

ENTERPRISE SERVICE MANAGEMENT (ESM)

Safely turn your cost into a profit center

With focus on automation, transparency, and employee experience

Today's companies are driven by technology. As a result, the IT department is becoming one of the most strategic units of the enterprise. At the same time, complexity and the need for immediate response times are on the rise. This situation poses a challenge to many IT organizations. Does it sound familiar to you? Does your service organization have to deal mainly with ad-hoc requests instead of pushing new and strategic issues? Do you wish to standardize your processes and automate recurring tasks? And do you want to increase the productivity and satisfaction of your end users at the same time? Show the value of IT to the business.

Time for innovation – you deserve it!

Matrix42 Enterprise Service Management stands for **ITIL-based process automation** that directly addresses end user needs. With the **Service Catalog** and the **Self-Service Portal**, you can create freedom for innovation in IT. Users order their services themselves. Their supervisors and, optionally, an IT manager only need to approve the orders. You can freely define the underlying workflows.

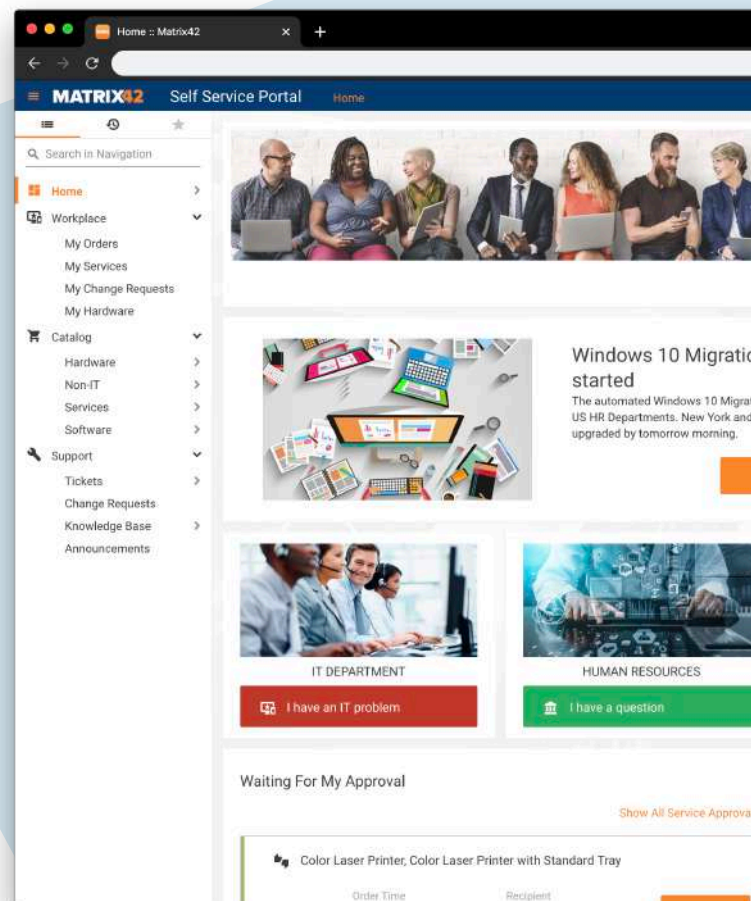
Deployment is carried out fully automatically via your Unified Endpoint Management (UEM), Client Lifecycle Management (CLM) or Enterprise Mobility Management (EMM) solution. No matter whether you use Matrix42 or a 3rd-party solution.

With the **Service Desk**:

- you respond effectively to incidents
- analyze the causes of problems with the help of root cause analyses
- and orchestrate changes or extensions

Configuration Management (CMDB) helps you to make all services, software, devices, and their consumers transparent, including their dependencies. **License and Contract Management** helps you ensure compliance and cost transparency.

The solution is complemented by the underlying **Matrix42 Digital Workspace Platform**. In addition, to a **low-code SolutionBuilder** and **Workflow Studio**, it also includes security functions, inventory, and software deployment.



Service provisioning at the push of a button

Time-consuming implementation projects are a thing of the past with Matrix42 Enterprise Service Management. You can expect other solutions to entail weeks or even months of consulting. Matrix42, on the other hand, offers you the right level of automation. Moreover, the Matrix42 Digital Workspace Platform delivers a platform that combines security and adaptability, even without programming knowledge. So you have everything you need to get started quickly.

In just a few clicks – from setting up your service catalog to the first order from your end users

Step 1: Generate services automatically

First, activate the connector to your software distribution solution (e.g., Matrix42 Unified Endpoint Management (UEM)). All packages that are stored in your software distribution are now automatically created as services, including provisioning and the approval workflow.

Step 2: Customize & deliver services with a few clicks

Which of the services you provide is up to you. All you have to do is assign a price and a description. If required, further adjustments can be made to the service. Once everything is as desired, publish the service at the push of a button. Your services are now available in the Service Catalog and can be ordered by users via the Self-Service Portal.

Step 3: Employees order services, thereby triggering the approval workflow

An end user orders one of the newly created services in the Self-Service Portal. This order triggers the approval workflow. Your end user can track the progress of his or her order at any time in the Self-Service Portal.

Final step: Software is provided and allocated to the appropriate cost center

After successful approval, the staging workflow is launched. The costs for the ordered service are allocated to the cost center of the end user in accordance with the guidelines. The used license is also posted in License Management. The software service is delivered directly to the end user's device via your Unified Endpoint Management solution.

Three reasons for using Enterprise Service Management from Matrix42

1

Maximum Employee Experience

The intuitive Self-Service Portal offers your users a central place for obtaining services, address questions, or find a solution in the Knowledge Base.

2

Security is an integral part

Integrated security functions allow you to keep an eye on incidents and map cross-disciplinary use cases such as security incident management. This makes it easy to ensure the availability of your services.

3

Adaptable, extendable, & integrated

All Matrix42 products are based on the low-code SolutionBuilder, which allows you to configure the solution via drag & drop and automate it with Workflow Studio.