



The City of Tampere's Journey with Matrix42,

the European Choice in service
management



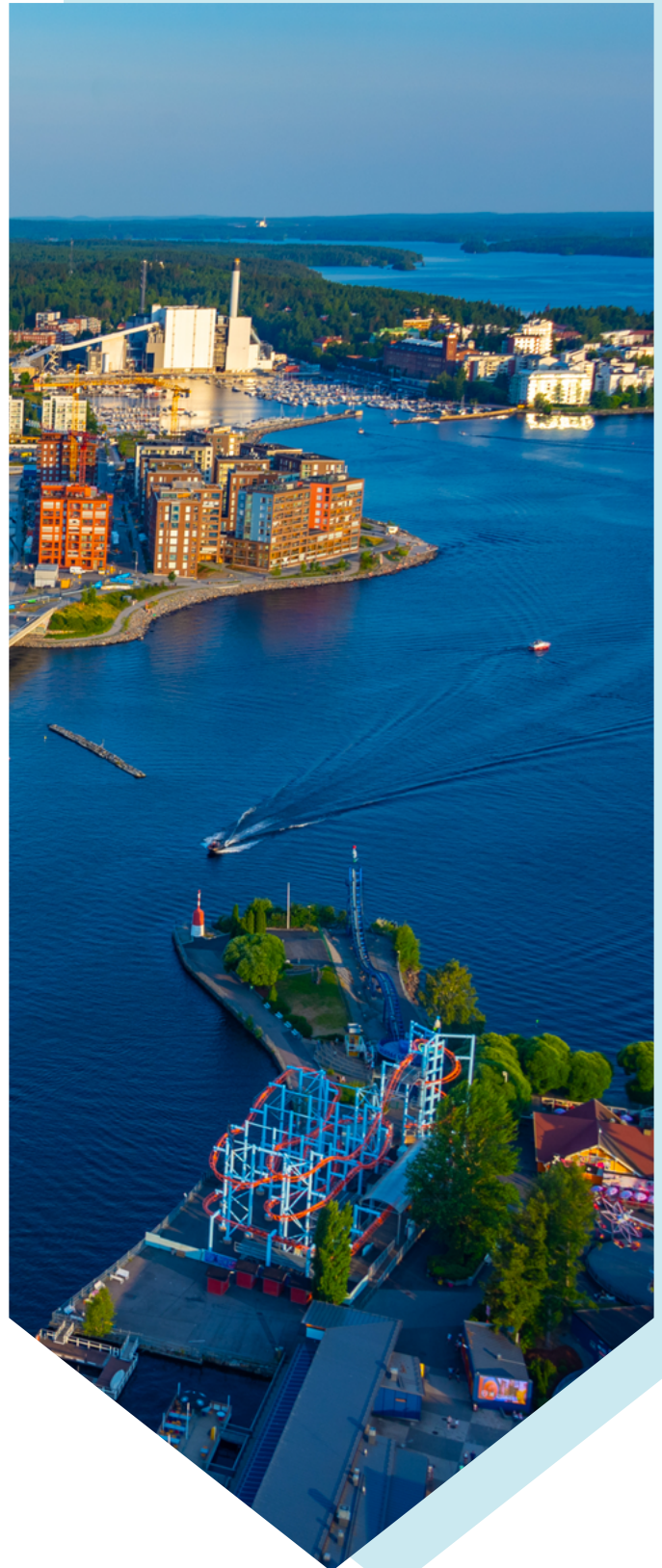
TAMPERE

Overcoming strict data security & control requirements

The City of Tampere, the largest inland city in the Nordic region and a key center for culture and economy, had to navigate stringent regulatory and operational requirements when choosing their service management solution, much like other European cities.

From the beginning, data ownership and residency have been key priorities, ensuring the organization retains complete control over its information. Compliance with local regulations is equally vital, with all documentation carefully provided in the local language to meet legal standards. Furthermore, robust local support is a cornerstone, encompassing tailored sales, delivery, and customer service to ensure a seamless and efficient experience.

The City of Tampere sought a trusted European partner with local expertise and innovative solutions. They required services delivered in their native language, ensured data privacy through compliant cloud solutions, and fast, reliable support from nearby professionals.



The Challenge

The City of Tampere, Finland's prominent inland city, faced a daunting challenge of balancing strict regulatory requirements and modernizing its IT infrastructure. From the start, data security was non-negotiable.

To comply with Finnish regulations, all documentation was required to be in Finnish, increasing the importance of working with local partners for sales, delivery, and support. Additionally, they needed a system capable of offering the latest innovations while addressing the complexities of managing data for over 340,000 residents in 9 different municipalities, and the various public services the city oversees, including education, healthcare, transportation, urban planning, and cultural activities.

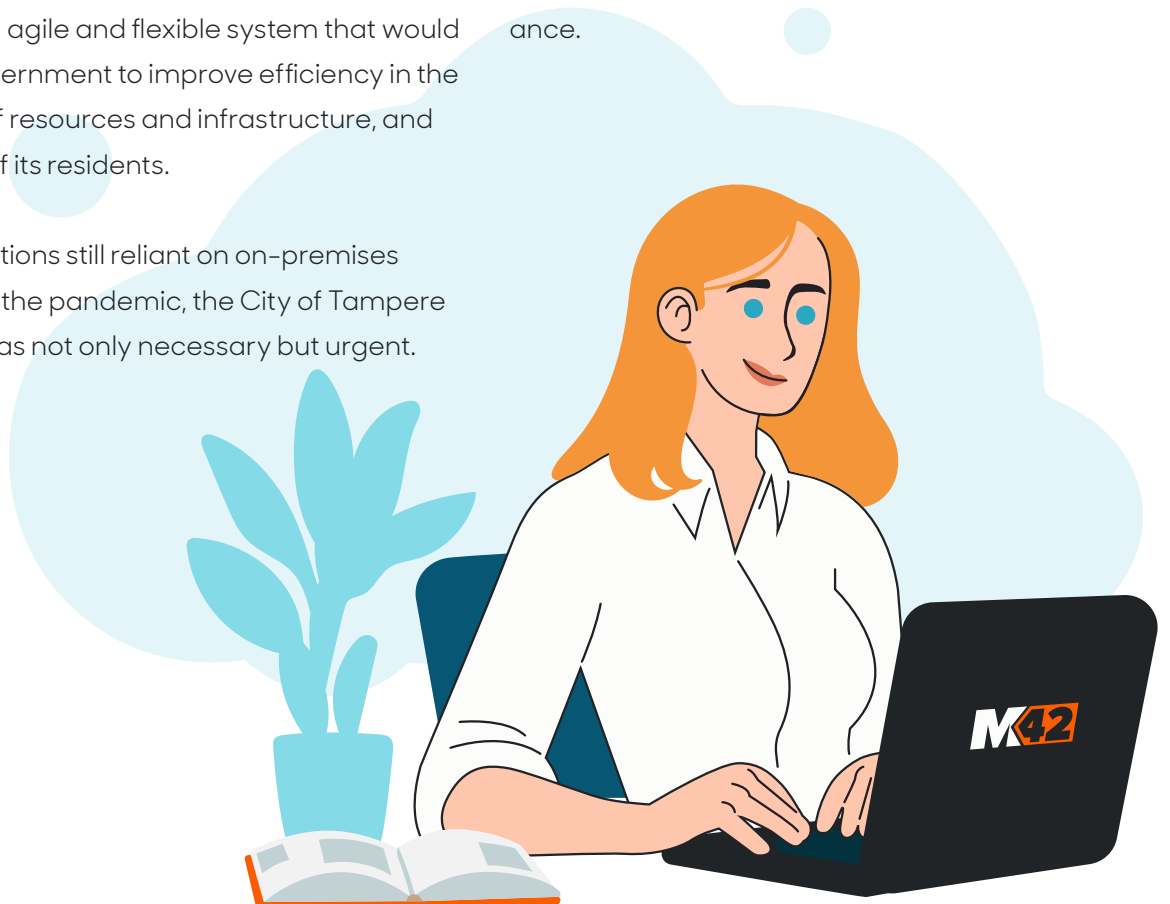
They needed an agile and flexible system that would help the city government to improve efficiency in the management of resources and infrastructure, and the well-being of its residents.

With their operations still reliant on on-premises solutions before the pandemic, the City of Tampere knew change was not only necessary but urgent.

Transitioning from On-Premises to Private Cloud

During the height of the COVID-19 pandemic in 2020, the City of Tampere undertook a significant transformation. The city's IT infrastructure transitioned from an on-premises model to the Matrix42 private cloud solution. The decision was not taken lightly, as the city sought to retain control of its data while accessing SaaS innovations and experience. The City of Tampere decided to manage all their IT systems & assets in a secure cloud deployment model.

The private cloud implementation also provided the foundation for running advanced AI applications for service management. This enhanced functionality enables the city to optimize workflows while upholding their rigorous standards of security and compliance.



Benefits Realized

Matrix42 Service Management on private cloud brought measurable improvements to the City of Tampere's operations through clear and quantifiable benefits:



Elevated Data Quality:

By consolidating over 500 applications within a centralized system, the city gained a comprehensive, single view of application relations and information. This makes it easier for team leaders to access actionable insights and make informed decisions.



Enhanced Resource Transparency:

From hardware like laptops and servers to applications, one unified system now provides detailed, easily accessible information. This streamlined visibility ensures efficient asset management while reducing redundancy.



Integration and Customizability:

Tampere's teams can easily make system changes independently, reaching out to Matrix42 only for integrations, ensuring a smooth and flexible operational flow.



Improved Reporting Tools:

"Champion users" within the city administration can create tailored reports with ease, empowering internal teams to educate others and optimize processes without external dependencies.



Localized Support and Compliance:

Having local partners for delivery and support proved invaluable, ensuring seamless operations while aligning with Finnish-language documentation requirements.

User-Centric Features that Deliver Results

Matrix42 proved its ability to adapt to and address the unique needs of the City of Tampere with a tailored solution equipped with user-friendly features.

Key Highlights

■ Simplified Views across Operations

- Software applications, hardware, integrations, and more are now accessible under a consolidated system for quick oversight.

■ Self-Service Flexibility

- Municipalities utilize the self-service feature, enabling users to manage tasks on their own.

■ Accessibility Across User Demographics

- Matrix42's system accommodates a wide range of professionals across the city's organization—from those proficient in collaboration tools like Teams to users who rely more heavily on traditional methods like email and phone.





Long-Term Success

The City of Tampere's partnership with Matrix42 represents a forward-thinking approach. By combining private cloud infrastructure with cutting-edge innovations, the city ensures that its IT landscape is future-proof, secure, and capable of supporting long-term growth.

This transformation has not only enhanced operational efficiency but has also set a benchmark among other organizations within the region. Tampere remains an example of how data ownership, compliance, and innovation can coexist within a robust service management framework.

The Road Ahead

With ongoing advancements in AI and service management, the City of Tampere is poised to continue optimizing its IT infrastructure to better serve its residents. Their reliance on Matrix42 underscores the value of a localized, flexible, and innovative solution.

For organizations seeking to strike a balance between regulatory compliance, data control, and a state-of-the-art Service Management solution, Matrix42 provides a proven pathway. Whether your focus is on public or private sector efficiencies, Matrix42 delivers the expertise and adaptability required for transformational success.

Looking for your own IT transformation? Reach out to us today and discover how Matrix42 can redefine the way you manage your operations.

Matrix42 is the European Choice, offering local expertise and innovative solutions. Together with partners we deliver services in the customer's language, ensure data privacy with compliant cloud solutions, and provide fast, reliable support from nearby experts. With ethical AI and transparency, we are a trusted partner for businesses in Europe.

The European Choice in Service Management

www.matrix42.com

About Matrix42

Matrix42 helps you Digitalize and Automate Your Work. Our ambition is to be the European Choice in Service Management software for both public and private sector customers.

With our flexible platform, you can manage IT and business processes, assets, end points, and identities for improved productivity, agility, security, and employee experience. We deliver the Cloud Your Way, meaning you choose how to consume our technology: public cloud, private cloud or on-premises, all with a compelling total cost of ownership.



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