

Matrix42 Service Office

Targets match actual performance



Matrix42 Service Office knows everything about your IT infrastructure: where systems are located, what software has been installed and which licenses and contracts apply.

Matrix42 Service Office is an integrated solution designed to help you manage your IT contracts, software licenses and hardware assets. It ensures compliance with regulatory guidelines and service level agreements, based on strictly linked business and technical information on hardware, software and contracts. The result is cost reductions through accurate contracts and optimized licensing.

All processes within the Service Office are defined in a way that allows you to start right away, while the major part of tasks are performed automatically. The module is flexible enough to adapt to individual requirements and specifications.



License Intelligence Service

The Matrix42 License Intelligence Service provides integrated licensing information for automatic software inventory updates. Currently it provides about 600,000 records on software from more than 5,000 vendors – concentrated and consistently updated licensing information.

▶ **Web-based license, asset and contract management**

Links technical, organizational and business information

▶ **Visibility into all IT assets and contracts**

Automatic import wizard interfaces to the inventory system

▶ **Automatic accounting of licensing inventory and needs**

License balance at the click of a mouse

▶ **Intelligent license and installation assignments**

Supports all licensing models and vendor metrics

▶ **Trend analysis**

Take an accurate look into the future based on current usage data.



Complete contract and asset information

Service Office collects all contract data and related documentation to provide a clear overview. The calendar view reminds you of all deadlines and events. Trend analyses and reports on utilization rates and service levels complement your IT service management.

Service Office regularly collects all data related to corporate IT assets – fully automatically. An import wizard familiar with all common formats brings this data into Service Office and easily communicates with your inventory system.



License Balance at the click of a mouse

The integrated License Intelligence Service (LIS) knows all types of licenses and licensing metrics. This information is used to identify each installation and assign it to the correct license. LIS also keeps an eye on upgrade or downgrade alternatives.

And your license balance is also accurate. At the click of a mouse you create an overview of your licensing needs and match them to your current license inventory. Alerts are sent proactively if there is need for action. This helps you to avoid underlicensing situations meet compliance guidelines and reduce costs through more effective license utilization.



- ▶ **Visibility into all IT assets and licenses**
Including costs, vendors, suppliers and deadlines
- ▶ **Intelligent assignment of installations and licenses**
Support all metrics and license types, automatic validation of licenses
- ▶ **Asset information on hardware, configurations and installed software**
Including assignment to locations, cost centers and other organizational units
- ▶ **Consistent drill-down**
Drill-down into the relationships and dependencies of individual assets and licenses
- ▶ **Dashboard with KPIs and management information**
Dashboard with flexible customization options and a quick overview of key data
- ▶ **Automatic change history**
Clear and traceable documentation of all processes without additional time and effort

Interactive Reports

All information be retrieved anytime for standard or ad-hoc reporting. The information can be viewed as a list, PDF document or as a chart. This information provides you with an unprecedented view of what is happening within the IT organization and prepare for the future.



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