MATRIX42

Digital Workspace Management (DWM)

With Matrix42 Digital Workspace Management (DWM), you have everything you need to make your digital workspace secure, automated and service-oriented for your end users in one unified integrated solution - with the objective, to always achieve the optimal Employee Experience and thus increase productivity.

Modules & functions

Cross-device management

Empirum Client Lifecycle Management

- Centralized control and automation for your IT management - from initial installation to end-of-life management
- Gain transparency across all devices and applications
- Connects with alternative software distribution systems and the entire Matrix42 portfolio to automate various inventory related tasks and continuously improve the quality of IT services
- Components: Inventory, Software Management, OS Installation, Personal Backup and Easy Recovery

Silverback Enterprise Mobility Management

- Simple, scalable and secure device management for smartphones, tablets and all devices with operating systems such as Android, ChromeOS, iOS, iPadOS, macOS or Windows 10
- Components: Mobile Device Management, Mobile Application Management, Mobile Content Management

Security built-in

Application Control

- Black and white listing of applications, Java applets and DLL files
- For end users invisible monitoring, which programs may be started
- Protection against execution of unwanted applications, for example insufficiently licensed applications, key-generators or pirated copies
- Helps prevent malware outbreaks by blocking
- Simulation mode (demo mode)

IntellAct (UEBA)

- Evaluates data from Insight Analysis and Secure Audit and triggers predefined protective measures based on a set of rules
- Possibility of comparison with normal values to automatically detect anomalies or critical situations and trigger protective reactions
- Integration with Matrix42 Workflow Studio

Seamless Anywhere Encryption

- Transparent encryption, no loss of productivity
- Encryption algorithms: AES-256 or Triple DES-192 (additionally encrypted with up to RSA-4096)
- Protection of personal data in accordance with GDPR Article 32
- Decryption and encryption via agent, according to defined corporate guidelines
- Encryption of folders and files in cloud storage devices (e.g. OneDrive, GoogleDrive, Dropbox), on any network share or on mobile storage devices such as USB sticks, external hard drives
- Full Disc Encryption (FDE)

Pre-Boot Authentication (PBA)

- Operating systems can only be started after executing the Preboot Authentication (PBA)
- Support for EgoSecure and Microsoft BitLocker
- Multi-User/Multi-SmartCard support
- Challenge Response
- Linux-based, BIOS-based and UEFI-based

Automation and productivity

Service Desk

- Web-based, ITIL v3 compliant Service Desk (ITIL 4 ready)
- **Incident Management** with versatile functions for automated troubleshooting
- **Problem Management**, to identify and eliminate the causes of problems
- **Change Management** to identify, manage and control CMDB changes
- Automatic creation of tickets and notifications through online ticketing and e-mail connection
- Automatic time recording during ticket processing
- Skill Management for your Service Desk teams
- Automatic status messages for users on the status of their tickets
- Self-Service Portal with integrated Knowledge Base for independent problem solving
- Integrated reporting and personalized dashboarding with detailed analysis and key figures on service activities
- Support of TAPI (Telephony Application Programming Interface) for incoming calls

Service Catalog

- Self-Service Portal for delivering all types of services with a user-friendly eCommerce experience
- Cross-system automation of business and service processes within and outside of IT (in accordance with corporate guidelines)
- Automated approval processes with visual process, status and handling information
- Workflows and data sources can be used as triggers for third-party systems as well as triggered by third-party systems via compliance rules
- Seamless integration into the Matrix42 Service Desk to automate previously manual processing steps
- Automatic internal cost allocation based on the actual use of services
- Granular role and authorization concept

Knowledge Base

- Collection of information in a predefined knowledge structure to solve Incidents and Problems faster
- Benefit from a Self-Service Portal with integrated knowledge base for users and 1st-level support staff

Service Level Management (SLA)

• Definition of ITIL-v3 or ITIL 4 Service Level Agreements (SLAs) including automatic measurement of the degree of fulfillment

• Documentation of ITIL-v3 Operational Level Agreements (OLA) to optimize cooperation with other departments (ITIL 4 SLA)

• Mapping of service agreements with external service providers and manufacturers in Underpinning Contracts (UC) (ITIL 4 SLA)

• Service Level Management to support the accurate design of the complex dependencies of UCs, OLAs and SLAs. SLAs between IT and users are easier to meet through precise planning

Digital Workspace Platform

The Matrix42 Digital Workspace Platform combines configurability, expandability and security with productivity-enhancing features. It is the basis of all Matrix42 products and thus an essential component of Digital Workspace Management (DWM).

With the low-code **SolutionBuilder**, existing interfaces can be easily adapted or new, responsive user interfaces (UI) created with just a few clicks. With the **Workflow Studio** you can model processes via Drag & Drop.

The result: An intuitive, configurable, extendable and at the same time update proof Unified User Experience (UUX) across all products and processes. Security functions such as an **Enterprise SSO**, **Device & Access Control** as well as root cause analysis using **Secure Audit** and **Insight Analysis** are included. **Incident Management**, **Software Inventory** and **agent-based Software Deployment** complete the solution.

Transparency and compliance

License Management

• License optimization at the workplace, in the data center, for mobile devices, clients, servers, the cloud as well as Microsoft, SAP, Oracle, Adobe and a lot more

• License inventory management

• Conformity through reconciliation of license inventories

• Interactive compliance and license inventory queries

• Software detection and nomalization (via LIS Standard)

Contract Management

• Administration of suppliers, agreements and contracts

• Monitoring and proactive notification of contract deadlines

• Budget and cost analyses of contracts

• Process interface to purchasing and financial accounting

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Configuration Management Database (CMDB)

- Definition of configurations that can later be provided in combination as services in the Service Catalog
- Import of all assets and dependencies via Generic Data Imports (GDI), preconfigured interfaces and connectors, as well as bi-directional connectors created by you with the Workflow Studio
- Targeted inventory of all devices and types by assigning them to cost centers, organizational units and locations
- Powerful configuration options for complete mapping of your company, hierarchies, users and their services, devices and software

LIS Standard (License Intelligence Service)

- Cloud service with application patterns for automatic fingerprint classification
- Identifies software products and provides license models with automatic metrics, downgrade options and suite information
- SKU-based validation of application fingerprints
- Fingerprints & SKUs for the top 10 Software-Vendors (Acronis, Adobe, Apple, Autodesk, Corel, McAfee, Microsoft, Symantec, Oracle, Trend Micro) included. Premium Service as an extension (see add-on LIS Premium)
- Enables automatic calculation of license requirements using predefined license models

Available Add-ons

Patch Management

- Automates the backup, update and smooth operation of IT systems through the reliable installation of the latest patches
- Supports centralized management of over 500,000 patches for Windows systems and over 60 other software manufacturers

Package Cloud

- Includes over 3,500 business-relevant applications as adaptable software packages with tested quality
- Simple and fast provision of applications as cloud services
- A special team of experienced experts creates the application packages based on predefined rules and guidelines
- Bi-lingual packages (German and English)
- Suitable for software distribution via Empirum Client Lifecycle Management

Package Robot

- Simple solution for creating installation packages for software distribution
- Installation recorder starts the installation process and ensures that repetitions are carried out according to proven procedures

Remote Control / Remote Web Control

- Easy Support and remote maintenance via LAN or Internet
- As cloud service or with local connection server
- High performance and certified safety

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Data Loss & Leakage Prevention (DLP)

- Protection against theft and unauthorized disclosure of highly sensitive data using predefined search patterns, whether on the endpoint, external devices, in the cloud, or on the file server
- Predefined, common search patterns for national and international number codes such as insurance numbers, password IDs, IBAN & Swift, credit card numbers
- Blocks the use of the data or performs actions such as moving files to a Secure location/quarantine or deleting them
- Detailed logging of discoveries
- Global, group-specific or individual rule assignment

NextGen Antivirus (NGAV)

- Virus protection for known and unknown threats
- Proven high detection rate
- Detection of advanced malware by certified Next Generation Antivirus (NGAV) and Application Communication Control

Endpoint Detection & Remediation (EDR)

- Blocks real-time, Kernel-Level malware outbreaks
- Shortens the time span from infestation to rendering harmless (dwell time), through automation
- Generates a single alert for each incident and thus reduces the number of alerts to a minimum
- Detects applications that are not legitimately communicating and blocks real-time data communication
- Analysis function that uses collected data for proactive detection and prevention of attacks and for root cause analysis (threat hunting)
- Not update controlled, can be used completely isolated (this also means effective protection for legacy systems without internet connection)

Discover useful extensions for your Workspace Management in the Matrix42 Marketplace.

Browse Apps

Visit: https://marketplace.matrix42.com/

Field Service Management

- Easy resource planning and allocation for field service agents (calendar / Gantt Chart view)
- Skill-Management and Skill-Mapping
- Synchronizes assigned tasks and tickets with Microsoft Exchange Server and Office 365 and displays them in your personal calendar
- Automatic and manual time recording function

Virtual Support Agent - „Marvin"

- Virtual Support Agent that communicates with your end users via Microsoft teams
- Fully integrated with Matrix42 Service Desk, Service Catalog and Knowledge Base
- Answers the questions of your end users
- Marvin speaks German and English
- Reports status changes proactively

Service Desk Analytics

- Intuitive and integrated BI Solution for Matrix42 Service Desk
- Definition and tracking of Service Desk KPIs over time
- Provides answers to many questions, e.g.:
  - > Which topics do need further training in the 1st and 2nd level of the service desk?
  - > Where do most tickets occur?
  - > How often are closed tickets reopened?

LIS Premium

- Extends LIS standard and is available in three models:
  - > Automatic software and license detection (via fingerprints and SKU)
  - > Software metadata e.g. categorization according to eCl@ass and UNSPSC, date of support end, information on exe files
  - > Access to the online license library
  - > Licensing assessment of special usage scenarios
  - > Procurement of general license conditions for software products of your choice
  - > Active support in mapping license terms in the tool

SAP Compliance

- Comprehensive reporting and analysis of the SAP license inventory and usage
- Automatic assignment of the optimal license type based on actual usage
- Identification of not needed licenses
- Avoidance of duplicated user accounts
- Optimization of license costs based on actual usage

Cloud Expense Management

- Complete inventory of your technical cloud resources
- Transparency of existing contracts, resulting costs and usage for several cloud providers in one solution
- Enables the integration of cloud costs into your internal cost allocation
- Available for:
  - > Microsoft Azure
  - > Amazon Web Services (AWS)
  - > Google Cloud Platform (GCP)

Software Asset Management (SAM) for SaaS

- Import of SaaS subscriptions as licenses in Matrix42 License Management
- Management and optimization of SaaS licenses for the following service providers:
  - > Microsoft 365
  - > Office 365
  - > Adobe Creative Cloud
  - > Microsoft Azure Assets Hybrid Use Benefit