

# IT Service Management - Enterprise

Matrix42 IT Service Management (ITSM) is available in three editions and enables you to standardize and manage both IT and non-IT processes and services. The **Enterprise Edition** offers comprehensive lifecycle management, spanning from service provisioning in the Service Catalog to support in the Service Desk and End-of-Life (EoL). With integrated asset, contract, and license management, both in the cloud and on-premises, you can easily maintain an overview and proactively reduce costs and compliance risks.

## Editions

Always the right solution for your individual requirements

Capabilities	Essentials	Advanced	Enterprise
<b>Enterprise Service Management Platform</b> + Automation, Integration and Enterprise Readiness with Workflows, Low-Code SolutionBuilder & Connectors	✓	✓	✓
<b>IT Service Management</b> + Incident Management and Ticketing with Self Service + Knowledge Management + Service Level Management + Service Desk Analytics (Basic) + Service Request Management + Problem Management + Change Management + Service Catalog + Service Desk Analytics (Full)	✓ ✓ ✓ ✓	✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓	✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓
<b>Technology Asset Management</b> + Asset Management + Contract Management + License Management + Cloud Cost Management	✓ ✓	✓ ✓	✓ ✓ ✓ ✓

# Capabilities

## Service Desk

Web-based, ITIL® 4 compliant Service Desk

### Incident Management and Ticketing

- 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 when their tickets are updated
- Support of TAPI (Telephony Application Programming Interface) for incoming calls

### Knowledge Management

- Predefined knowledge structure to help collect information and solve incidents and problems faster
- Self-Service Portal with integrated Knowledge Base for users and 1st-level support staff

### Problem Management

- Identify and eliminate the causes of problems through root cause analysis
- Store and track information about problems, including the problem description, impact, and resolution history

### Change Management

- A centralized repository to identify, manage, and control CMDB changes, including the change description, risk assessment, implementation plans, and status updates.

### Service Level Management (SLA)

- Definition of 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

### 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 need to be trained further in 1st- and 2nd-level support?
  - > Where do most tickets occur?
  - > How often are closed tickets reopened?

## Service Management & Delivery

From cost to profit center

### Self-Service Portal

- A user-friendly portal for employees to submit a ticket (e.g., service requests or incidents) or shop a service
- Users can track their status, thus reducing the workload on support teams
- Integrates a knowledge base for independent problem solving
- Reporting and personalized dashboarding with detailed analysis and key figures on service activities

### Service Request Management

- Ability to differentiate between Incident and Service Request for incoming tickets
- A configurable and customizable workflow for processing service requests, including approvals and escalations if needed

### Service Catalog

- Self-Service Portal for providing all types of services while delivering a user-friendly eCommerce experience
- Cross-system automation of business and service processes within and outside of IT (in accordance with corporate guidelines)
- Automatic internal cost allocation based on the actual use of services
- Seamless integration into the Matrix42 Service Desk to automate previously manual processing steps

## Technology Asset Management

Know your assets and reduce costs, on premises and in the Cloud

### Asset and Configuration Management

- 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 Workflow Studio
- Automatic inventory of all end devices, IT assets, allocation to cost centers, organizational units, and locations
- Powerful configuration options for the complete mapping of your company, hierarchies, users and their services, devices, and software

### License Management

- License optimization at the workplace, in the data center, for mobile devices, clients, servers, the cloud, and many more
- License inventory management
- Conformity through reconciliation of license inventories
- Interactive compliance and license inventory queries
- Software identification (via LIS Standard)

### Cloud Cost 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 from the following service providers:
  - > Microsoft 365
  - > Office 365
  - > Adobe Creative Cloud
  - > Azure Assets Hybrid Use Benefit

### Contract Management

- Administration of suppliers, agreements, and contracts
- Monitoring and proactive notification of contract deadlines
- Budget, cost plans, and contract analysis
- Process interface to purchasing and financial accounting

### LIS Standard (License Intelligence Service)

- Cloud service with application patterns for automatic fingerprint classification
- Identifies software products and provides license models with their 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 (LIS Premium add-on)
- Enables automatic calculation of license requirements using predefined license models

## Certified Solution



# The only Enterprise Service Management Platform you'll ever need

The Matrix42 Enterprise Service Management Platform enables exceptional employee experiences through flexible workflows that combine human interactions with digital services, business applications and IT systems. It is the foundation on which these experiences can be imagined and delivered, and thus the basis for all Matrix42 Service & Asset Management products.

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 and build bi-directional connectors to other IT systems.

## Adaptability and automation

Automate your processes and tailor your solution, not your requirements.

### SolutionBuilder

- Integrated, intuitive tool for the creation, configuration and customization of your solution
- Enables even users without any programming skills to create, extend and automate applications and business processes

### Workflow Studio

- Graphical tool for creating and customizing IT service delivery workflows
- This includes workflows for approval processes, deployment tasks and change management workflows
- Uses Worker technology enabling large-scale workflow setups, scalability and intuitive troubleshooting

### Unified User Experience (UUX)

- A responsive web interface based on the latest technologies that spans all Matrix42 products and solutions
- Works in any modern browser on any device
- Offers numerous individualization and personalization options
- Is equally suitable for power users and end users and adapts to the corresponding roles
- Is created on the basis of the low-code SolutionBuilder and can therefore be fully adapted and extended by configuration – and it is update proof!

## Enterprise readiness

Built to scale

### Enterprise Single Sign-On (SSO)

- One username and password for all applications on your endpoint, data center, and in the cloud
- Support of modern protocols and standards such as SAML2, OAuth, or SCIM
- Azure Active Directory (AAD), Active Directory (AD), Google and many other identity providers

### Rule and Event Framework

- Leverage data sources like GDIEs and compliance rules as triggers within your ESM platform
- Trigger any third-party system via Workflows
- Or trigger Workflows and compliance rules via a third-party system using the Matrix42 API

**Configuration Packages**

- Create and save your configurations to reusable packages through automatic and manual tracking options
- Easily transfer configuration between your Matrix42 development, test, and production systems
- Use Configuration Packages available at Matrix42 Extension Gallery to configure your business applications

**Azure SQL Managed Instance Support**

- Azure SQL Managed Instance is a SQL Server hosted in the Azure Cloud by Microsoft
- Scalable cloud database service that allows managing SQL databases of more than one ESM platform instance using a single SQL Server instance
- Helps reduce the licensing costs while keeping the complete isolation of customer data
- SQL Managed Instance automatically handles automated backups and has high availability

**File Storage Services**

- Flexible configurations for file storage service(s) of your choice
- Files are stored depending on the location of the employee and not on where the server is physically located (GDPR)
- Upload of large files is asynchronous and does not prevent work within the app
- Available file storage services:
  - > SQL Databases (for On Premises only)
  - > Azure Storage
  - > Matrix42 Storage (for Cloud Subscription only)

**Connector Framework**

Create your own bi-directional connectors and break through silos or benefit from our pre-built integrations

**Unified Endpoint Management Connector**

- Gather detailed inventory data for all software applications and equipment in the company
- Track your IT asset usage (*only with Matrix42 Unified Endpoint Management*)
- > Leverage connectors to any of the following IT-Systems:
  - Matrix42 Unified Endpoint Management (UEM)
  - Microsoft System Center Configuration Manager (SCCM)
  - Microsoft Intune Inventory

**Azure Active Directory (AAD) Connector**

- Use Azure Active Directory (AAD) for Authentication
- Easily import Accounts and Groups from AAD into your Matrix42 solution

**Inventory Basics**

- > Agentless Inventory for the following Data Providers:
  - Device Inventory
  - VMWare vCenter
  - MS Hyper V
  - Citrix XenServer
  - Unix
  - Windows

# Extend your solution

## Field Service Management

- Easy resource planning and allocation for field service agents (calendar / Gantt chart view)
- 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

## Oracle Compliance

- Solution verified by Oracle
- Audit-ready Inventory for Oracle Database products and Java
- Be aware of commercial options & pack usage
- Full transparency of Java inventory and Database inventory

## Remote Assistance

- Fast and easy remote maintenance out of your Asset and Service Management web console - anywhere, anytime without VPN
- Connect from and to any device, attended as well as unattended
- Transmission of sensitive data via end-to-end encryption, like TLS 1.2 and AES 256-bit

## Discovery and Dependency Mapping

- Persistent Observation of your network traffic
- Automatically discover application and asset dependencies via netflow data
- Leverage multi-layer baseline service maps to gather critical insights of your assets and their dependencies
- Baseline alerts inform you about changes to the baseline

## LIS Premium

- Extends LIS standard and is available in three models.

Allows for:

- > Automatic software and license detection (via fingerprints and SKU)
- > Software metadata e.g. categorization according to eCl@ss 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 superfluous licenses
- Avoidance of duplicated user accounts
- Optimization of license costs based on actual usage

## IBM Compliance

- Comprehensive reporting and analysis of the IBM license inventory and usage
- Overview of the status of your ILMT setup, impending capacity bottlenecks and resulting risks in the „ILMT Healthcheck“ dashboard