



A Self-service Approach to IT Service Management

Service Desk | Service Catalog

A complete IT Service Management solution that reduces your service and support costs, and improves service level agreements by streamlining and automating the complete self-service request process.

Solution Overview

Matrix42 IT Service Management (ITSM) is a web-based and ITIL v3 compliant service management solution combining incident, problem and change management, and service catalog in order to submit, solve, track and manage any requests via an intelligent end-user self-service portal or any device.

Key Features

Service Desk

Matrix42 Service Desk streamlines and automates the entire service management environment by lowering support costs and delivering ITIL best-practice service across your business. This includes:

- Web-based, ITIL v3 compliant service desk solution – centralized incident, problem, change and knowledge management
- Incident Management – outlines incident workflows using a combination of states and changes using configurable business rules to report incidents and generate notifications that support the quickest path to resolution

- Problem Management – uses a combination of proactive analysis and automatic problem identification tools to identify the root cause of problems quickly and efficiently
- Change Management – identifies, manages and controls CMDB changes and maintains high availability with fewer outages
- Knowledgebase Management – provides well organized knowledge creation that accelerates resolution time and empowers users with self-service capabilities
- Service Catalog – defines and manages the active services offered to end-users
- Online ticketing and email connection – automatic ticket creation and notification of all involved parties
- Self-service portal with integrated knowledgebase – support for user and 1st level support staff
- Quick overview of all service activities – automatic display of recent calls, availability of most common tasks as routines via the customizable activity bar
- Automatic status alerts – continuously inform users regarding status of their tickets
- Integrated reporting with detailed service activity analysis – reliable metrics on all activities, number of tickets, first completed, resolution rates and more
- Supports and integrates TAPI (Telephony Application Programming Interface) for incoming calls, ability to directly create and issue ticket, verify caller ticket history and place calls directly from the incident dialog feature
- Language support – English, German, French, Spanish, Dutch, and Polish

Service Catalog

Matrix42 Service Catalog automates the complete service request processes so that you can dramatically reduce TCO, improve end-user satisfaction, effectively manage service costs, and ensure all service consumptions comply with corporate policies. This includes:

- End-user self-service portal – with a user friendly web shop for all IT services
- Business and technical service management offerings
- Provides services based on local, functional or organizational portfolios – aligned to company policies
- Dynamic approval and provisioning workflows are easily configurable to allow any amount of approval steps and automated, customizable task creation
- Automates approval processes and visualizes information regarding progress, current state and upcoming steps for all requests
- Flexible Workflows - highly adaptable approval and provisioning processes
- Integrates seamlessly into your service desk solution to simplify and streamline manual provisioning tasks
- Cross-charges services automatically based on actual consumption
- Support for self-enrollment and self-service management of all corporate and employee-owned devices, including iPhones, iPads, Android, Windows Phone and more

Key Benefits

Reduce IT Costs

- Reduce-up to 70% of service provisioning costs via automation
- Reduce administration efforts due to lean and audit-proof processes
- Reduce the number of help desk calls through self-service capabilities
- Generate revenue by cross-charging based on actual service consumption

Improve End-user Satisfaction

- Define, track and measure service levels and improve end-user and customer satisfaction
- Offer IT services via a user-friendly web portal shop available 24 by 7
- Reduce the time from request to fulfillment via user self-service
- Provide detailed information on service consumptions and related costs

Improve Service Deployment

- Streamline and automate your service management processes
- Cut mean-time-to-repair and improve recovery time
- Ability to integrate various 3rd party systems via custom project development
- Define clear actions and responsibilities for manual provisioning