

MATRIX42
SMARTER WORKSPACE – BETTER LIFE



Matrix42

IT Service Management

Uniquely complete IT service management

Matrix42 ITSM's comprehensive approach to tackling your IT service management challenges improves business agility, lowers risk, delights users, and optimizes costs.



COMPLETE - INTEGRATED - OPTIMIZED: FOUR MODERN IT 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 IT asset and license management.
- Preventing the evolution of a shadow IT that increases risk, and which cannot be supported by the IT department.

KEY SOLUTION REQUIREMENTS

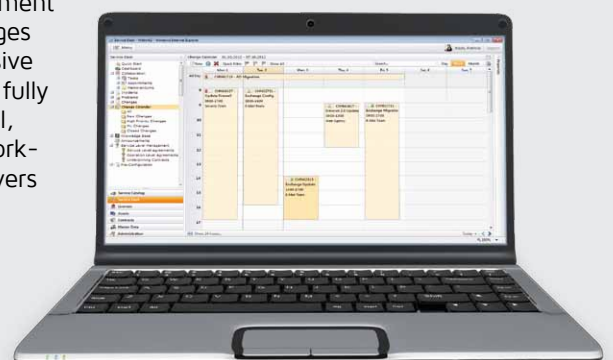
- Delivery of a comprehensive, integrated IT service management environment.
- Establishment of clear and supportable policies that cover all devices and services, regardless of ownership.
- Generation of user trust by catering to individual needs more precisely.
- Effective answers to all your IT service management challenges across all devices, IT services, and workspaces.
- Continual improvement of the quality of service you provide to your end user customers.

KEY FEATURES

- Thorough business process integration including eight major ITIL 2011 processes for any physical, virtual, mobile, or cloud-based workspaces
- Comprehensive service catalog
- Fully fledged service desk
- Integrated self-service portal
- Integrated knowledge base
- Self-provisioning (ship-to-desk/self-help)
- Service level management
- Integrated license-, asset-, and contract management
- Comprehensive dashboards and reports

MATRIX42 ITSM IS A UNIQUELY COMPLETE SOLUTION

Matrix42 IT Service Management solves all your ITSM challenges with a uniquely comprehensive single solution. It integrates fully with all your physical, virtual, mobile, and cloud-based workspace environments and covers any device, regardless of ownership.





MATRIX42 ITSM

ITIL COMPLIANT SERVICE DESK AND SERVICE CATALOG WITH INTUITIVE SELF-SERVICE & OUTSTANDING AUTOMATION CAPABILITIES



Self-service request fulfillment

An employee needs access to a cloud-based project management solution for his project work. Through its intuitive and user-friendly self-service portal, **Matrix42 IT Service Management enables the employee to:**

- Make a self-service request from 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.



360° service management

A service owner wants to understand the performance of his business service, the customers' satisfaction, and frequently reported issues in order to work on the service improvement plan. Through the tight integration of Matrix42 Service Catalog with Matrix42 Service Desk, **Matrix42 IT Service Management enables the service owner to:**

- Review and analyze incidents and problems recorded to his service.
- Compare, manage, and report service level fulfillment and underlying operation level agreements or underpinning contracts with suppliers.
- Understand the structure of related operational or supporting services and their performance and availability.
- Retrieve information about customer usage of the service and the customer satisfaction.
- Manage, plan, and perform changes to service in alignment to the organization's policies.



Mobile incident management

A support agent needs access to his ticket cue and incident management dashboards while he is on the go. Through its iPad App M42Mobile HD, **Matrix42 IT 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 downtimes 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 cues.

DID YOU KNOW?

IT consumerization is no longer a buzzword: Over 60% of organizations in Germany support or tolerate some form of BYOD and the use of consumer cloud services in the workplace.

YOUR BENEFITS



Lower business risk

- Consolidated, efficient IT service management with a complete, best-in-class solution from the independent market leader in Germany.
- Innovative and proven technology that minimizes the risk of making necessary changes to your IT infrastructure.
- Secure integration of high-usage apps and cloud services into the controllable IT environment, eliminating the need for potentially dangerous 'shadow IT.'
- Deep expertise and experience gained through thousands of successful deployments.



Increased end user productivity and satisfaction with IT

- Efficient, effective working with fast, flexible access anytime, anywhere to a personalized workspace on any device.
- Enhanced satisfaction with IT through closer consultancy with IT on user requirements and fast, self-service user access to the Service Desk including knowledge base.
- Fast issue resolution through transparent service levels
- Smoother operations by minimizing service downtime usually associated with hardware and software configuration, installation, and updates.

Matrix42 is now PinkVERIFY certified!

Matrix42 is one of the first European companies to be awarded the highly respected PinkVERIFY 2011 ITSM certification.



Greater business agility through streamlined processes

- Consolidated, efficient IT service management with one complete, best-in-class solution from a single provider.
- Service catalog and service desk with an integrated, automated user self-service.
- Drastically reduced compliance fulfillment cost and effort through built-in and automated compliance management.



Optimized costs, 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 IT cost optimization
- Optimized ROI through ability to develop and use self-developed apps for core processes.

Take control of all your workspaces today:

Visit www.matrix42.com to register for a Matrix42 live demo.

Call us now or send an email and we'll be in touch to discuss your requirements.



MATRIX42

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