and one system to update.
- Integrated, automated user self-service.
- Drastically reduced compliance fulfillment cost and effort through built-in and automated compliance management.

②

Lower business risk

- Innovative and proven technology that minimizes the risk of making necessary changes to your IT infrastructure.
- Secure integration of any service into the controllable IT environment, eliminating the need for potentially dangerous "shadow IT", while maximizing service access and transparency.
- Deep expertise and experience gained through thousands of successful deployments.

③

**Increased end user productivity
and satisfaction**

- Efficient, effective working with fast, flexible and anytime, anywhere access to a personalized workspace and services on any device.
- Enhanced satisfaction with services through closer consultancy between IT and business units on user requirements and fast, self-service user access to the right services, whenever they are needed.
- Fast issue resolution through transparent service levels.
- Smoother operations by minimizing service downtime during hardware and software configuration, installation and updates.

④

**Optimized and transparent costs
for maximum value**

- Free up resources with automated and self-service workspace management, and integrated compliance fulfillment.
- Shortest route to ROI due to lean infrastructure requirements.
- Integration of asset, contract and license management with usage analysis capabilities that enable continuous service cost transparency and optimization.
- Optimized ROI through the ability to develop and use self-developed apps for core processes.

MATRIX42

HEADQUARTER GERMANY

Elbinger Straße 7
60487 Frankfurt am Main
Germany

Phone: +49 6102 816 0
Fax: +49 6102 816 100
E-Mail: info@matrix42.com

www.matrix42.com

SWITZERLAND OFFICE

Poststrasse 30
6300 Zug
Switzerland

Phone: +41 41 720 42 20
Fax: +41 41 720 42 22
E-Mail: info@matrix42.ch

www.matrix42.ch

UK OFFICE

88 Wood St
London, EC 2V 7RS
United Kingdom

Phone: +44 208 528 1065
E-Mail: info_uk@matrix42.com

www.matrix42.com

AUSTRALIA OFFICE

Level 6, 55 Clarence St
Sydney NSW 2000
Australia

Phone: +61 2 8484 0355
E-Mail: info_au@matrix42.com

www.matrix42.com.au