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Enterprise Service Management (ESM)

Matrix42 Enterprise Service Management helps you to standardize and to manage IT and beyond-IT processes and services. This includes the entire service delivery in the Service Catalog, the Lifecycle Management in the Service Desk up to the end-of-life (EoL). Thanks to integrated configuration & asset management, you always have an overview of the required components of your services and can quickly react with the corresponding Service Desk in the event of breakdowns. With License and Contract Management you ensure compliance and cost transparency.

Modules & functions

Service Desk
- Web-based, ITIL v3 compliant Service Desk (ITIL 4 ready)
- **Incident Management** with versatile functions for productivity or security incidents
- **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 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)
- Automated approval processes with visual process, status, and usage 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

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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

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

Certified ITIL-v3 processes*

18 SERVIEW-certified Processes

Event Management, Request Fulfillment, Incident Management, Problem Management, Change Management, Access Management, Service Asset and Configuration Management, Release and Deployment Management, Knowledge Management, Service Catalog Management, Service Level Management, Financial Management IT-Service, Capacity Management, Availability Management, IT Service Continuity Management, Information Security Management, Service Reporting, Business Relationship Management

8 PinkVerify-certified Processes

Change Management, Incident Management, Problem Management, Request Fulfilment, Software Asset and Configuration Management, Service-Level Management, Service Catalog Management, Service Portfolio Management

* ITIL 4 ready

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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

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 (via LIS Standard)

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 LIS Premium add-on)
- Enables automatic calculation of license requirements using predefined license models

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 Enterprise Service Management (ESM).

With the low-code **SolutionBuilder**, users can easily adapt existing interfaces or create new, responsive user interfaces (UI) with just a few clicks. **Workflow Studio** allows you to model processes via drag & drop.
The result: an intuitive, configurable, and extendable 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.

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Available add-ons

LIS Premium

- Extends the LIS Standard offer and is available in three models. Depending on the model, it includes:
  - > SKUs and fingerprints for all software manufacturers
  - > Advanced metadata information such as software categorization and software lifecycle information
  - > Access to the online license library
  - > Use case checks to resolve questions about the license models, for example
  - > Checking end user license agreements (EULA Check)
  - > Tool support calls (e.g., questions about the mapping of license conditions)

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

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

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 the 1st and 2nd level support?
  - > Where do most tickets occur?
  - > How often are closed tickets reopened?

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
- Reports status changes proactively
- Marvin speaks German and English

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