



How the GLB Group Is Digitalizing Its Service Processes

With Matrix42, the Swiss construction and building services provider creates a central platform for IT and enterprise services

MATRIX42

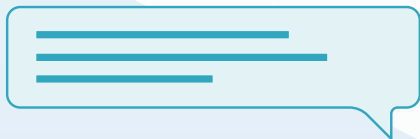


Introduction

The GLB Group is a Swiss cooperative and an established provider of construction and building services. The company supports projects end-to-end – from planning and construction to interior design and furnishing – combining craftsmanship with modern services for buildings and living spaces.

With around 1,300 employees across multiple locations in Switzerland, the GLB Group operates through several specialized companies that cover different parts of the construction value chain. The goal is to plan, execute, and support projects efficiently over the long term.

To further digitalize and structure its internal service processes, the GLB Group relies on Matrix42 Enterprise Service Management. With the platform, service requests, orders, and approval processes can be managed centrally and are accessible to employees through a service portal.



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„With Matrix42, we have created a platform that allows employees to easily request services while ensuring clear and structured processes.“

Thomas Künzler,
Head of IT, GLB Group



Structured IT Service Processes as a Foundation

With the introduction of Matrix42, the GLB Group first centralized and structured its IT service processes. Employees can now submit their requests via a central service portal, while the IT team can process requests efficiently and track their status at any time.

The service desk was implemented and made productive within just one week and now serves as the central point of contact for IT-related requests.

The service catalog currently includes around 400 services, which are continuously expanded –

ranging from classic IT requests to organizational services for various business departments.

In addition to the service desk, the platform supports endpoint management and support, including inventory management, software distribution, mobile device management, and remote support for devices.

For IT, this results in significantly improved visibility into devices, services, and ongoing requests. At the same time, employees benefit from being able to request services centrally and track the status of their requests at any time.



„The platform is very flexible to use. This allows us to gradually digitalize additional processes and continuously expand the service catalog“

Thomas Künzler,
Head of IT, GLB Group



More Efficient Processes Through Integration

An important component of the solution is its integration with existing business systems. This allows service requests and orders to be directly linked with administrative processes within the organization.

For example, orders can be automatically assigned to the appropriate cost centers and processed for internal billing. This reduces manual coordination and simplifies administrative workflows.

Expanding the Platform Beyond IT

Building on the established IT processes, the platform has gradually been extended to additional business areas. As a result, Matrix42 is increasingly used as a central service platform for a wide range of organizational processes.

One example is the digital handling of vehicle procurement. Through the service catalog, employees can configure and order passenger cars and delivery vehicles, while approvals are automatically managed through predefined approval levels.

Today, around 100 vehicles per year are procured through this process. The entire workflow is transparent for all stakeholders and organized more efficiently.

The digital implementation of this process was completed in just three weeks, using standard platform capabilities.

In addition, an internal marketplace was created, allowing departments to offer vehicles they no longer need to other parts of the organization.

The marketing department also uses the service catalog to manage orders for materials such as business cards and brochures. Requests are automatically routed to the responsible teams and processed through dedicated service queues.

Furthermore, the platform is used to manage structured approval processes for investment requests. Depending on the investment volume, different approval levels are applied within the organization. This ensures that decisions are clearly documented and approval workflows are consistently structured.



Tangible Value for the GLB Group

With the introduction of Matrix42, the GLB Group has been able to significantly improve the structure of its service processes.

In day-to-day operations, the benefits are particularly visible in the following areas:

- ▶ **Employees have a central point of contact for service requests and orders**
- ▶ **Service processes are transparent and fully traceable at any time**
- ▶ **Approvals follow clearly structured process through defined approval stages**
- ▶ **Business departments can offer and manage their own services digitally and efficiently**



Foundation for Further Digitalization

Today, Matrix42 provides the foundation for a continuously evolving, digitally supported service organization at the GLB Group. Employees benefit from clear entry points for their requests, while business units can manage their processes more transparently and efficiently.

The platform is continuously being developed and extended to additional use cases. The GLB Group is also currently testing AI capabilities in the service desk, for example to support ticket handling and the creation of knowledge base articles.

As a result, Matrix42 is increasingly being used as a central platform for service processes across the organization.

The **European Choice** in Service Management

www.matrix42.com

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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