



# Unleash the power of ServiceNow with Matrix42 Workplace Management

## Matrix42 brings Mobile Device Management, Virtual Desktop Infrastructure and Endpoint Management to ServiceNow.

The world of IT is getting more and more complex to manage every day. From the ever-increasing popularity of Software as a Service (SaaS) offerings to the proliferation of mobile devices, a new way of thinking and managing end-user assets is critical to IT's future success.

Matrix42 has joined forces with ServiceNow to provide user self-provisioning capabilities for Mobile Workplace, Virtual Workplace and Physical Workplace Management to assist IT in managing the end users' needs now and in the future.

Matrix42 gives end users the flexibility and control they want to stay connected and improve their productivity. And, it actually decreases the burden on IT departments while still letting them set the parameters for users in order to maintain security and compliance. Matrix42 enables users to have transparent access to their data and services everywhere. Users can also request and provision any services from any physical, virtual and mobile devices at any time through ServiceNow. Automated processes eliminate the need for users to wait for an IT administrator to respond to a request logged through ServiceNow, resulting in quicker fulfillment. When an IT administrator does need to get involved, they can troubleshoot and manage all assets remotely.



## Matrix42 Mobile Workplace Management

Matrix42 delivers an easy-to-use, enterprise-wide mobile device and WLAN management solution that is designed to track, monitor and manage an organization's mobile devices. It provides today's IT and help desk functions with a real-time view into the entire fleet of mobile devices, giving them the ability to increase productivity of their mobile workforce as well as increase the ROI of mobile applications.



Whether a company has a BYOD policy or supplies employees with mobile devices, users can request or enroll them through the service catalog and add applications and manage them within company policies. This also allows companies to support any mobile device platform for its users.

## Matrix42 Virtual Workplace Management

Normal daily operational activities such as ordering and providing virtual desktops, software, hardware or other IT services in a company can be complicated and time consuming. For users, the complete ordering process can be frustrating. Matrix42 makes the move to virtual desktops and applications easy and affordable with an automated process for managing, tracking and delivering virtual desktops.



Matrix42 Virtual Workplace Management makes it simple for users to order their virtual desktops, applications, services and mobile access they need. The fully automated system quickly and efficiently handles the provisioning, licensing and asset management of all devices. This allows companies to enjoy the benefits of virtualization without all the costs.

## Matrix42 Physical Workplace Management

Matrix42 Physical Workplace Management allows for the centralized management of all corporate desktops, notebooks, configurations and software assets running on Windows, Mac and Linux and can easily be integrated with existing IT infrastructure. Administrators can continuously manage and enforce corporate policy and ensure ongoing compliance. Matrix42 makes it easy to manage every phase in the client lifecycle – from provisioning to retirement.



Users are able to easily complete many help desk functions on their own such as provisioning services, adding or reinstalling software, and recovering their computer. This lowers the overall desktop management costs and allows IT administrators to spend their time on more strategic projects.

For organizations that are using Microsoft SCCM, **Matrix42 Enterprise Manager** provides the connectors and APIs. This enables all three solutions that are integrated with ServiceNow to also work seamlessly with SCCM to utilize it for extended package management, advanced rollout management, optimized delegation management and enhanced end-user self-service.

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