



Compliant Medical Device Management on Matrix42 Platform

How two healthcare organizations built their compliant medical device register inside Matrix42 ITSM

MATRIX42



The Compliance Requirement

Under the EU Medical Device Regulation (EU MDR) and national laws, such as Fimea in Finland, every healthcare provider must be able to:

- Uniquely identify each device and confirm its regulatory status
- Track its physical location within the organization
- Record the full maintenance and service history
- Log safety incidents in compliance with reporting obligations
- Demonstrate that calibration requirements have been met

The regulation defines what must be tracked, not which system must track it. Many organizations end up with a patchwork of spreadsheets, legacy biomedical software, and standalone tools that are difficult to maintain and impossible to report across consistently.

The Matrix42 approach

Matrix42 ITSM and CMDB can be extended to manage medical devices as a separate data model within the same platform as IT assets – without a separate system, and without compromising data security or access control.



Example A – Private Healthcare Group

A large private healthcare company with clinics across multiple locations needed to manage its own medical devices in a way that would satisfy regulatory requirements without introducing yet another standalone system. The organization was already running Matrix42 Professional ITSM for IT service management.

What was implemented

Medical devices were configured as a separate data model within the existing CMDB, distinct from the IT asset model. Keeping them distinct from IT assets was deliberate: it ensures clean access control and means that sensitive data is handled in a structured, secure way without requiring complex permission configurations.

Each device record captures manufacturer, model, serial number, location, responsible user, and warranty expiry. Devices are organized by category (dental, diagnostic imaging, surgical, and so on), making it easy to filter and report by device type or location.

- ▶ **Service and maintenance history** – every repair or scheduled service is logged against the device
- ▶ **Calibration records** – a single structured form replaced what had previously been many separate forms for different device types; results are validated as pass or fail against defined thresholds
- ▶ **Safety incident linking** – incidents are associated with the device record; staff can see that an incident is linked without being able to access restricted incident content they are not authorized to view

A register that grows with the organization

Over more than a decade in production, this implementation has evolved steadily – new device categories added and calibration forms refined. As requirements have changed, the register has been adapted without needing a new platform or a new project.





Example B – Healthcare IT Service Provider

A managed healthcare IT service provider delivers IT and medical device services on behalf of a regional public health authority. They are responsible for maintaining, servicing, and billing for thousands of devices across hospitals and health centers that their customers own.

What was implemented

As in Example A, medical devices were configured as a separate data model within the existing CMDB, distinct from IT assets. This gave the organization the security boundaries it needed while still allowing it to operate from a single platform for both IT and medical device services.

- ▶ **Single platform for IT and medical device management** – both asset types managed in Matrix42, each in its own clearly defined category
- ▶ **Billing straight from the register** – each device record holds billing information; this feeds directly into the invoicing system automatically, removing a manual data-transfer step
- ▶ **Consistent reporting** – service volumes, response times, and device metrics can be reported across both IT and medical device categories using the same reports, with no need to pull data from separate systems

- ▶ **QR label printing** – each device carries a printed QR code label; scanning it on a phone or tablet opens the device record directly, giving engineers immediate access to service history and opening work orders from the device itself
- ▶ **Calibration and maintenance records** – the same unified calibration form is used, adapted to the specific device types managed

The consolidation benefit

When this implementation was implemented, it allowed the organization to retire or consolidate approximately 16 previously separate systems. Users no longer need to remember which system holds which data – there is one address to go to for both IT and medical device management.

Extending Your ITSM Platform: What Matrix42 Delivers for Medical Device Management

Both implementations draw on the same core ITSM and CMDB capabilities that Matrix42 already provides – extended to cover medical devices as a separate data model. Together, they cover everything a health-care organization needs to meet its regulatory obligations and run efficient device operations:

Device register Each device is stored in a separate, access-controlled data model with location, owner, category, serial number, and warranty details.

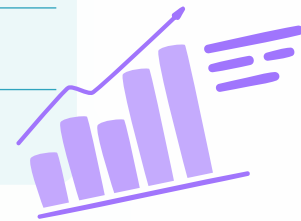
Maintenance & service history Maintenance & service history

Calibration records Structured calibration forms with pass/ fail validation and document attachments

Safety Incident linking Safety events linked to device records with controlled visibility for different user roles

QR code labels Printed labels with QR codes linking each physical device to its record in Matrix42

Billing integration Device data used as the source for billing, with an automated feed to invoicing systems



Built on what you already have

Both examples were built on an existing Matrix42 ITSM and CMDB deployment. The work involved is primarily configuration: defining the device record structure, setting up forms and templates, and connecting to any external systems like billing. No significant custom development was needed.

A baseline implementation covering the core requirements – device register, maintenance history, and calibration records – can typically be delivered in around 10 working days, assuming Matrix42 is already in place. More complex requirements, such as integrations or specific access control rules, will add to that.

Both organizations have run their implementations in production for many years with only minor adjustments, demonstrating how well the standard platform capabilities map to this use case.

Why extend your ITSM platform rather than add a specialist tool?

Point-specific medical device management systems exist. These organizations chose to extend their existing Matrix42 ITSM platform instead, for reasons that

are likely to apply to other healthcare IT environments:

- ▶ **Security and access control by design:** Medical devices have their own data model within the CMDB, separate from IT assets. Sensitive data, such as safety incident records, is handled securely within that structure, without complex permission configurations across a shared dataset.
- ▶ **One login, one interface:** Service desk staff, biomedical engineers, and managers work on the same tool. No separate system to learn, no separate credentials to manage.
- ▶ **Consistent reporting across IT and medical devices:** With everything in one ITSM platform, IT assets and medical devices can be reported using the same reports and dashboards. No need to pull data from separate systems and combine it manually.
- ▶ **Regulatory traceability built in:** The CMDB already tracks change history, ownership, and location by design. Those same properties satisfy EU MDR traceability requirements for medical devices, with no additional audit trail needed.

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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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Ready to explore this for your organization?

Contact your Matrix42 representative or partner to discuss how the medical device register use case can be deployed in your environment.

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