

Matrix42 Service Catalog

IT self-service in all its glory



Matrix42 Service Catalog is an intelligent portal to the IT department that alleviates time-consuming one-off requests -- leading to more satisfied users and efficient IT staff.

Matrix42 Service Catalog provides users with a complete overview of all IT services, from complete workstations to individual components and services. This unique web-based catalog offers the comprehensive list of IT deliverables with all associated costs but none of the technical jargon. With a single click, users order everything they need. Approvals are obtained automatically from the appropriate cost center manager and approved requests are processed immediately. Matrix42 Service Catalog creates tasks for the service staff, assigns user rights, initiates installations – and finally sends all relevant cost information to the accounting department. This innovative approach reduces IT workload and service provisioning costs by up to 70%.

- ▶ **Web-based, comprehensive catalog**
Comprehensive list of IT deliverables in one place
- ▶ **Automated request management with approval workflows**
Rule-based forwarding of approvals to the appropriate cost center manager
- ▶ **Automatic rights assignment and installation**
Numerous interfaces to existing IT infrastructure, e.g., to Microsoft Active Directory or Matrix42 Empirum
- ▶ **Complete cost allocation**
Automated, usage- and user-based cross-charge of costs
- ▶ **ITIL V3-compatible**
Support of IT processes, based on the ITIL V3 standard



Comprehensive list of IT Services

The web-based service catalog contains a comprehensive list of all IT services and deliverables, including pictures, descriptions and clear details on costs and cost allocation. IT managers can define user groups to manage who may view which products based on multiple criteria, including location, cost center or department. Matrix42 Service Catalog uses the order details to calculate the overall price, including delivery costs based on intelligent rules.

With a single click users order the products or services they need. With a clean and easy-to-use interface, browsing and ordering is simple. Orders can be tracked from start to finish.

Automatic Delivery and Cross-Charge

As soon as the order is placed, everything the delivery process runs automatically. The order is forwarded automatically to the cost-center manager, defined based on function, budget amount or type of deliverable.

Once the approval has been received, delivery is initiated, for instance, rights assignment via MS Active Directory or installation via the software distribution system.

Each step is carefully documented so that Service Catalog can forward the details directly to the accounting department. There is also another benefit: at any time, users can view which applications are installed on their systems and, with a single-click, can return un-used applications to make them available within the company.

- ▶ **Web-based shopping cart with detailed product/service information**
Pictures, detailed descriptions and all relevant cost and cross-charge information for individual items or pre-configured combinations
- ▶ **Integrated request and approval process**
Automatic processing of requests through the responsible cost-center manager based on standardized or self-defined rules.
- ▶ **Easily return products or services**
Users can return unused software and hardware anytime with a single mouse click
- ▶ **Role-based reports**
Various reports based on requests, purchased deliverables and costs
- ▶ **Automatic order delivery**
Leverage existing IT infrastructure for automatic order delivery with direct integration with systems such as Microsoft Active Directory or software distribution systems like Microsoft SCCM or Matrix42 Empirum
- ▶ **Automatic cost allocation**
All costs are tracked and can be allocated to the appropriate budget at any time



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