



MATRIX42

Service Management Solution Description

21st September 2022

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1. INTRODUCTION

Matrix42 is very grateful for the opportunity to present our ITSM solutions and capabilities in response to Ooredoo Tunisia requirements for this strategically important project.

The scope of your project fits perfectly within the capabilities of Matrix42's Enterprise Service Management (ESM) solution and takes advantage of our ability to integrate Matrix42 software to existing IT tools within your environment. Our software and services have been used by leading enterprises such as Magna, Lidl, Puma, BMW, Fastweb, Deutsche Telekom, Swiss International Air Lines, Rhenus, DSV, Telia and others. These customers rely on Matrix42 for use-case support and expert consulting services that advance their individual complex IT transformation initiatives.

Matrix42 delivers both directly to our end-customers, as well as through our trusted partners.

Matrix42 has successfully deployed solutions to deliver ITSM capabilities at many customer sites. This document introduces our service management solution portfolio – specifically, our ITSM and Service Desk capabilities. We look forward to having an opportunity to present our proposal and solution to the Ooredoo Tunisia as the evaluation progresses.

Why Matrix42

A Proven Solution and a Proven Team: Matrix42 has successful history as a supplier to global enterprises since 1992. Our ITSM software is used by more than 1,600 international customers.

Complete Solution: Matrix42 can deliver all the requirements requested in the RFI using existing and field-proven software and services. Furthermore, leveraging our combined global resources allows us to bring additional Digital Workspace expertise, to support future roadmap requirements.

Consulting Services: The scope of this project demands expertise covering the technical solution as well as industry-leading advice, best practices and recommendations to inform Ooredoo Tunisia broader ITSM activities and future roadmap. Ooredoo Tunisia will benefit from the expertise and experience we have gained from similar projects around the world.

References: Matrix42 can provide testimony from our significant list of references, including clients and customers from a broad range of industry sectors (e.g. Local Government, Financial Services, Manufacturing, Retail, Logistics, etc.) where our solutions have been in place for several years.

Future Use Cases: Matrix42 is proposing an architecture to implement an ITIL based Service Desk. Beyond this initial project, Matrix42 can offer and support Ooredoo Tunisia with additional capabilities to support the enhancement and evolution of the overall IT digital workspace.

Matrix42 will be delighted to discuss the details of this proposal further and to describe the factors that should be considered in line with the detailed overall project scoping, delivery and timing.

2. INTRODUCTION TO MATRIX42 – LEADER IN DIGITAL WORKSPACE

2.1. AT A GLANCE



A wealth of experience and a solid business model

Founded as a software manufacturer in 1992, headquartered in Frankfurt, Germany, Matrix42 is delivering Service Management & Endpoint Management solutions to 5,000 customers around the world.



An international company head-quartered in Germany

More than 550+ employees, as well as local and global partners are supporting you!



Focused on long-term customer relationships

More than 10 million users work with Matrix42 software every day. Hundreds of new customers choose Matrix42 products every year. Our subscription and maintenance renewal rate of 98+% is a testament to our user satisfaction.

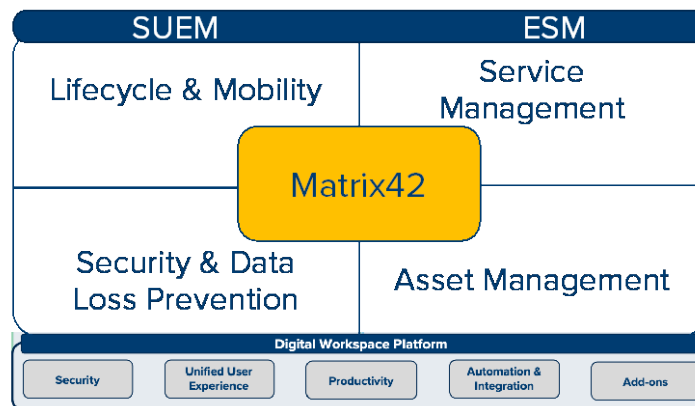


2.2. MATRIX42 PORTFOLIO

Matrix42's mission is to simplify and secure digital work. We do this by providing feature-rich and robust software solutions that enable our customers to connect people with the devices they use and the data, applications and IT processes they consume.

Matrix42 provides both Service Management and Endpoint Management capabilities to link process, devices and users so that end-to-end automation can be achieved on a common platform. Our software is modular, allowing our customers to select either some or all Matrix42's modules so that these can be integrated with existing infrastructure.

It is important to highlight that since Matrix42 offers its own integrated Service Management, Asset Management, Endpoint Management, and Security modules, we are also experts at integrating our Service Management modules with existing customer infrastructure also. Our goal is to complement or augment your existing capabilities.



Matrix42 – High-level Solution Portfolio

2.3. MATRIX42 SERVICE MANAGEMENT

Matrix42 IT Service Management solution is ITIL-based, preconfigured, automated, and customisable.

We often hear that IT Support departments frequently spend too much time on recurring tasks – requiring excessively long solution times leading to decreasing user productivity and that there is no easy-way to get a categorised overview of the incidents and requests.

Matrix42’s ITSM enables you to configure and automate your IT processes. Our ITSM delivers automated ITSM workflows that allow your IT team to install, repair, or uninstall software, roll out patches, and process service requests efficiently.

Matrix42’s Service Desk provides you with everything you need to perform Incident, Problem, and Change Management based on ITIL standards. With our Workflow Studio, you can automate recurring requests simply by pressing a button.

Matrix42 ITSM also delivers other functionality

- our Service Catalogue displays all the costs of booked services in one overview, which can be allocated internally.
- an intuitive Self-Service Portal is also available.
- for service requests, your users can also search the Knowledge Base for a potential solution to resolve a problem more quickly.
- Matrix42’s Configuration Management Database (CMDB) helps you to manage all your services, applications, devices, and their consumers.
- Through the Matrix42 Digital Workspace Platform, you can use the Workflow Studio and low-code Solution Builder to automate your processes and tailor them to your needs.

2.4. FACTS AND FIGURES ABOUT MATRIX42

Matrix42 offers innovative solutions to simplify and secure digital work, recognised by major market analysts such as Forrester, Gartner, IDC, KuppingerCole, ISG, Research-in-Action and others.

The objective is to be able to manage every employee's lifecycle, from onboarding to offboarding, by delivering devices, applications and the IT & business services necessary for employee performance and development within the company.

Matrix42 focuses on user experience, automation, self-service and enhanced productivity - all delivered with a philosophy of simplicity in terms of deployment, administration and scalability.

Matrix42 helps customers to offer a stimulating and innovative environment to meet the challenges of modern IT – remote working, industrialisation, cloud, user experience, security and financial/cost optimisation to support process efficiency, employee loyalty, welcoming the new Digital Native generation, preparing for certifications and audits, nomadism and teleworking, etc.

The Matrix42 platform is natively designed to meet the needs of employees who wish to work from any location across a wide range of devices, while adapting to the requirements of IT departments and companies.

More than 5,000 customers worldwide and more than 10 million users manage their employees' Digital Workspace daily using Matrix42 solutions.

Matrix42 operates in more than 12 countries including Austria, Switzerland, France, Germany, the Netherlands, the United Kingdom, Italy, Spain, Poland, the United States and the Emirates. Backed by our investors, Corten Capital (London), and following successful expansion into France, Italy, and across Southern Europe, Matrix42 has been focused on expanding our business in UK & Northern Europe in recent years.

2.5. MATRIX42 AWARDS AND CERTIFICATIONS

Matrix42 is regularly recognised as a leader and innovative player in the Digital Workspace markets, such as Service Management, Asset Management and Endpoint Management.

Matrix42 has multiple awards and certifications in several areas including:

- ISO 9001-2015
- ISO 27001
- PinkVerify on 11 ITIL 4 processes
- Serview Certified Tool on ITSM - 19 ITIL V4 processes
- Forrester Wave ESM Q4/21 – Strong Performer
<https://www.matrix42.com/en/forrester-wave-enterprise-service-management-q4-2021>
- KPMG - SAM Tool Assessment
- Gartner Magic Quadrant for SAM and UEM
- Forrester Wave UEM
- "Overall Leader" in the KuppingerCole analysis of the Unified Endpoint Management market:
<https://www.matrix42.com/en/resources/market-studies/leadership-compass-unified-endpoint-management-122746>
- "IT Security made in Germany" of IT Security Association Germany (TeleTrusT)
- Techconsult PUR 2021 - IT Operations + Security Solutions:
 - o "Client Lifecycle Management", Best of all (first place in the champions category)
 - o "ITSM", Best of all (first place in the champions category)
 - o "SAM & Licence Management", Best category Champion, 5th place
 - o "MDM/EMM/UEM", Best of all (first place in the champions category)

Best Practice Service Management

ITIL® 4 and ITIL® v3 compliant and certified for excellent service.



PinkVERIFY™ Certified ITIL®
4 Toolset



SERVIEW™ Certified Tool



IT Service Management,
SERVIEW GmbH



Service Desk, techconsult
GmbH

Matrix42 has been supporting the EU General Data Protection Regulation (GDPR) since May 2018. You can submit queries on this subject to gdpr@matrix42.com.

2.6. WE WORK WITH THEM ON A DAILY BASIS

Matrix42 works internationally with more than 5,000 customers, ranging from a few hundred workstations or users to several tens of thousands, and globally in all sectors of activity: Banking and Insurance, Distribution, Food, Public, Education, Service, Transport, IT and Telecoms, Construction, etc.

Internationally, we work with references such as Magna, Lidl, Puma, BMW, Zalando, Fastweb, Deutsche Telekom, Swiss International Air Lines, Rhenus, KWS SAAT, etc.

A common challenge for all our customers is to provide user-friendly interfaces on a modern and technologically up-to-date platform, to automate everyday tasks that are time-consuming and resource-sapping for IT, to industrialise processes and optimise costs, to control the ever-growing and heterogeneous hardware and application ecosystem, all with a concern for simplicity in terms of deployment, administration in the run and future scalability.

2.7. ... WITH STRONG PARTNERS

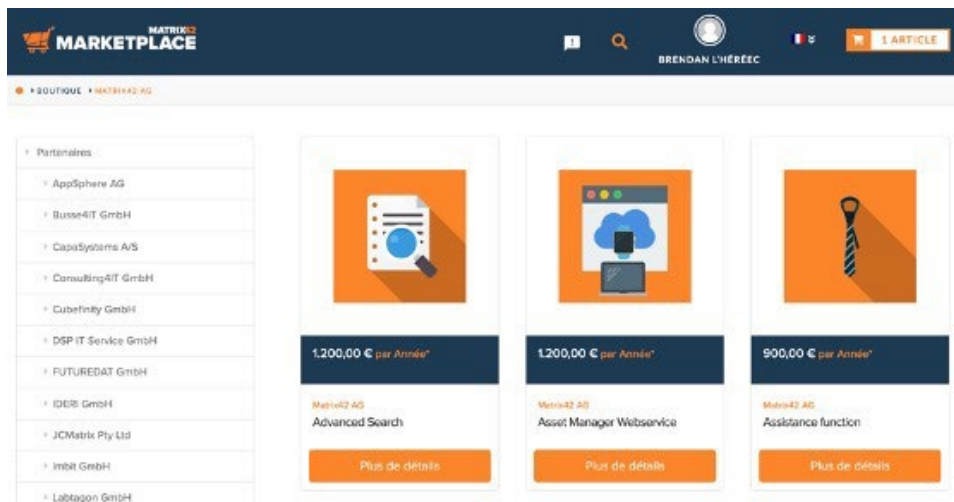
Matrix42 deploys an indirect strategy to rely on our strategic partners for integration, deployment, training and support and in some cases to resell our solutions.

We have been working for several years with many leading partners, including local specialist partners.



Beyond the integration aspects, Matrix42 has always developed an ecosystem of technological partners with main objectives are to:

- Identify and know the systems and applications on the market used by our customers in their IT to manage infrastructures and services.
- Work with these suppliers to develop native connectors as standard so that our customers can benefit from them. The aim is to avoid the silo effect, to interconnect Matrix42 platform with the solutions in the environment and to facilitate a two-way dialogue: retrieving information, making Matrix42 information available, especially through our consumable API via webservices, but also to pilot (launch actions) in third-party applications.



The Matrix42 Marketplace is an online shop where Matrix42 and partners can make available connectors and addons, free of charge or for a fee, for the benefit of customers.

2.8. SPECIAL STRENGTHS

Matrix42 is the leading provider of workspace management solutions. In particular, the following strengths speak for Matrix42:

- **Proven mature technology:** IT Service Management has been licensed by over 1,600 customers worldwide. Over 5,000 customers worldwide are successfully using the broader Matrix42 portfolio.
- **Experience in project implementation:** Matrix42 has been supporting medium-sized and large companies, as well as government organisations, in the introduction and implementation of service management projects for years. You will benefit from this experience and the best practices that we have developed.
- **Process automation:** The Matrix42 solution can be automated at many points via the Matrix42 Workflow Framework. For example, software can be distributed, AD group memberships can be written directly from a service request after approval via the integrated AD interface, PowerShell scripts can be executed and/or web services can be started. This leads to a significant reduction in the number of requests to be processed and thus to a reduction in the workload of your employees and lower project costs.
- **Cost transparency:** In many companies, IT is now under considerable pressure to balance services and costs. With the Matrix42 Service Catalog, services rendered can be automatically accounted for by users (including transfer prices) and presented in reports. In this way, the costs for IT services can be made transparent at different levels. IT thus becomes measurable. Transfer to an existing billing system is also possible.
- **Easy and update-safe customisation:** Matrix42 offers a wide range of configuration options to provide a solution that is tailored to the needs of our customers while remaining update-capable. Through maximum integration and seamless technology, all releases are aligned with the overall portfolio. Thus, we grant a seamless update service from client management, through service management to the mobile world.

- Flexible connector framework: Heterogeneous and complex customer environments pose major challenges in the implementation of your project. In particular, the most complete collection of data must be optimally supported. With the Matrix42 Connector Framework, Matrix42 offers a flexible solution for the transfer of data in a wide variety of technical and organisational structures, which has proven itself with our customers.
- Consistent partner: Since 1992, Matrix42 has been developing solutions for customers that increase productivity and facilitate the management of our customers' IT infrastructures. Our customers believe in us. That is why we have had a maintenance renewal rate of more than 99% for several years. There is no better proof of trust.

3. MATRIX42 SOLUTION DESCRIPTION

Matrix42's Service Management solution automates ITIL service processes. The included Self-Service portal and Service Catalog, a digital service and app marketplace in the company, enables company departments such as IT, Human Resources or Facilities to provide services and bill for these services within the company.

Should errors or persistent problems occur in the services and applications provided to users and customers, the Service Desk utilises automation combined with its knowledge database to ensure that the relevant services are quickly restored and returned to operation using our tested and certified ITIL process framework.

The solution, which is certified in accordance with ITIL® 4 and ITIL® v3, offers several services, including support for incident, problem, change, service level and service catalogue management, and request fulfilment.

It is incredibly easy to model your processes in our Workflow Studio – by simply using a drag and drop function. Integrate external systems and automate approvals, provisioning, password resets, employee onboarding, and much more. Matrix42's Workflow Studio includes many out-of-the-box templates and processes that you can either directly use or adapt, as desired.

Furthermore, thanks to our Solution Builder functionality, you can easily modify an existing interface through simple drag and drop functionality. Customising and adapting existing screens, creating new homepages, creating new forms for a dedicated process, modifying a menu, a window, etc... can be quickly and easily done, graphically, through the web interface.

Matrix42 Service Management is based on the following modules:

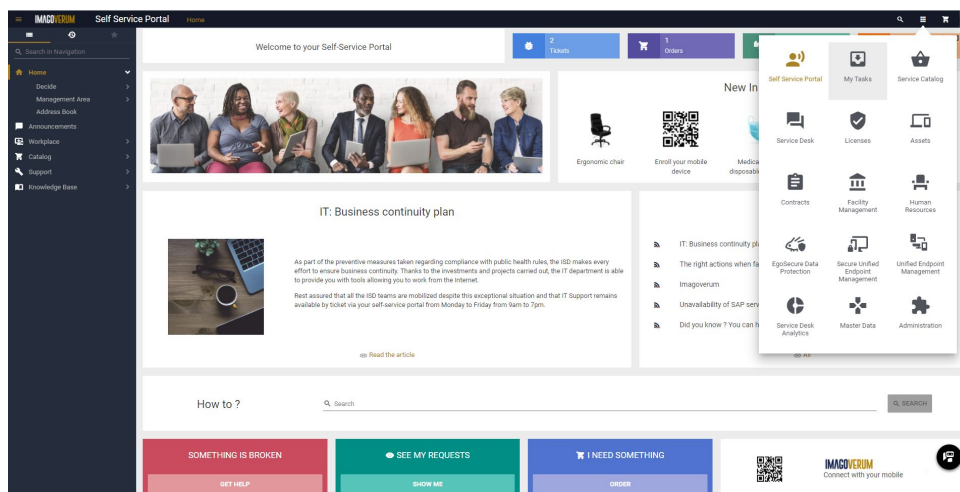
- Digital Workspace Platform – DWP: unique, modern and scalable platform;
- Service Desk: Incident, Request, Problem, Change, KB Management;
- Service Catalog and Service Portfolio;
- IT and non-IT Asset Management;

4. SINGLE, MODERN AND SCALABLE PLATFORM

4.1. A SINGLE INTERFACE FOR FRONT AND BACK OFFICE

Matrix42 solution is based on a single, modern interface for both front-office and back-office users, ensuring a unified user experience (UUX).

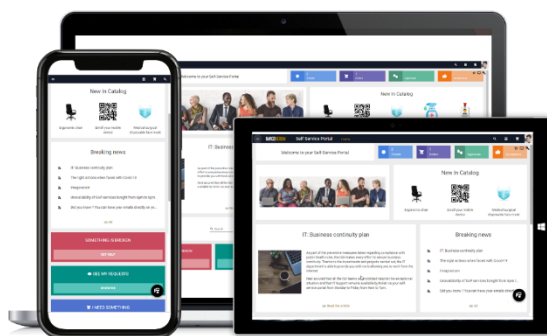
When accessing the portal, the user, depending on his or her role, will have access to different "Workspaces", giving him or her access to different functionalities on the platform.



4.2. MODERN AND RESPONSIVE DESIGN INTERFACE

The platform is developed with the latest technology, to provide modern and user-friendly interfaces, efficiency in terms of response time and is designed to optimise user experience no matter which device is used (adjustment of screens according to the device resolution, with dynamic redesign – available on the whole platform).

Full web (HTML5/CSS3), the interface is accessible from a simple web browser, from any hardware (computer, tablet, smartphone), either for the front-office or the back-office.

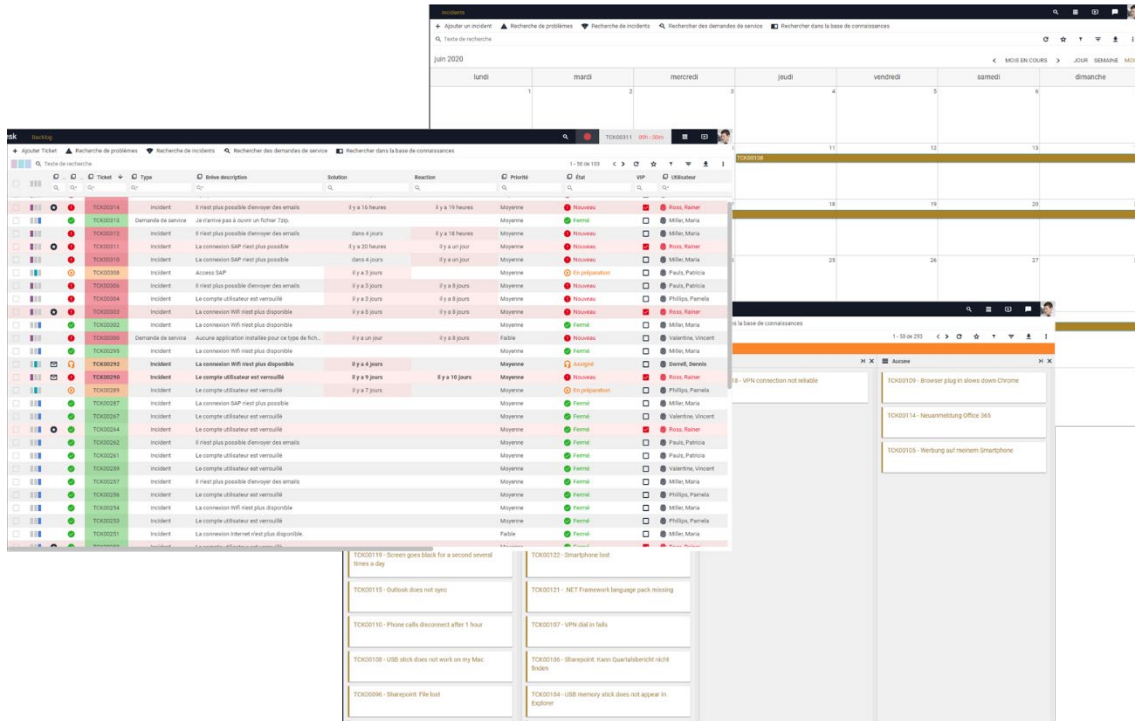


4.3. ERGONOMICS FOR MORE EFFICIENCY

Clear visualisation of data (highlighting, essential information reported, etc.), easy access to underlying and related information (drill-down browsing of items), clear and customisable menus, access to actions in a contextual menu are all essential features to work and process cases quickly and efficiently.

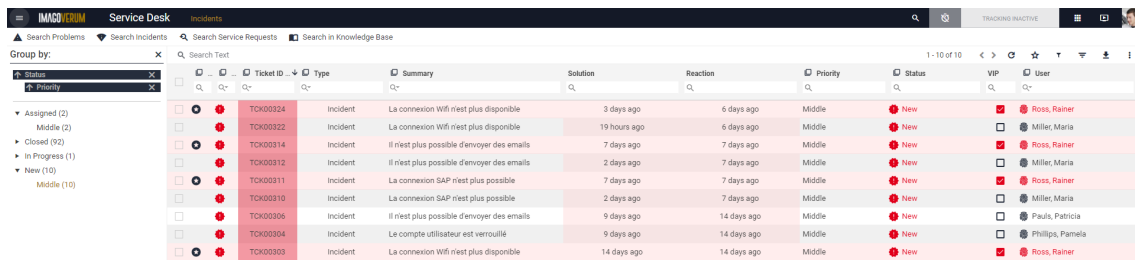
4.4. CLEAR AND CUSTOMISABLE VIEWS

The solution offers views on objects that can be easily customised: change the displayed columns, column order, conditioned colours, icons and in several display modes (lists, grids, Kanban, calendar, etc.).



4.5. SIMPLIFY DATA ANALYSIS

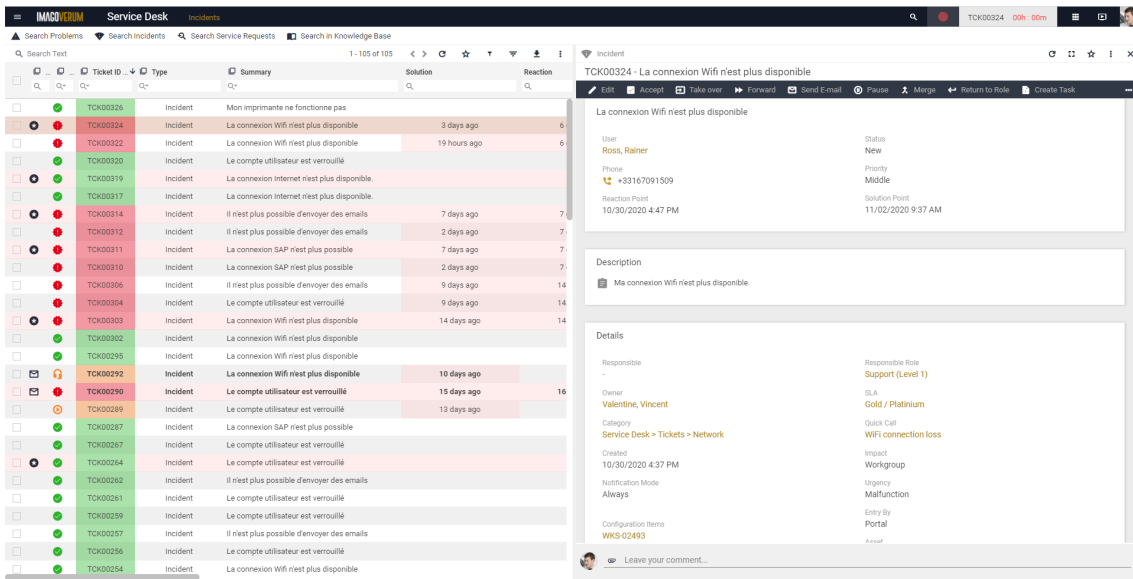
The solution enables you to quickly find information through the different modules: via search bars, column filters or by grouping items with a single click in the column header, allowing to quickly organise the data in a tree structure.



4.6. CONTEXTUAL PREVIEW

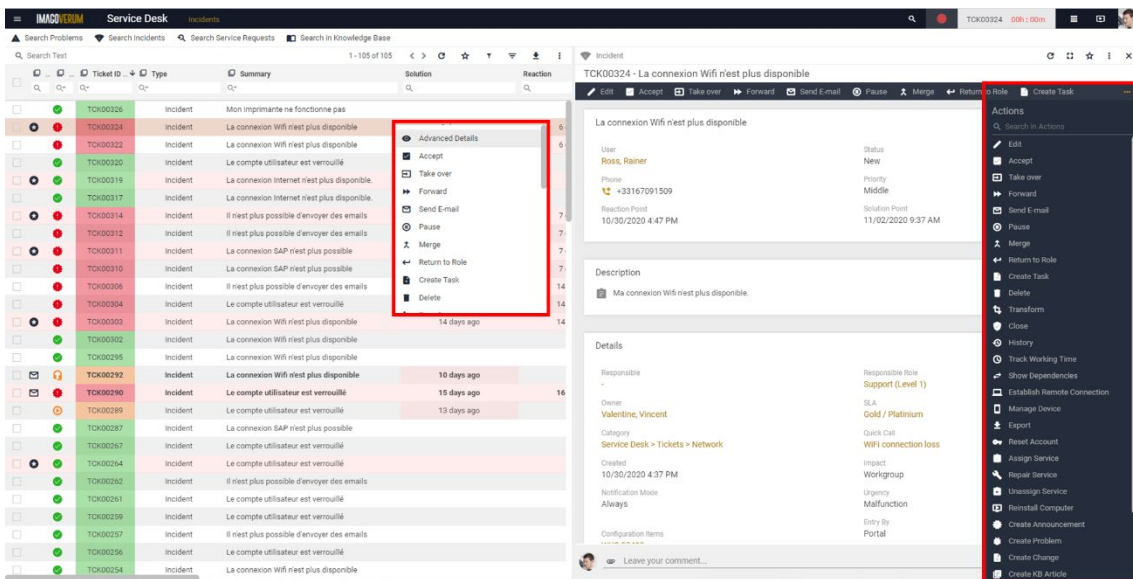
By selecting an item, a contextual preview panel displayed item's detailed data without having to open it, which is very convenient and efficient.

The links available in the item allow you to navigate to related items, offering a more in-depth and quicker analysis without having to open an additional window or even leave the actual object context (e.g. Ticket > User > User Machine Inventory).



4.7. CONTEXTUAL ACTION MENU

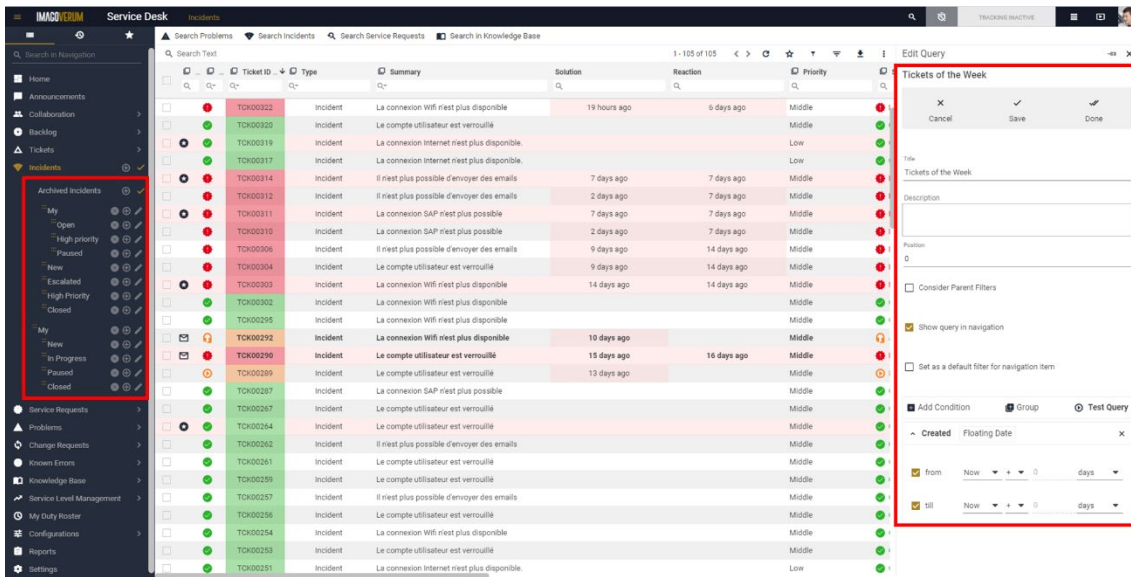
In the preview panel or simply by right-clicking on a selected item, the user has access to contextual actions (depending on the item and user rights), enabling easy processing (accept, close, transfer, pause, create a problem, create a change, create a KB article, etc.), investigation (KB search, view dependencies, etc.), performing an action (launch a remote control, assign a service, unlock an account, reset a password, etc.) or anything else, since the actions can be customised as desired.



4.8. CUSTOMISABLE MENU AND NAVIGATION ELEMENT

The navigation items (left-hand menu) are also easily customisable, providing quick access to relevant data and views for daily operational needs.

These filtered views (queries) are graphically configurable (without code) and can be added as a navigation item in the navigation menu.



4.9. ROLE-BASED ADMINISTRATION

The Matrix42 solution is backed by role-based user administration. Each role has specific rights that define in detail what can and cannot be done in the solution. Access rights to items, objects can be defined in a granular way: full access, create, modify, edit, delete.

Every user can be a member of one or more roles, so you can ensure the users can change or see only the data belonging to their areas of responsibility.

Every registered user is automatically a member of the « Everyone » role, providing access to, at least, the Self-Service portal. By default, the solution comes with predefined roles. It is possible to create additional roles.

4.10. A NATIVE MULTILINGUAL PLATFORM

The solution is multilingual, on all the modules, and supports ten languages by default, including English, French, German, Spanish, Portuguese, Italian, Dutch, Polish, Chinese and Russian.

Any new language can be added, by translating the content and the container, for the front and back office. The solution supports Unicode to handle any language.

4.11. AN OPEN PLATFORM INTEGRATED INTO YOUR ECOSYSTEM...

A Service Management solution must be able to integrate easily with the existing systems and applications in the company's infrastructure, to improve and automate management processes, improve service quality and thus enhance end-user satisfaction.

Therefore, Matrix42 solution has the necessary tools and components to integrate with third-party systems, to exchange data, but also to interact with other systems.

Thus, there are two types of connections in Matrix42 solution:

- Batch data import:

Connections to third-party systems to feed Matrix42 solution with updated data automatically or manually.

For example: importing users from an LDAP directory, importing machines/hosts from VMware, importing inventory data from Matrix42 Empirum, Matrix42 Silverback (MDM), SCCM, Intune, Ivanti, Airwatch, MobileIron, etc.

- Perform Action:

Connections to third-party systems to execute specific operation in an external system or synchronising data to an external system.

For example: lock/unlock an account in Active Directory, rename a computer in Active Directory, add a user to an Active Directory security group, deploy an application from Matrix42 Empirum or SCCM, etc.

In order to quickly integrate into our customers' environment, Matrix42 offers a large list of predefined connectors, avoiding silo effect and saving time on implementation.

The standard connectors included in the platform are:

- ✓ Microsoft Active Directory
- ✓ Microsoft Azure Active Directory
- ✓ Inventory Citrix XenServer
- ✓ Inventory Microsoft Hyper-V
- ✓ Inventory VMware vCenter
- ✓ Inventory Windows
- ✓ Inventory Unix
- ✓ Matrix42 Silverback/Empirum or Microsoft SCCM or Intune or Ivanti or VMWare AirWatch

Optional add-ons/connectors available on the Matrix42 Marketplace are (just to give some examples):

- ✓ Sophos Mobile
- ✓ MobileIron
- ✓ JIRA
- ✓ SAP Solution Manager
- ✓ Microsoft SharePoint
- ✓ Microsoft Translator Text API
- ✓ Microsoft Teams - ChatBot Marvin
- ✓ BPMN Workflow Integration

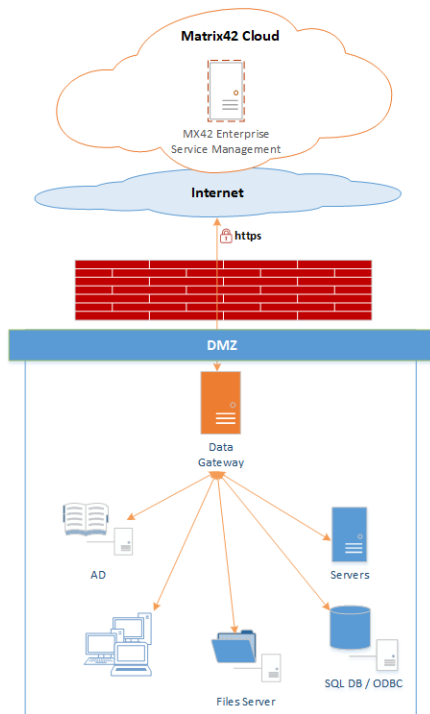
Finally, during our numerous projects, these interfaces have also been implemented (non-exhaustive):

- | | |
|--------------------------------------|-----------------|
| ✓ T-Systems SMBB | ✓ EgoSecure |
| ✓ OCI to external catalogues SAP EBP | ✓ IDM |
| ✓ Helpmatics | ✓ Edifact |
| ✓ HelpLine | ✓ Avaya |
| ✓ Enterprise Manager Assyst | ✓ Hessenfinder |
| ✓ Swyxt | ✓ OSD |
| ✓ Pipedrive | ✓ QIP |
| ✓ SugarCRM | ✓ OpenTrans |
| ✓ Datev | ✓ Nexthink |
| ✓ Zuora | ✓ RegioPortal |
| ✓ Ducksboard | ✓ Omni Tracker |
| ✓ BMC Remedy | ✓ Microsoft TFS |
| ✓ ServiceNow | ✓ Nagios |
| ✓ SCOUT | ✓ Centreon |
| ✓ JIRA | ✓ Paessler PRTG |
| ✓ Paisy | ✓ SolarWinds |
| ✓ STIV | ✓ Etc. |

In addition, the solution is also open, through available and secure web services (REST API).

The documentation related to the different web services, methods and parameters (input/output) are fully documented in the solution (with examples available):

https://help.matrix42.com/030_DWP/030_INT/Business_Processes_and_API_Integrations/Public_API_reference_documentation



4.12. ... AS WELL AS IN THE CLOUD

Whether On-Premises or in the Cloud, Matrix42 solution enables integration with the organisation's on-premises ecosystem.

With the implementation of a Data Gateway, a simple service installed on a machine of your infrastructure, all tasks and operations to third party systems can be executed by this service.

The Data Gateway queries the Service Management server for jobs, executes them, and returns job results back to the server for processing.

The Data Gateway communicates with the Service Management server over HTTPS, which means that all communications are secure and no special firewall rules or VPNs are required.

4.13. WORKFLOW STUDIO: DESIGN YOUR OWN PROCESS

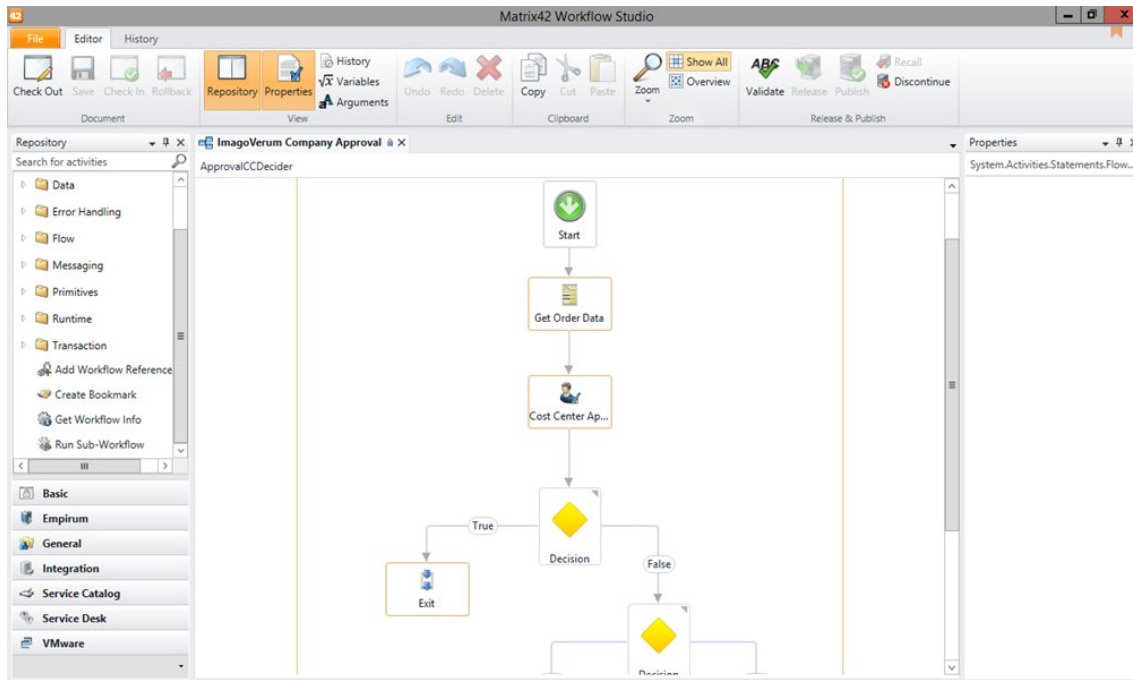
Processes and workflows automation are essential for a good management and operations control.

By default, Matrix42 solution has many ready-to-use workflows, for approval processes, IT service delivery, change management, and more.

Using the integrated workflow designer, Workflow Studio, you can design and customise your workflows easily and quickly, saving time, effort, and costs through intelligent automation of your business processes.

4.13.1. LOW CODE GRAPHICAL DESIGNER

Matrix42 Workflow Studio is a graphical tool for creating and modifying workflows using simple drag & drop of activities and tasks in a logical and sequenced way.



4.13.2. LARGE AND EXPANDABLE ACTIVITY LIBRARY

To easily build workflows, Workflow Studio provides a large activity library. These are organised by category according to their purpose:

- **Basic:** set of basic workflow activities to define and control the flow of tasks (if, while, switch, simultaneous tasks, sequential tasks, sub-workflows, wait, timer, errors handling, etc.);
- **General:** set of workflow activities intended for fulfilling general Service Management tasks, like accessing and modifying the data, status, creating/updating/closing tasks, executing import, sending emails, wait, etc.

It also includes generic activities such as executing a VBS script, PowerShell script, SQL query, HTTP query (webservice);

- **Integration:** set of workflow activities that are used specifically for integrating with other systems.
- **Service Catalog:** set of workflow activities related to the Service Catalog application: order data, provisioning, service approval.
- **Service Desk:** set of workflow activities related to the Service Desk application: change management activities and journal entries.

4.13.3. WORKFLOW AND RELEASE MANAGEMENT

The solution will allow you to manage the release of your new customised workflows efficiently and securely.

With the simple prototyping and testing, release management (released/published), version management of your workflows, you ensure that your ongoing business operations continue uninterrupted, as only approved workflows go into production.

Versioning provides additional security and fallback options. Workflows can be exported and imported from an environment to another.

4.14. CONFIGURATION PACKAGE: A DEVOPS ASSISTANT

The platform also includes a feature to package configurations and apply them to other environments (Pre-Production to Production).

This allows you to quickly apply a set of parameters from one instance to another, to ensure automation, quality, and continuous integration.

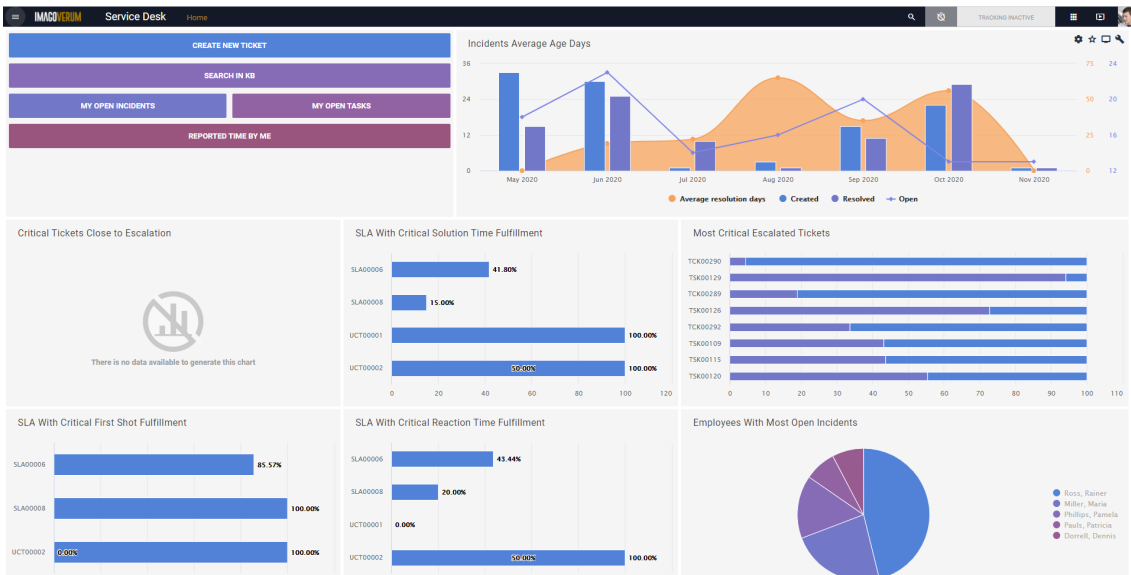
4.15. DASHBOARD AND REPORTING

4.15.1. DYNAMIC AND REAL-TIME DASHBOARDS

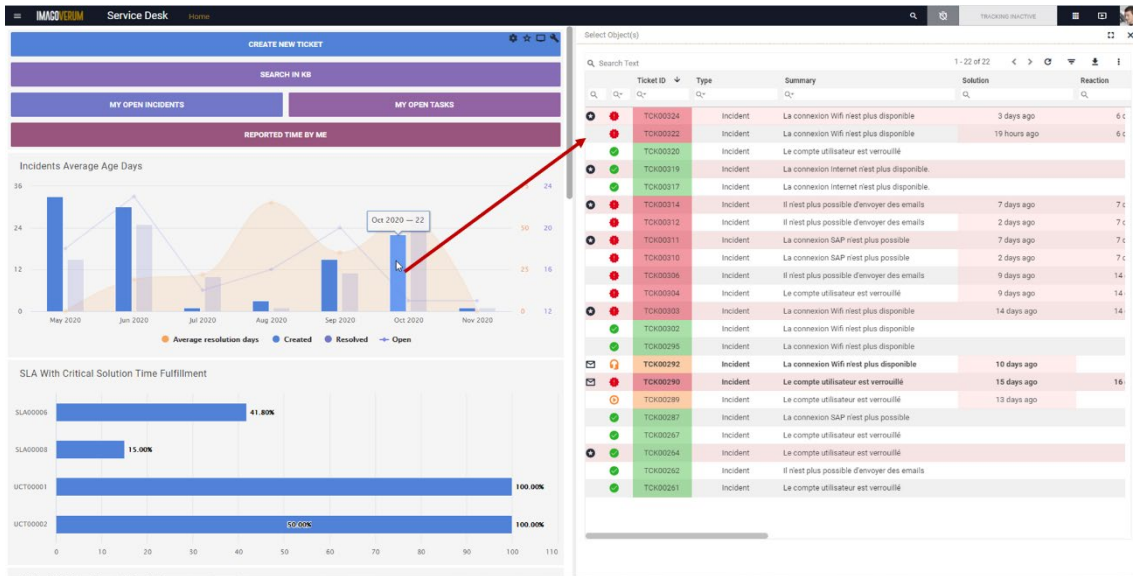
Each module has built-in dashboards.

The dashboards are composed of multiple graphical components (widgets) offering a graphical representation of your data.

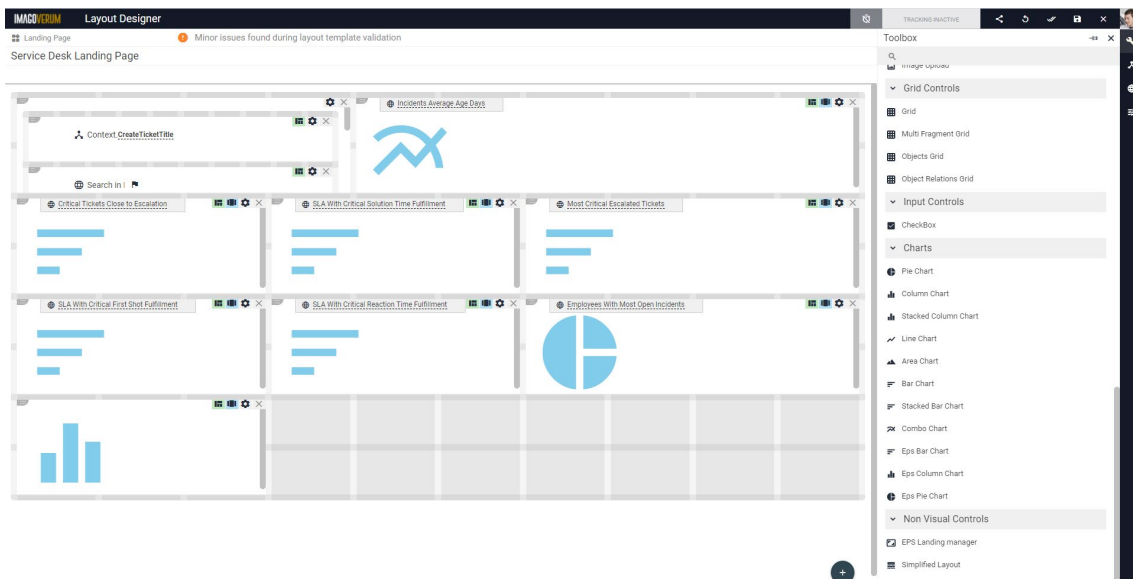
This includes standard charts such as pie charts, columns (single or stacked), lines, areas, etc.



Widgets are interactive: they can be filtered, and you can click on the graphs to get the list of data.



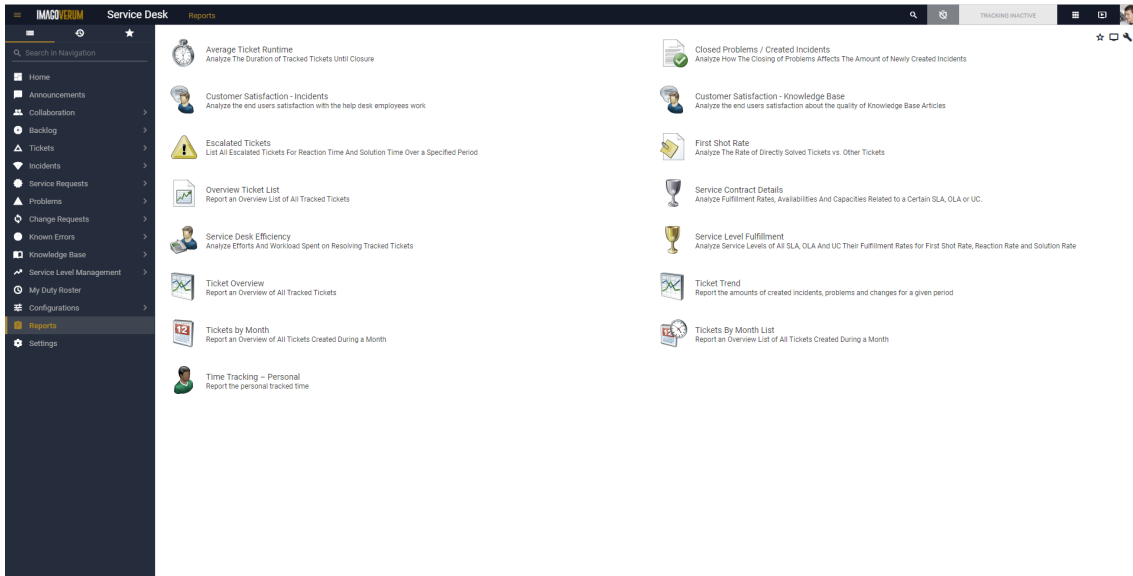
You can create your own dashboards, directly from the web interface, thanks to the layout designer, and include any type of components you want.



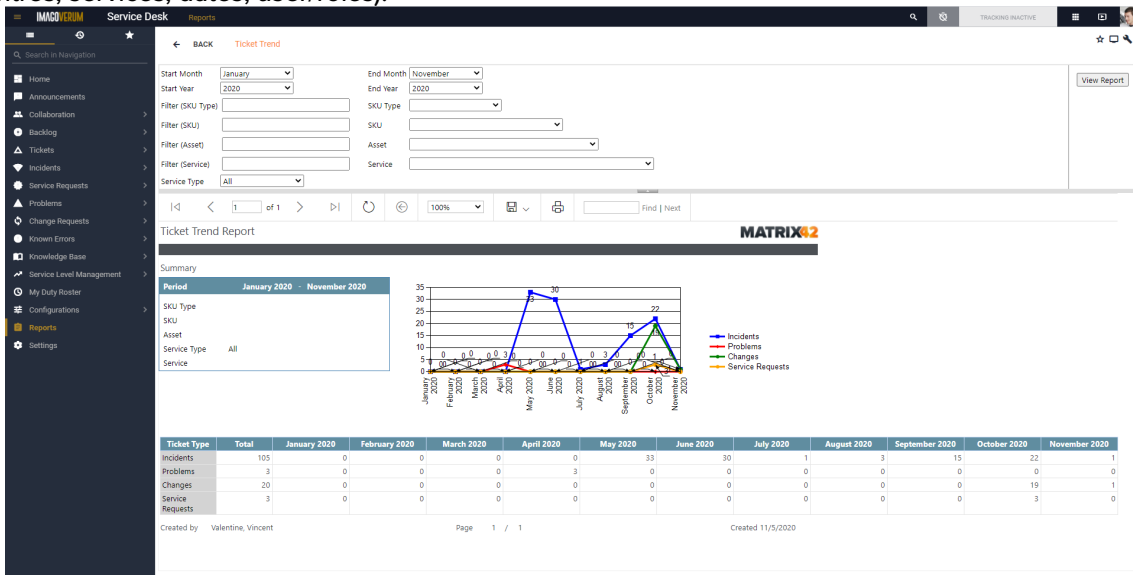
The dashboards are real time and display the current Production data. You can set up an automatic refresh of the dashboards.

4.15.2. REPORTS

Each module has predefined reports. The reports are available and run from the web interface.



Reports can have input parameters to filter the returned data as needed (e.g. location filters, OU, cost centres, services, dates, user/roles).



The solution use Microsoft SQL Service Reporting Service (SSRS) as reporting engine. Custom reports can be created with SSRS Report Builder tool.

Reports can be scheduled to be automatically sent by email.

4.15.3. SERVICE DESK ANALYTICS

Beyond standard dashboards and reports, Matrix42 Service Desk Analytics is an intuitive and integrated BI feature to define and track Service Desk KPIs over time and answer questions such as:

- ✓ What are the topics for which N1 and N2 training is required?
- ✓ Which role has the biggest load?
- ✓ What is the reopening ratio of tickets?

Monthly Averages

📅 0 Number of Incidents 27	📅 0 Created Incidents 21 67.24%	📅 0 Closed Incidents 12 46.43%	📅 0 Directly Solved Incidents 12 46.43%	🕒 0 Solution Time Incidents 25.03 d
📅 0 Number of Service Requests 9	📅 0 Created Service Requests 9 99.07%	📅 0 Closed Service Requests 4 47.66%	📅 0 Directly Solved Service Reque... 2 15.93%	🕒 0 Solution Time Service Reque... 3.72 d

Data Basis (Analysis Cube)

📅 Start Analysis Period 12-04-2020	📅 End Analysis Period 22-09-2020	🔍 From Ticket Number TCK00002	🔍 To Ticket Number TCK00256	↔ Total Number of Incidents 132
🔌 Databases M42Production M42Archive	🔌 Tickets & Service Requests en... Yes	🔍 From Ticket Number TCK00003	🔍 To Ticket Number TCK00255	↔ Total Number of Service Reque... 59

Basis KPIs / Targets

Backlog Growth Rate & Escalation Rates

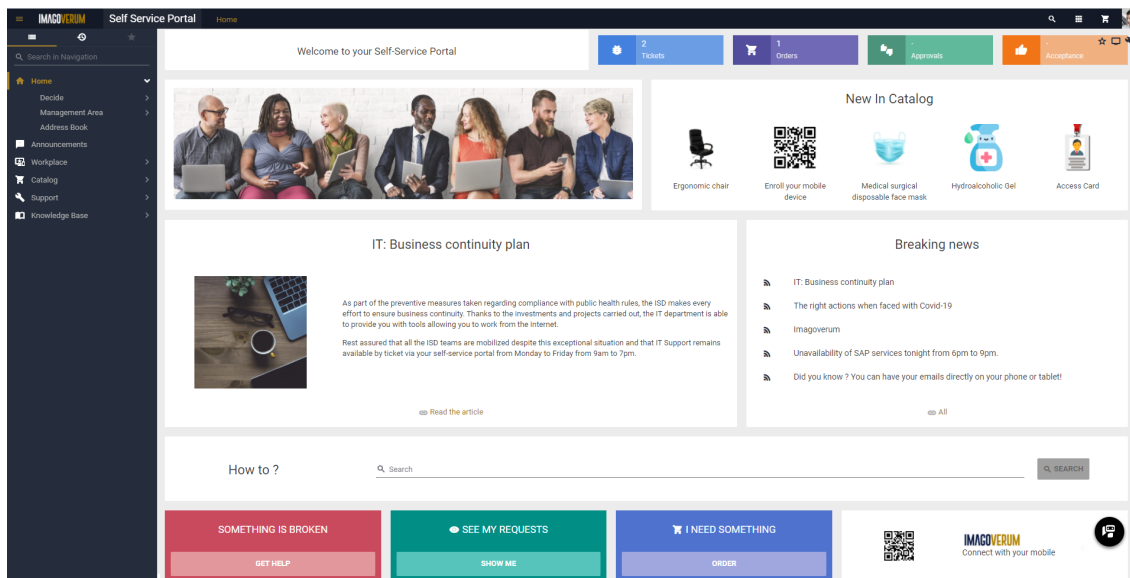
📊 First Call Resolution Rate Incid... 45%	📊 Closing Rate Incidents 85%	📈 Backlog Growth Rate Incidents 20.8%	🕒 Escalated Reaction Time Incid... 45.04%	📈 Escalated Solution Time Incid... 41.42%
📊 First Call Resolution Rate Servi... 45%	📊 Closing Rate Service Requests 85%	📈 Backlog Growth Rate Service ... 51.41%	🕒 Escalated Reaction Time Servi... 48.24%	📈 Escalated Solution Time Servi... 42.33%

5. SERVICE DESK & ITIL PROCESSES MANAGEMENT

Matrix42 Service Management enables you to implement automated incident, request, problem, and change management that are ITIL best practices based.

Final users and technicians access simplified, automated IT support processes. The system accelerates problem resolution, automates time-consuming manual support tasks, improves service quality, and increases user and customer satisfaction.

5.1. SELF-SERVICE PORTAL

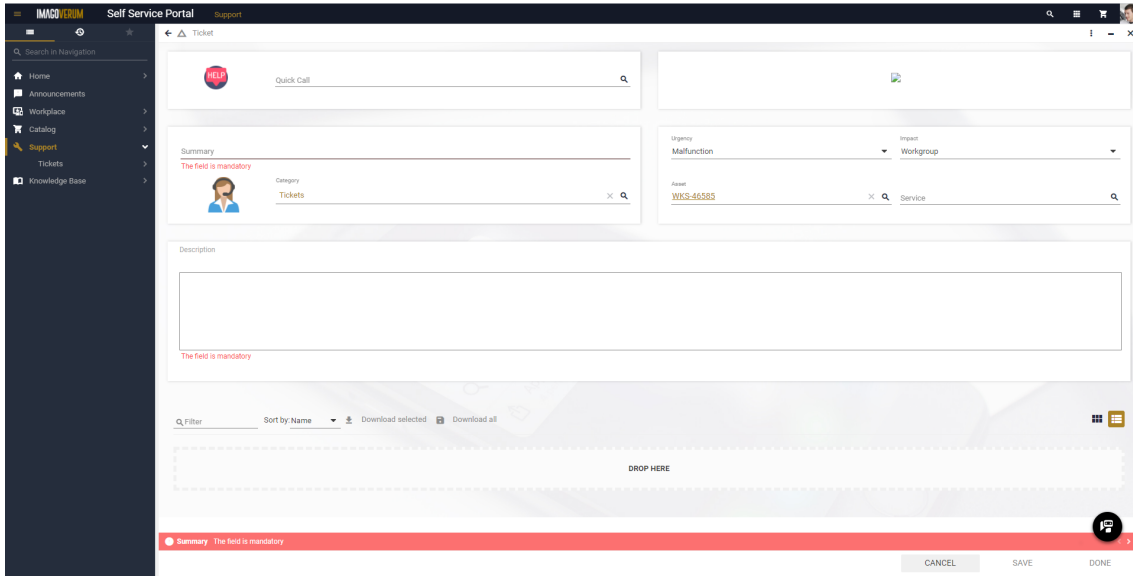


Beyond IT, the success of modern service providers such as Amazon or eBay, is largely based on their Internet portals. As standardised interfaces, they form the basis of transparent, cost-optimised, permanently available, and high-quality service offers.

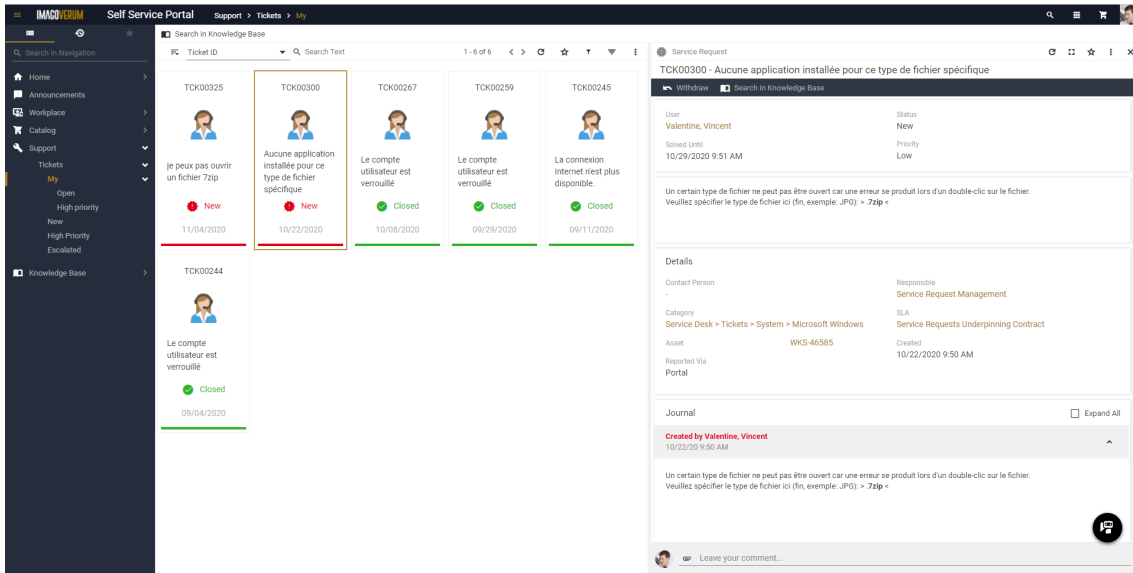
In the same way, Matrix42 Self Service Portal is the user interface for corporate services. Like the major e-commerce sites, the user access to a shopping cart with integrated approval procedures and the provisioning process tracking (service delivery).

As these e-commerce platforms automatically control logistics in the background, the Self-Service Portal completely initiates the provisioning of services by using automated workflows, managing Active Directory, software distribution applications or any other integrated system to deliver the service.

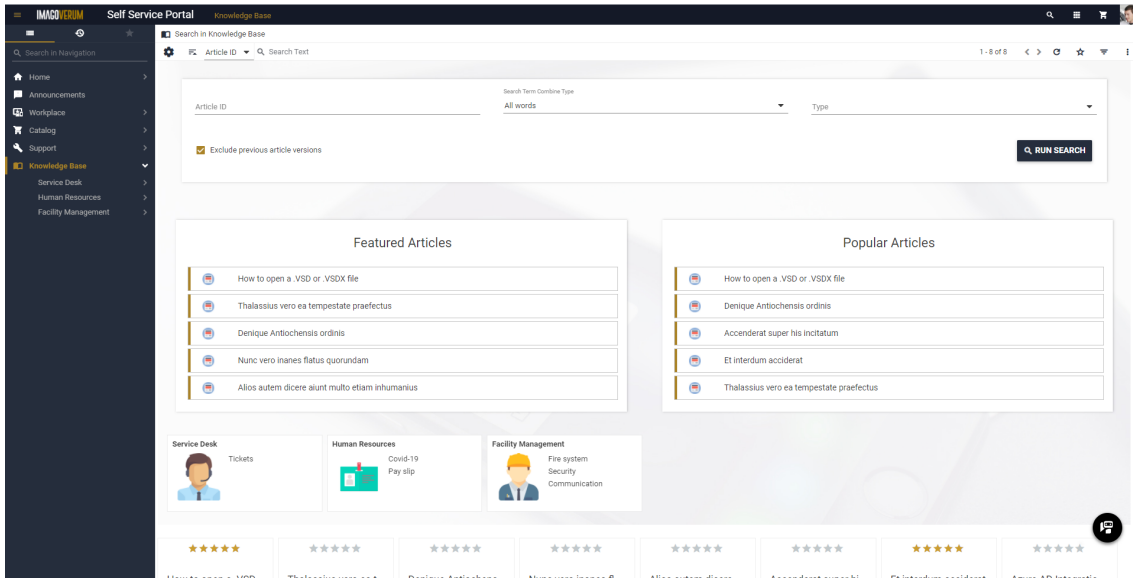
In addition to the service catalog, the Self-Service portal allows users to access Support, through the ticket creation form for incidents, change requests and service requests.



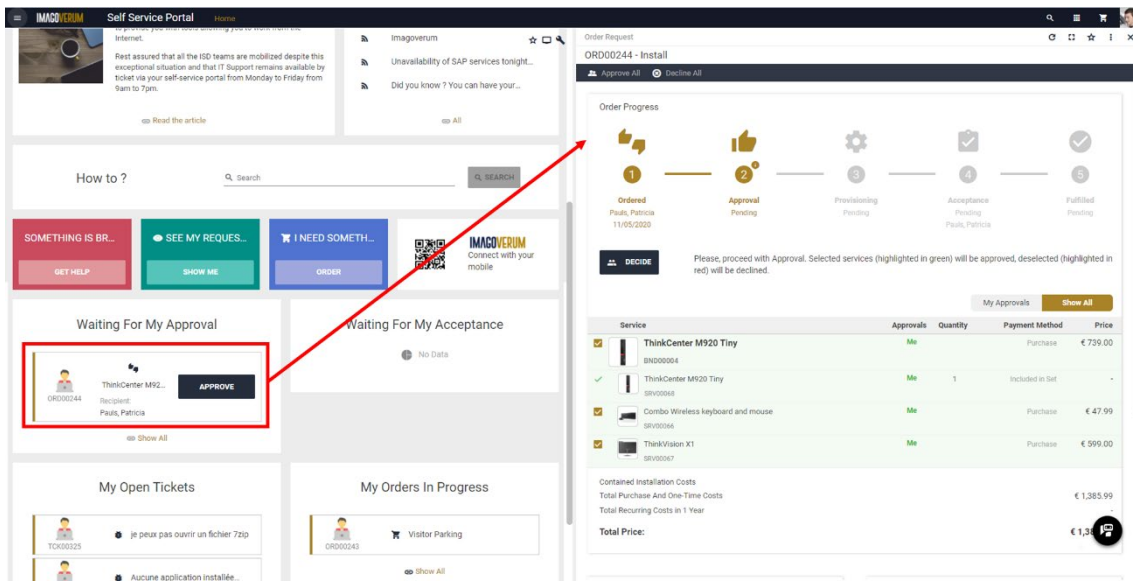
Users can track their tickets status in real time. They can add comment on them to make their tickets progress.



Self-Service portal provides access to the Knowledge Base and allows users to search through the available Knowledge Articles, classified by topic.



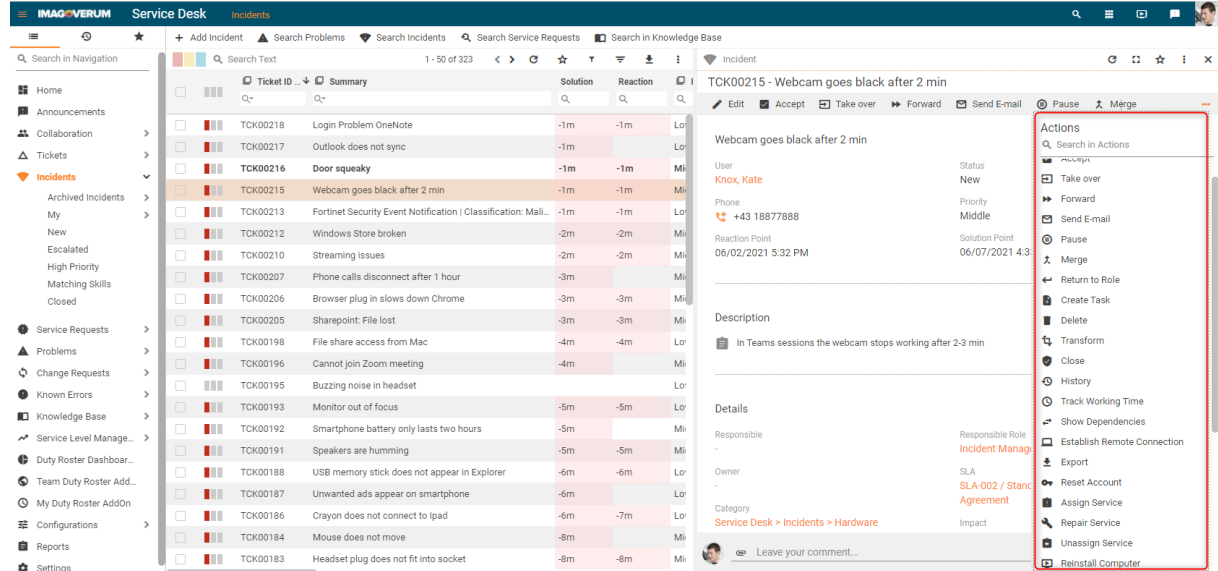
For approvers, Self-Service portal allows them to approve or decline requests (orders and requests).



5.2. INCIDENT AND SERVICE REQUEST MANAGEMENT

Matrix42 Service Desk relieves the burden on your IT service team by easily recording, classifying and enriching new Incidents and Service Requests that are required for further processing.

You save valuable time in finding a solution to restore service quality as quickly as possible. Therefore, the solution has a wide range of actions to help you manage all incoming support requests:



5.2.1. INCIDENTS AND SERVICE REQUESTS FLEXIBLE SUBMISSION

Users can easily create incidents and service requests through different channels:

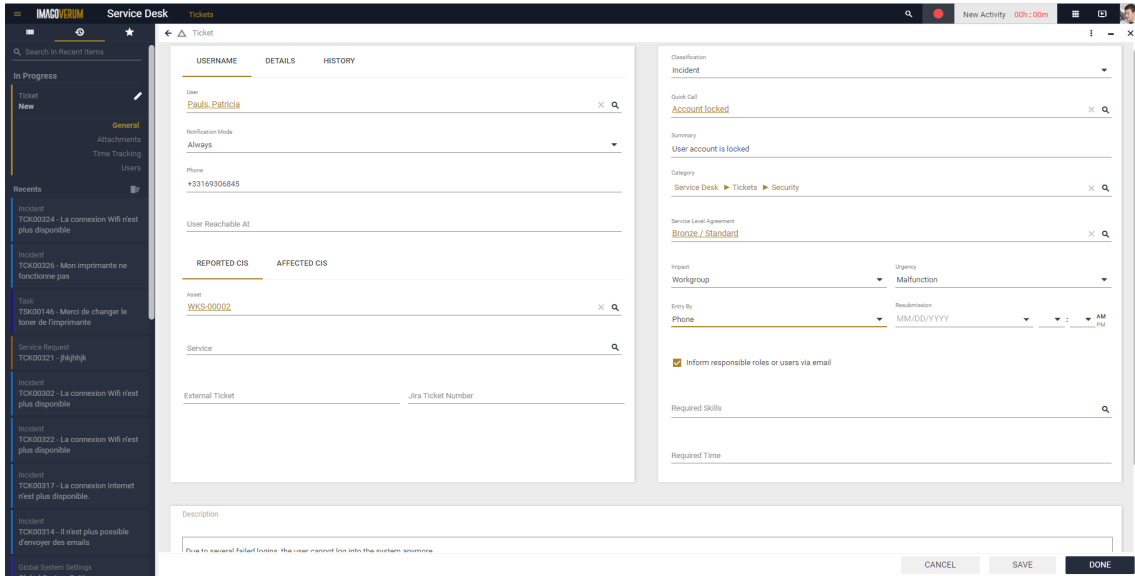
- **Email:** an email robot can monitor mailboxes and create new tickets.
- **Self-Service Portal:** a form to create new ticket is available in the Self-Service portal. The form is fully customisable. It can be complex to collect the information needed by the back office to process it.

Users can use "Quick Calls", templates of pre-filled tickets, covering the most common incident or service requests from users.

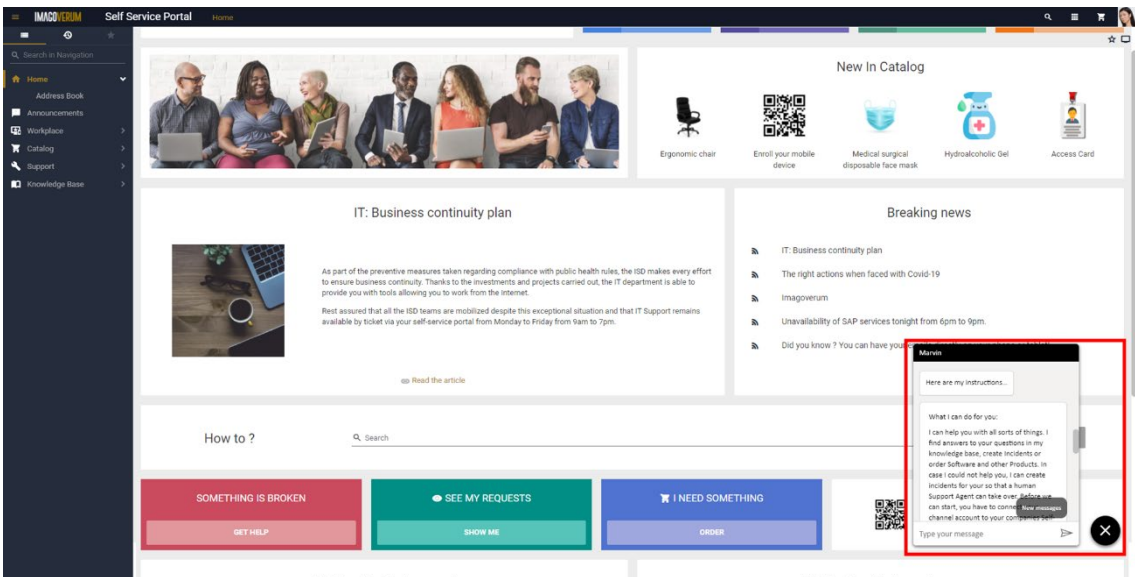
- **Smartphone:** using the mobile application (available for iOS or Android) or simply by connecting to the Self-Service portal from their smartphone (responsive design interface);
- **By phone with a helpdesk technician:** in the back office, the technician can register a new ticket (incident or service request) on behalf of a user.

The solution has telephone integration (CTI), via the Telephony Application Programming Interface (TAPI) integration of your telephone system. Known callers are automatically identified and all details including devices, applications and services assigned to them are automatically displayed.

As an option, we offer fully automated multi-channel communication with automated responses to calls, allowing users to check for incident status, get updates on major issues and create tickets.



- **ChatBot (virtual support agent):** the solution features a ChatBot called Marvin, a virtual support agent available 24/7/365 for users. Among Marvin capabilities, he can open a new ticket for you. Marvin is available in MS Teams or in Webchat in the Self-Service portal;



- **Webservices:** tickets can also be created from a third-party system, which can use a webservice (API) from our solution to create a ticket: network monitoring solution, security solution, etc.

5.2.2. INCIDENT AUTOMATIC PRIORITISATION

The system can automatically prioritise critical incidents higher for you.

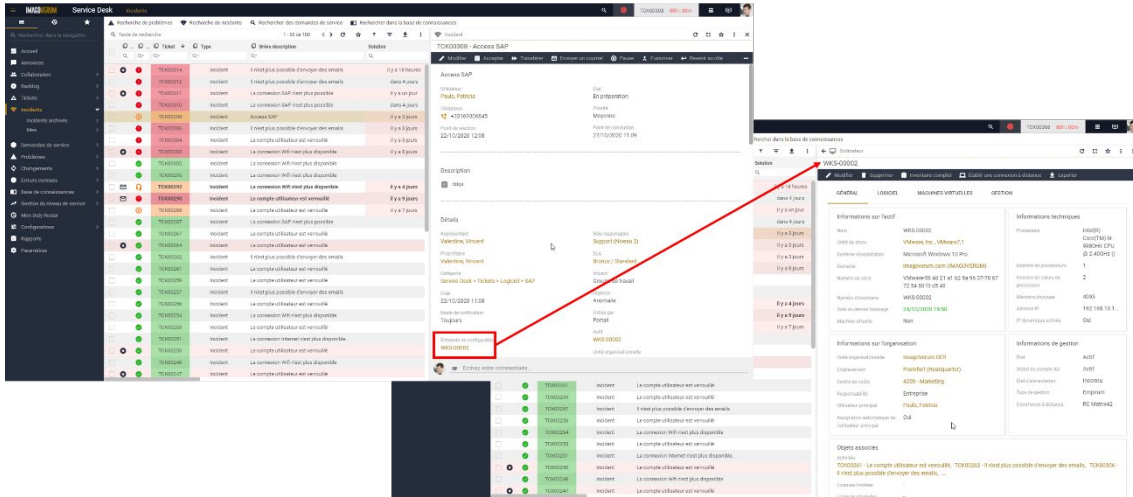
Depending on the defined criteria (category, VIP user, department concerned, location, etc.), an SLA can be specifically assigned.

Predefined workflows automate further processing and can immediately forward the case to the right team.

Moreover, Skill Management supports you in assigning the right resource and checking his availability.

5.2.3. SERVICES AND CI TRANSPARENCY

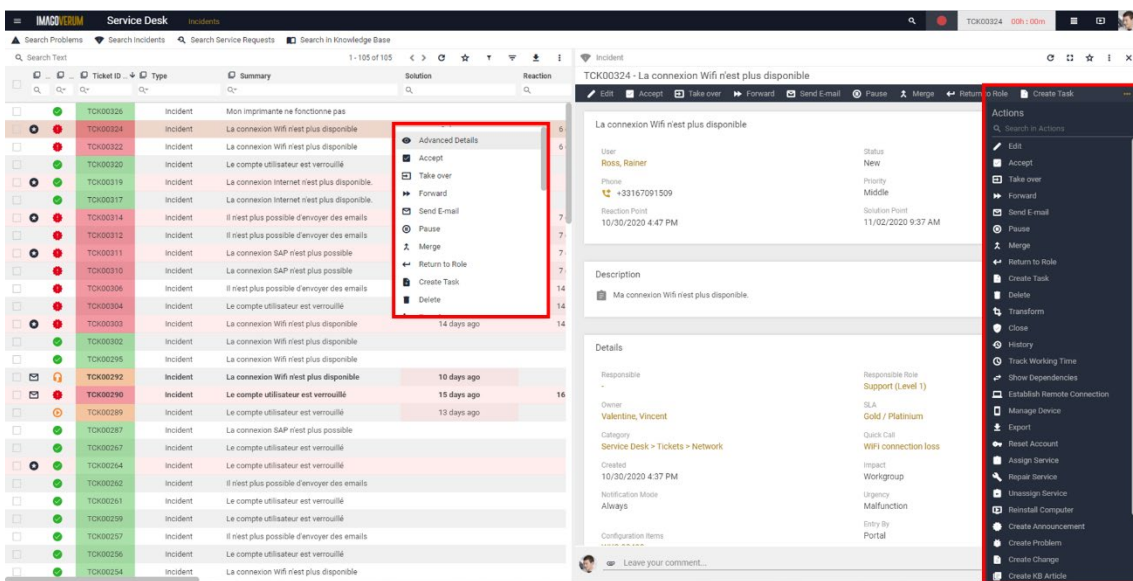
When processing a ticket, operators can quickly (in the Preview panel) have full visibility of the assets (assets and services) assigned to the user, their status, the components of the assigned services, their dependencies and configurations, the history of user incidents, due to the full integration of the Service Desk Management with the Asset Management module in Matrix42 solution.



5.2.4. TICKET FAST PROCESSING

The processing of recurring requests is faster, thanks to:

- Search in the KB with a simple click, which pre-fills the search fields from the ticket data.
- Automatic completion of ticket resolution, from a knowledge article.
- Available actions from the contextual menu to perform corrective tasks or trigger workflows (e.g. unlocking an AD account, assigning a service, launching a remote control). Additional and customised actions can be added.



5.2.5. NOTIFICATIONS AND CONTINUOUS STATUS MONITORING

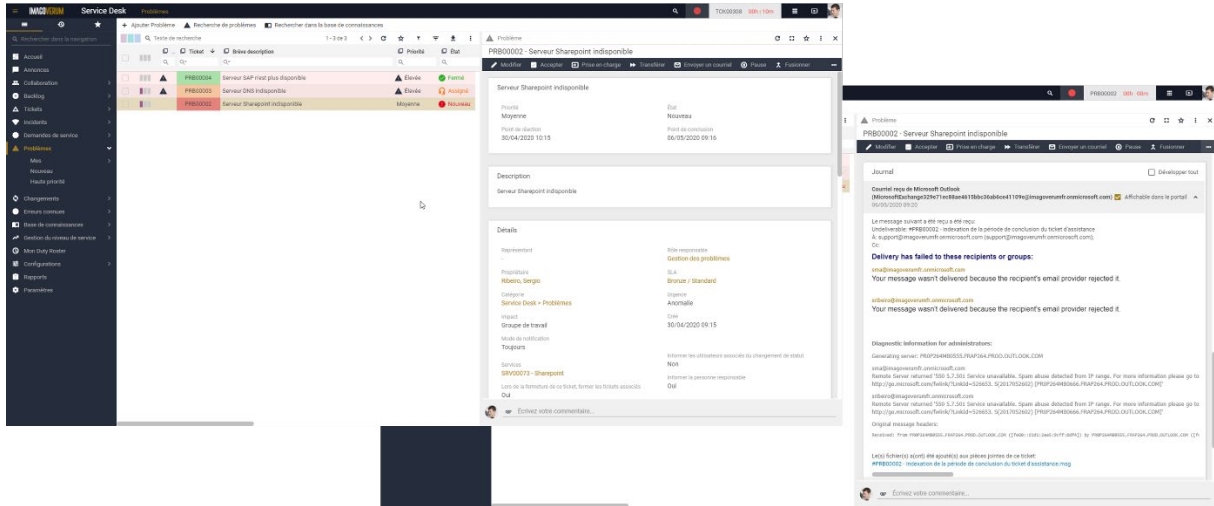
Email notifications are set up by default, to inform the end user on changes related to his/her ticket (opening, processing, closing, etc.).

At any time, the user can also track his/her ticket in the Self-Service interface and exchange (add comments) on the ticket.

On the back-office side, users in charge of tickets are also notified, especially for the SLA management: alerts/notifications when SLAs are about to be exceeded.

5.3. PROBLEM MANAGEMENT

With Problem Management, you can reduce the undesirable effects of service interruptions on your business operations, now and in the future.



5.3.1. PROACTIVELY IDENTIFY PROBLEMS

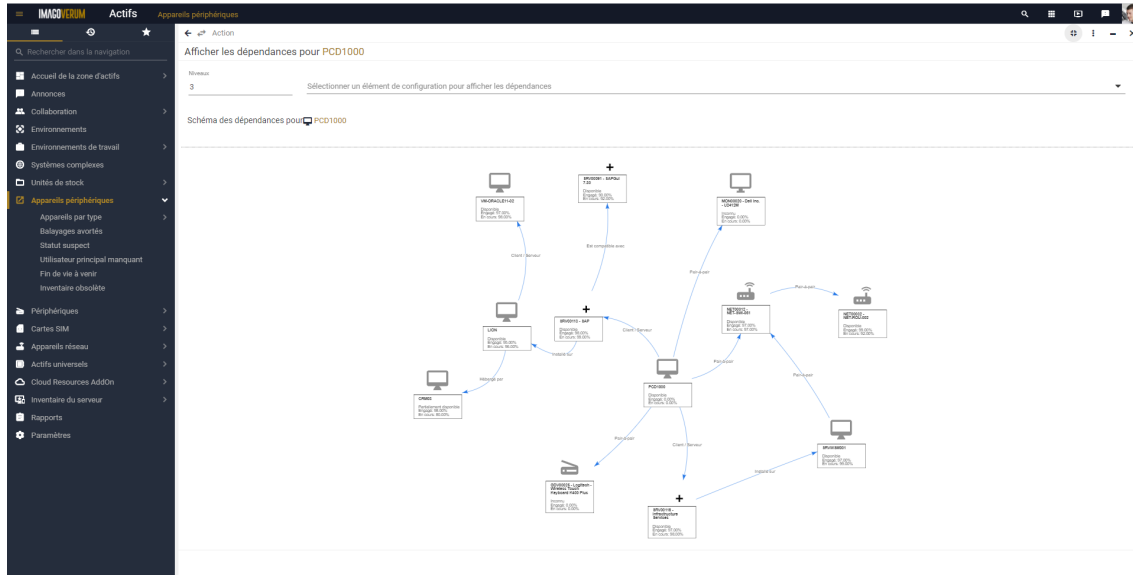
Create new problems directly from an incident and automatically transfer all relevant information. A problem can be linked to one or multiple incidents with the same cause.

Categorise your problem using individually configurable category trees and prioritise it (SLA) regarding the organisation need, and assign it to the right person/team, which is automatically informed about the new problem and can begin with the more detailed cause analysis.

5.3.2. ROOT CAUSE ANALYSIS

Thanks to the integration of Service Management with the other modules of Asset Management in the Matrix42 solution, your IT team benefits from high data quality for problem diagnostics.

From the problem, you have access to all related incidents, devices, inventory, applications, services, dependencies, etc. including their current and historical configuration status.



Trend analyses and ongoing incident reporting, service configuration review, support your team in identifying emerging bottlenecks, sources of disruption, and helps to quickly resolve the problem or provide a workaround to restore service quality to your users.

5.3.3. DOCUMENTATION OF SOLUTIONS IN THE KNOWLEDGE BASE

In the knowledge base you document the solution to the problem or workaround. The articles in the knowledge base can be laid out (with images, videos, external links, etc.) and have attachments.

Once the articles have been published, you end users have access to the articles, via the Self-Service portal, and IT teams can consult them for incident resolution.

5.3.4. CONTINUOUS PROBLEM LIFECYCLE MONITORING

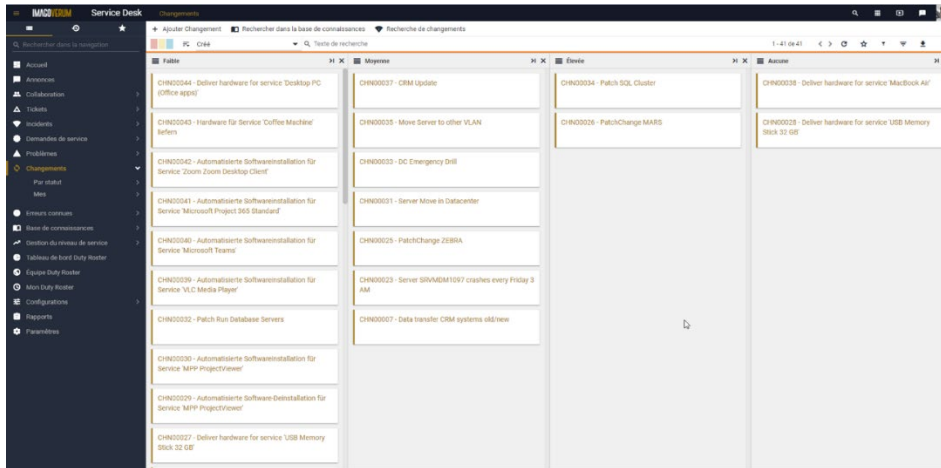
From problem creation from an incident to the ongoing analysis and documentation of the solution or workaround, with Matrix42 Service Management you always have an overview and control over the process and the work progress.

Your users and involved IT teams are automatically informed when status transitions occur, responsibilities change or when the problem is resolved.

From the back-office interface, your Problem Manager handles easily transfers to Change Management directly from the system and creates a new Request for Change.

5.4. CHANGE MANAGEMENT

With Change Management, you control all steps within your change processes and make better decisions. From the creation of a change to planning and approval, you ensure that changes are only performed after careful consideration of the risks and potential side effects.



5.4.1. QUICKLY AND EASILY CREATE A CHANGE REQUEST

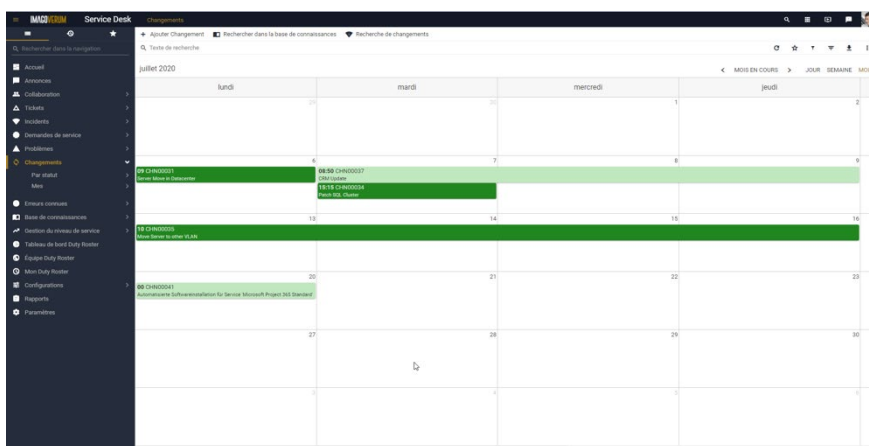
Change requests can be triggered from an incident/problem by an IT operator, or from the Self-Service for users with the appropriate rights.

The submission of a change request can be based on pre-established change templates that automatically fill in information such as category, type of change (standard, non-standard, urgent), responsible role, impact and urgency (SLA). It also defines the automatic workflow that will initiate the change.

Your change manager can decide to approve and control the change feasibility. Once validated, changes are scheduled in the change calendar. You can submit major changes to the Change Advisory Board (CAB) for evaluation and approval.

5.4.2. TIMING AND INFORMATION ON CHANGES

Conflicts between planned changes and potential downtime periods or already planned maintenance windows can be identified and avoided with the help of the Change Calendar.



5.4.3. UNIFIED VIEW OF ALL ASSETS

Thanks to the integration of the different modules within Matrix42 solution, you can easily map in detail the assets and services that may be impacted during a planned change.

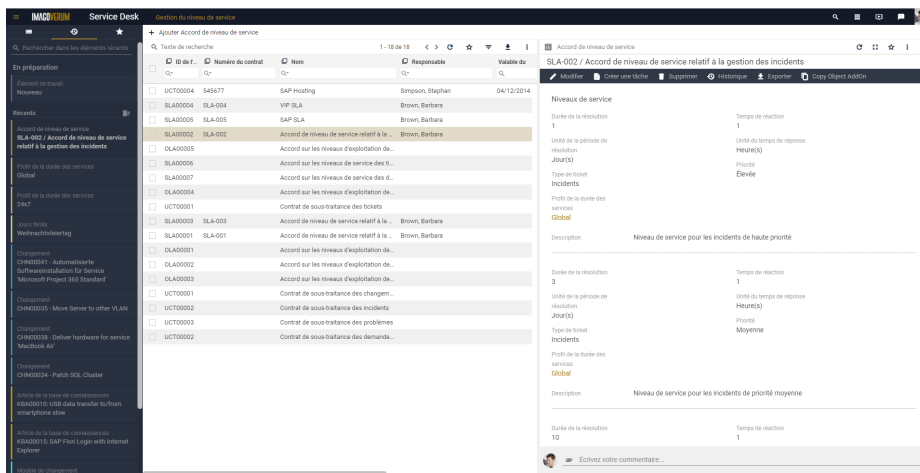
5.5. SERVICE LEVEL MANAGEMENT (SLA/OLA/UC)

Service Level Management (SLM) lets you manage all agreements between your IT, internal and external service providers, and final customers.

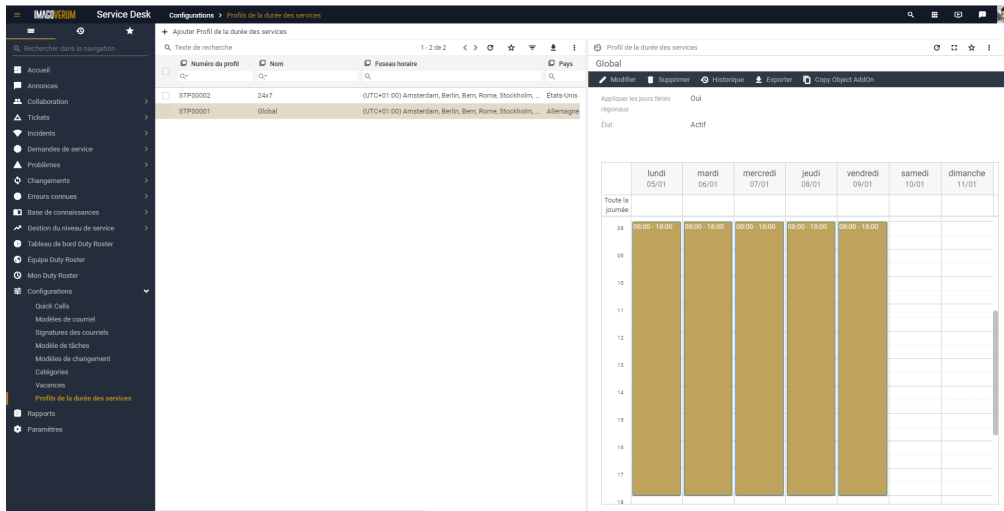
Define your ITIL® v3 or ITIL® 4 Service Level Agreements (SLAs), the system supports you in complying with all contractually agreed rights and obligations by automatically tracking the degree of fulfilment.

5.5.1. SERVICE LEVEL MANAGEMENT

Matrix42 solution helps you to provide your employees and customers high quality services that meet your requirements. SLA consists of multiple Service Levels (SLs) which define the exact time frames for "Reaction Time" and "Solution Time". Furthermore, every Service Level is related to the ticket type and a priority the SL applies to.



Service Levels also contain information about which Service Time Profile is valid (workdays, workdays hours, holidays, etc.).



Besides the Service Levels, the SLA also specify entitlement and scope of the support contract. The SLA's scope defines exactly which services or assets are covered.

Upon new tickets creation, these should be related to the appropriate SLA. When considering the scope of an active SLA, it is also possible that more than one SLA could apply to a single ticket. In this case, the solution will choose the SLA with the most critical solution time/the most restrictive.

Multi-level and automatic notifications help you to react in time, even before your customers or employees become dissatisfied.

5.5.2. OPTIMISE THE COSTS OF YOUR SERVICE PORTFOLIO

Optimise your costs and provide more transparency in the management of all Service Level Agreements (SLA), Operation Level Agreements (OLA) and Underpinning Contracts (UC).

The integration with Contract Management module allows you to keep track of all contracts, agreed services, contacts and costs, at all times.

The system supports you in cost analysis and planning, automatically posts services used to the correct cost centres and automatically reminds you deadlines for contract extension or termination. You are well-informed when negotiating with your customers and service providers.

5.5.3. COMPREHENSIVE SERVICE LEVEL REPORTING

The solution provides real-time dashboards, helping you visualise and control all service level agreements. The interactive dashboards can be filtered, and you can click on the graphs to find the linked detailed items. Reports are also available.

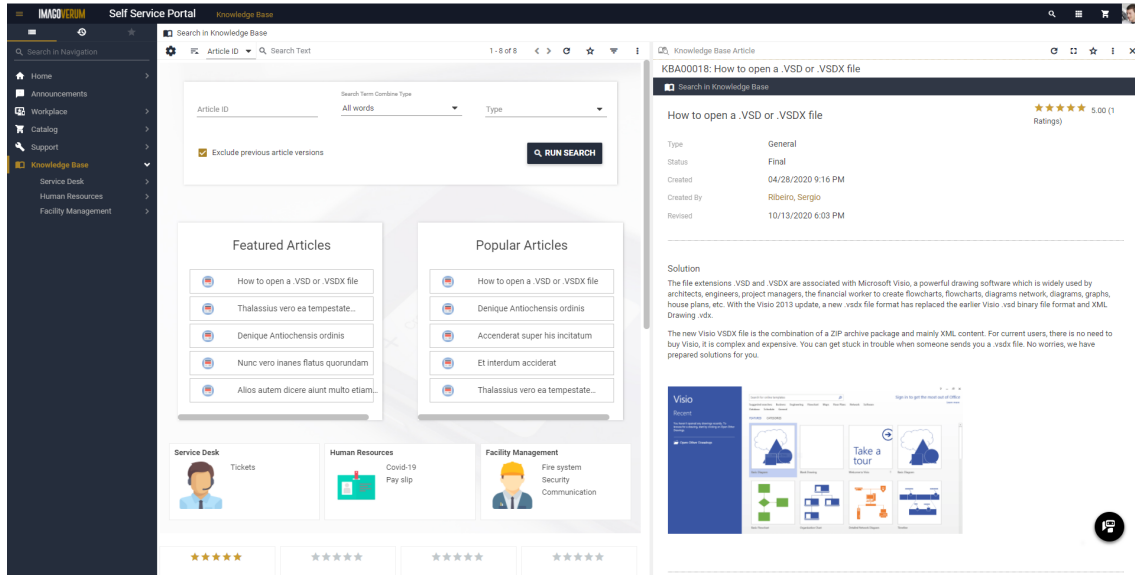
5.6. KNOWLEDGE BASE MANAGEMENT

Knowledge base (KB) is a repository that contains problem solutions, articles, white papers, and user manuals. It is a collection of instructions and solutions that are classified by type.

5.6.1. KNOWLEDGE BASE ARTICLES MANAGEMENT

Knowledge base articles can be created manually from scratch or directly from an incident which information is automatically copied into the new article (the incident is also automatically attached).

Knowledge base articles can be formatted (HTML) and contain multimedia items such as images, videos, URL links, etc. It is also possible to add attachments.



Knowledge base managers can manage the articles' lifecycle, through article status, expiration dates and version management.

Knowledge base managers can manage the audience of the articles, thereby limiting access to certain articles, available only for a certain population.

5.6.2. FASTER RESOLUTION USING KB

A search in the knowledge base can be launched directly from an incident, request, problem, change via the "Search in KB" action in the menu bar, thus accelerating the search for solutions and ticket processing.

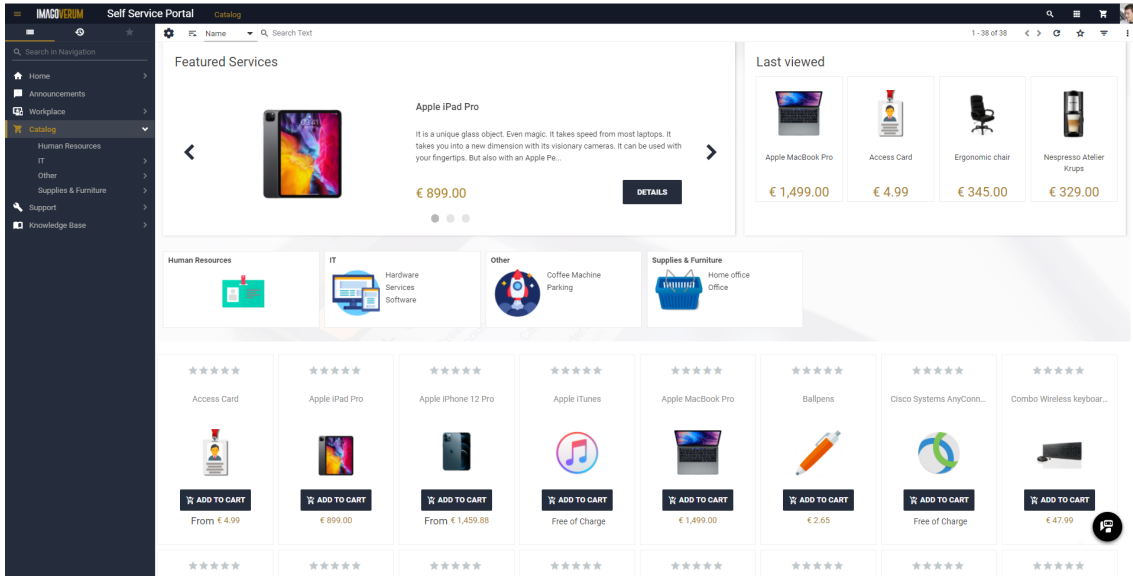
End-users have also access to the knowledge base from the Self-Service portal, enabling users to solve their own problems without having to ask the IT team (Self-Care).

5.7. SERVICE CATALOG

Matrix42 Service Catalog offers end-users fast, easy, and controlled access to provided services through the Self-Service portal.

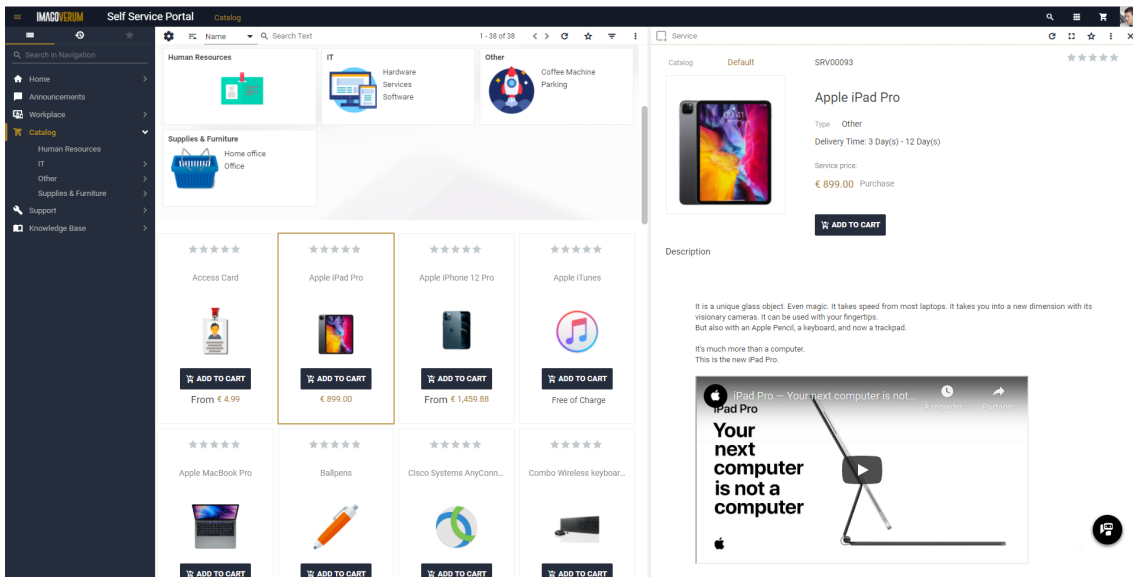
This provides end-users a complete transparency over available products and services, allowing users to continually assess their needs considering defined service offerings.

The user can use the Self-Service portal to order necessary services and implement these services fully automatically when this is technically feasible. This reduces the number of Helpdesk requests and lowers IT support costs.



With a modern and intuitive design, users benefit from an experience like the best-known e-commerce websites and apps.

For each service in the catalog, a detailed description can be provided (formatted text, layout, image, videos, etc.), along quality criteria, delivery times and the price for internal service charging.



Users do their « shopping » with the concept of shopping cart and order tracking.

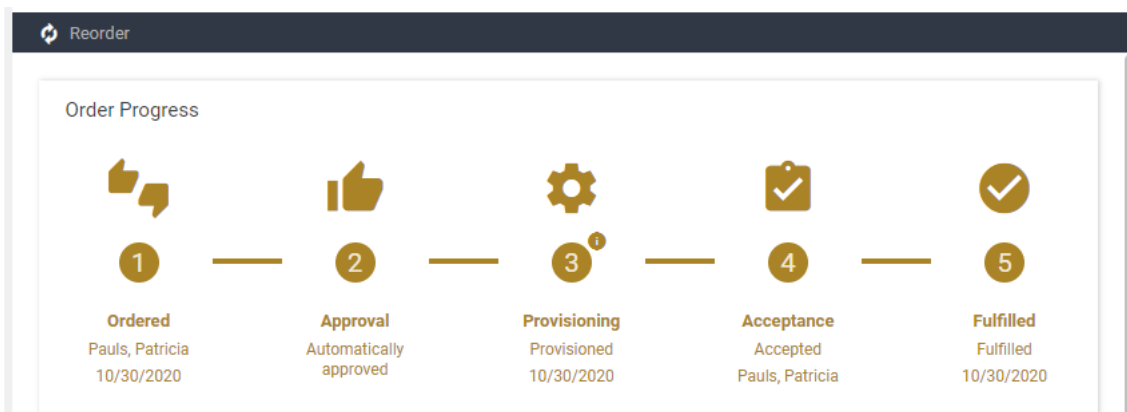
Thanks to the full web and responsive design interface, users can access the Service Catalog from anywhere (computer, tablet, smartphone) at the office, at home or on the road.

Services may offer options such as a mouse or keyboard when ordering a new laptop or a SIM card for ordering a smartphone.

Bundle of services may also be suggested: this is a global service, such as a new employee onboarding package, to which individual services are associated (AD account creation, laptop order, access badges creation, furniture provisioning, leased vehicle ordering, etc.).

Using roles and authorisations, as well as the ability to set up a multitude of catalogues associated with audiences, control the access to catalog services and offer services reserved for specific populations (e.g. department, service, location, specific role, etc.).

5.7.1. PROCESS AUTOMATION



5.7.2. APPROVAL PROCESS

To save time and money, create standard services for which all users are authorised so that approval is no longer required.

Obviously, for specific services or higher-value services, you can set up an approval process before the service is delivered.

Some default approval processes are available (simple approbation, multiple level approbation), but you can set up your own approval processes via the Workflow Studio: sequential, parallel, conditional approvals, etc.

Managers are automatically informed and can approve directly via their Self-Service portal, in the Back-Office or directly by email.

Finally, the status and progress of the order processing is displayed graphically directly in the portal for all parties.

5.7.3. PROVISIONING PROCESS – SERVICE DELIVERY

With provisioning processes, you can, when technically feasible, automate all required actions to deliver the services requested by users, providing total control of the process, saving time and effort for standard, low value-added tasks.

Through integration with Matrix42 UEM (Unified Endpoint Management), you can automatically deploy applications on requesters computer or smartphone.

Through integration with Asset Management module, you can immediately check the stock level of hardware or software licenses when ordering, and then automatically reserve hardware from stock when the request is approved

Available connectors (standard or add-on) allow you to interface with other solutions or third-party systems and integrate them into your service provisioning processes.

For instance: Active Directory for creating a new account, adding an account to a group to grant access to an application, SCCM/Intune for installing an application, etc.

Finally, the Workflow Studio enables you to create additional provisioning workflows, tailored to your needs and desired processes.

5.7.4. SERVICE LIFECYCLE MANAGEMENT

Through the service portfolio, you manage the complete lifecycle of service catalogs.

Before being available to users in the production service catalog, you can manage the different steps for a new service (draft, built, approved, released, operational, retired, etc.).

Thus, the Service Portfolio is composed of under development services (Service Pipeline), production services (Operational Services), services not offered anymore (Retired Services).

5.7.5. BECOME AN SERVICE PROVIDER

Matrix42 Service Catalog is not exclusive to IT department: whether they are IT services or services from other departments, they can be integrated into the Service Portfolio.

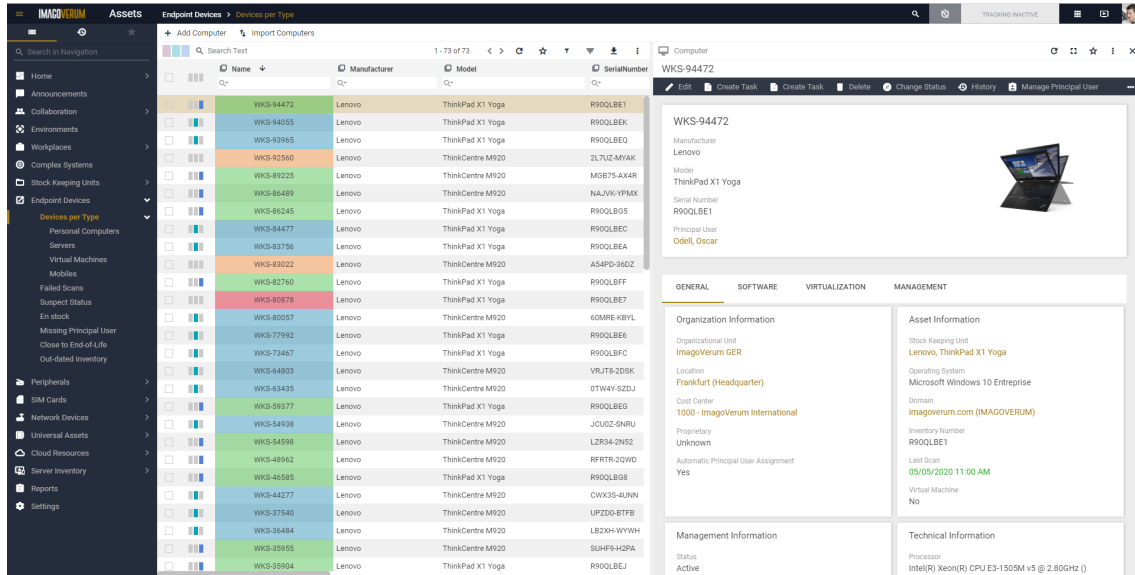
Thus, Matrix42 platform can support human resources, fleet management, customer relations, facilities management or any other department of the company.

Matrix42 service catalog connects all your support processes and teams in a common platform, for more simplicity and consistency.

5.8. ASSET MANAGEMENT

With Matrix42 Asset Management, you maintain full investment control over the lifecycle of your IT assets, including all technical and commercially relevant data.

A central inventory creates the basis for efficient IT service, procurement and provisioning processes. You benefit from higher productivity and avoid unnecessary costs and risks.



5.8.1. ASSETS TRANSPARENCY

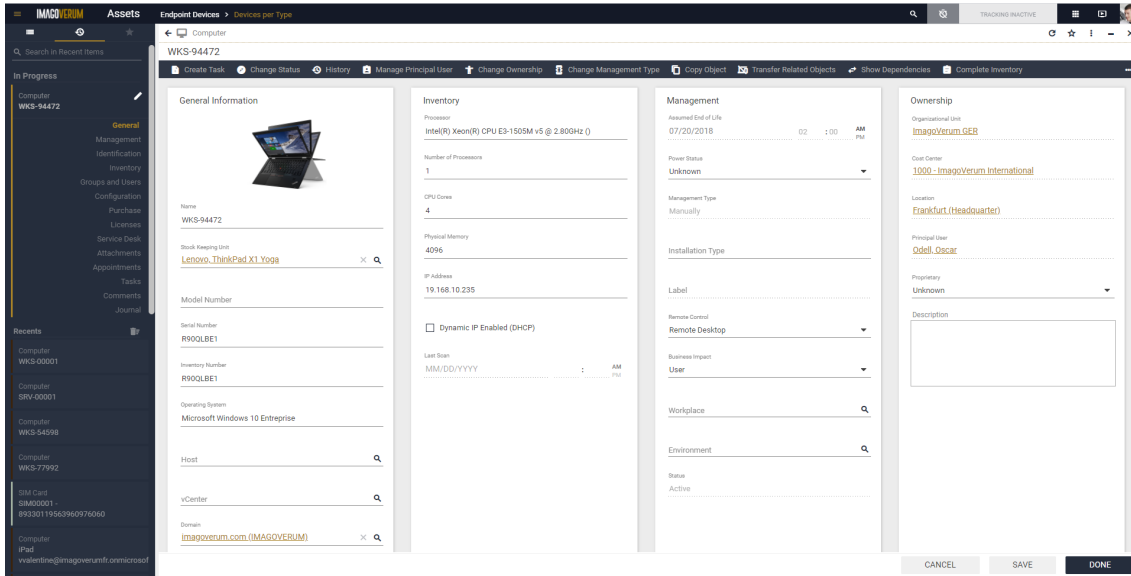
Through a central and user-friendly system, you will be able to manage all your computer devices, peripherals, mobile devices, SIM cards, network equipment, servers (physical, virtual, cloud) and any other type of general assets - cars, badges, coffee machines, etc.

To obtain inventory data, the solution has multiple connectors to discover, collect or import asset inventory data from your environment and save the data in its centralised system:

- **Automatic inventory:** the system can scan your local connected computers (Windows, Linux) through the network, agentless.
- **Connectors:** the solution has connectors (standard or add-on) to collect asset inventory from third-party applications such as Matrix42 Empirum, Matrix42 Silverback, Microsoft SCCM, Microsoft Intune, VMware ESX, Ivanti Endpoint Manager, etc. The solution also lets you build your own custom connectors.
- **Batch import:** the solution enables you to simply import data from various sources such as spreadsheet files (Excel), CSV files, XML or directly from a database (SQL, ODBC).

Beyond technical information, the Asset Manager will be able to manage organisational, administrative and financial information of assets such as: assignment to a user, a location, a service, a cost centre.

Via the simple and user-friendly interface, managers will be able to easily create, receive, consult, search and manage assets.



5.8.2. ASSET-LIFECYCLE MANAGEMENT

Matrix Asset Management provides asset lifecycle management, from stock to scrapping.

With Matrix42 solution, save valuable time by standardising and automating frequently performed manual tasks to manage your IT assets:

- During the ordering and provisioning process, IT assets are automatically assigned to the right user and cost centres.
- Before end-of-life for contracts, maintenances, leasing and so on, the system automatically notifies you of upcoming dates and actions related to the specific IT asset.

In addition, thanks to data history, changes to the configuration of individual IT assets (e.g. after a successfully completed change) or state changes (e.g. after an asset booking, asset return), are immediately available to all service teams and changes can be tracked.

5.8.3. INTEGRATED INTO YOUR BUSINESS PROCESSES

Asset Management is a cornerstone of Matrix42 solution. Thus, asset information is accessible through all processes and modules of the solution: Incident, Service Request, Problem, Change, etc.

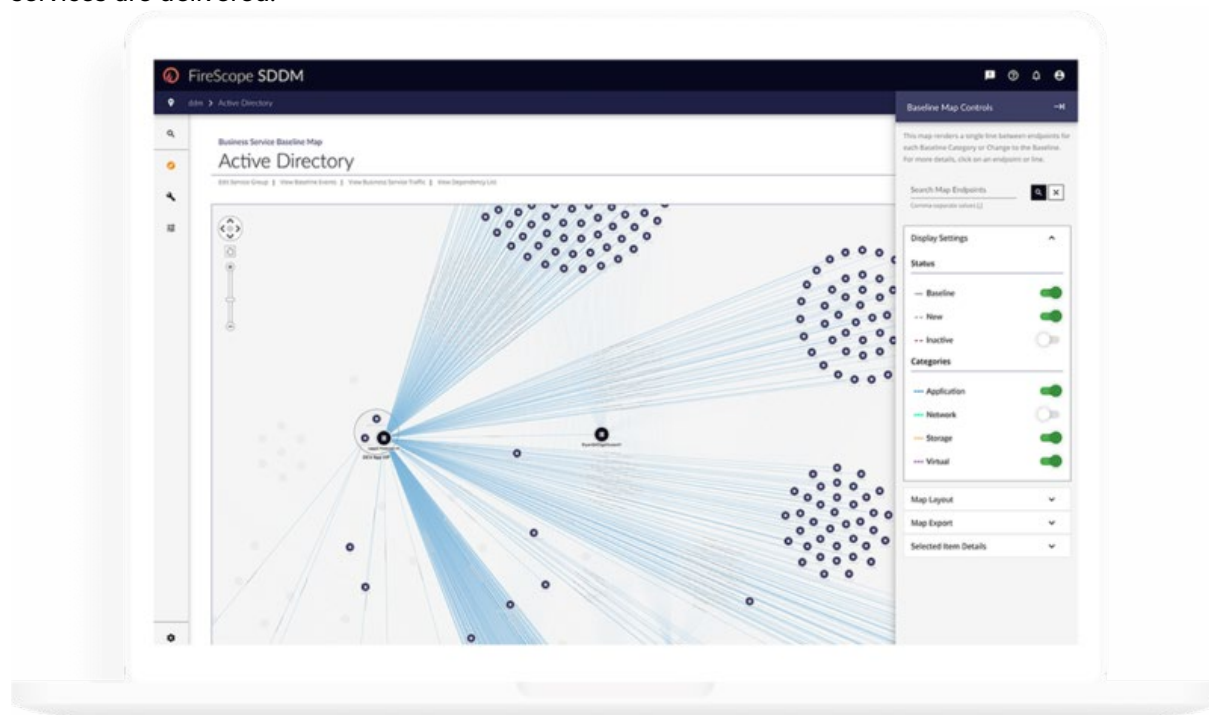
Thus, IT Service team has access at any time to the current status of the IT assets assigned to a user in the context of incidents and service requests management, saving precious time when searching for contracts, applications assigned to the user.

In the event of loss, repair, replacement or renewal, you make better decisions based on clearly understandable information about the logged status and configuration history of all IT assets.

Ordered and available assets (in stock) are displayed in the Service Catalog (stock level) and automatically assigned to the right user and cost centres.

5.9. FIRESCOPE – DISCOVERY & DEPENDENCY MAPPING

Firescope automates the discovery of IT assets on the corporate network and automatically models the interdependencies between items so that you can understand and control how IT and business services are delivered.



The FireScope module enables you to manage your physical IT assets, identifying and tracking them for inclusion in the CMDB, capturing model interdependencies to automatically create service maps and continuously updating this data so that changes can be captured in real-time.

FireScope will provide visibility of what IT assets are supporting your critical business services. It can be used to identify what assets are accessing different services.

FireScope also allows faster diagnosis of the cause of a production incident and the impact it has, analysis of the impact of a change to ensure that planning includes the full scope of impacted assets. Due to its real-time capability, FireScope can also create security incidents when a suspicious new CI appears and starts to interact with existing services, etc.

FireScope is an optional additional module – more details can be provided, as appropriate.