



# Matrix42 Enterprise

The European Choice in  
Service Management

**MATRIX42**

# Transform IT Complexity **into** **Scalable Efficiency**



Matrix42 Enterprise enables organizations to centralize and simplify their IT management processes. By integrating IT Service Management (ITSM), IT Asset Management (ITAM), Software Asset Management (SAM), Endpoint Management (UEM), Data Protection (EDP) and Identity Governance (IGA), Matrix42 Enterprise provides a unified solution for the digital workplace.

The solution transforms IT operations into a strategic advantage by combining automation, compliance and operational efficiency. With Matrix42 Enterprise, organizations can reduce complexity, manage risk and optimize resources to achieve measurable business results.

# Challenges organizations face

Today's businesses face numerous challenges that strain existing IT systems and service staff.

## Legacy ITSM Systems Fall Short

Most legacy IT service management tools lack automation, flexibility and integration capabilities, forcing teams to rely on manual processes that result in inefficiency, high costs and frustrated end users. These systems struggle to scale with the evolving needs of today's businesses and cannot adapt to the rapid pace of business change.

## Increasing complexity of IT operations

With the rise of remote work, digitized assets, and connected devices, organizations are struggling to manage growing IT complexity. Disconnected systems make it difficult to gain visibility, complicate workflows, and delay critical decisions.

## Limited visibility and control

Traditional IT tools often fail to provide a clear view of assets, services, and compliance status. This can lead to inefficiencies, compliance risks, and unpredictable IT costs.

## Security and compliance risks

The digital landscape demands strong security with robust access controls, endpoint protection, and data encryption. Many organizations rely on fragmented systems that cannot effectively secure their ecosystems or meet regulatory standards.

## Slow Adaptability to Business Needs

Rigid platforms lack flexibility, resulting in missed opportunities when businesses cannot adapt or scale their IT services to meet new business needs.

## Cost management and resource allocation

Traditional IT management fails to optimize software licenses, asset utilization, and cloud spend, resulting in wasted resources and budget overruns.

**Matrix42 Enterprise solves these challenges by providing an integrated, highly flexible and secure suite of solutions designed to provide organizations with comprehensive IT management capabilities.**

**90%**  
**By 2028, 90% of organizations will implement structured infrastructure automation to deliver flexibility and efficiency, which is a significant increase from 40% in 2023.**

Source: Gartner, A Blueprint for Modernizing Your ITSM Practice to Drive Digital Transformation, 30.7.2024



# Matrix42 Enterprise - Centralized IT Management for Scalable Success



Matrix42 Enterprise integrates and automates key IT processes across your entire organization. It breaks down silos by combining the power of ITSM, ITAM, SAM, UEM and IGA into a single platform.

## **Holistic Visibility and Control**

Gain real-time visibility into every IT asset, service and process in your organization. Whether managing licenses, endpoints or compliance tasks, Matrix42 brings simplicity to complexity, saving time and reducing risk.

## **Automation for Efficiency**

With powerful automation capabilities built into workflows, problem resolution is faster, manual effort is reduced and compliance is proactively maintained.

## **A foundation for growth and security**

Matrix42 Enterprise enables organizations to manage hybrid cloud environments, track IT assets and secure digital workplaces. It meets the needs of growing businesses while maintaining seamless scalability and the highest levels of compliance.

# Why Choose Matrix42 Enterprise?



## Integrated IT Management Suite

Matrix42 Enterprise combines SAM, ITAM, ITSM, UEM and IGA into one unified platform. This integration accelerates workflows, improves visibility and reduces complexity.

## Flexible deployment options

Choose from cloud-based, on-premises, or hybrid deployment options to meet your organization's operational needs and compliance requirements.

## Highly Scalable & Customizable

The platform is offering multi-tenant architecture, low-code/no-code workflows, and advanced automation and customization capabilities.

## Full Control & Compliance

Data sovereignty, audit readiness, and deep integrations such as SAP, HRIS, and ERP.

## Enterprise Service Management (ESM) readiness

You can extend services to HR, Facilities, and Finance through a single, unified self-service portal.

## Superior user experience

Intuitive dashboards and AI-powered self-service capabilities keep both IT teams and end users excited.

## GET STARTED WITH MATRIX42 ENTERPRISE

Matrix42 Enterprise provides organizations with a comprehensive set of tools to manage IT assets, processes and environments. Simplify operations, reduce risk and ensure compliance while driving operational excellence.

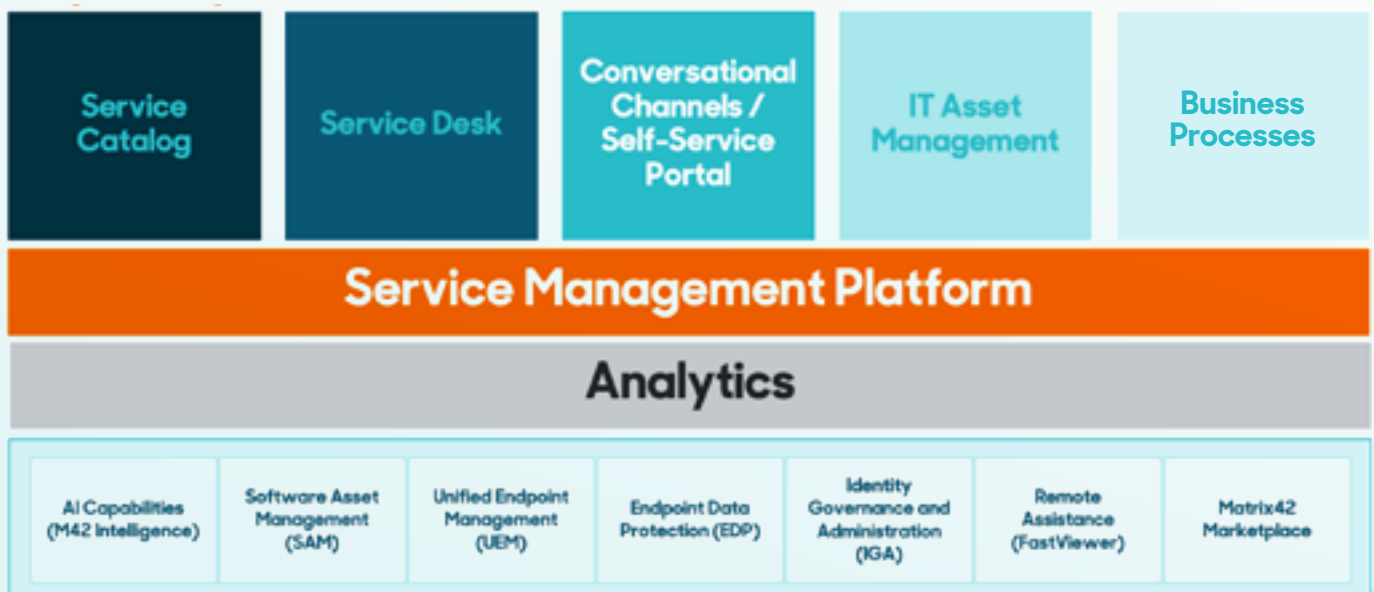
# Matrix42 Enterprise

## Key Components

The Matrix42 Enterprise Solution provides a holistic approach to IT service management, security and resource optimization. By integrating service management, asset control, contract management, security and endpoint management into a single platform, organizations can increase operational efficiency, improve compliance and deliver a seamless IT experience to employees. Whether managing IT assets, automating service requests or ensuring secure access, Matrix42 Enterprise empowers organizations to stay ahead of the digital transformation curve.

Matrix42 Enterprise ensures compliance with corporate standards by integrating robust security, accessibility and governance measures.

Our solutions align with industry best practices, including ISO 27001, GDPR, ITIL and OWASP security standards, to protect data and systems from evolving threats. In addition, we prioritize compliance with BITV – the German regulation requiring digital services and websites of public institutions to be accessible to people with disabilities, in alignment with EU accessibility standards.





▶ The Matrix42 **Service Catalog** is a comprehensive tool that enables organizations to manage and offer various services, including hardware, software and access rights, via a self-service portal. It allows the creation of individual services or bundles, organizes them into customized catalogs and integrates approval workflows to ensure proper authorization. Users can request services through an intuitive Self-Service-Portal, while automated provisioning through tools such as Empirum, SCCM and Intune reduces manual effort. The Service Catalog also discovers previously installed services, maintains accurate records, and provides dashboards for insights into service usage.

▶ The Matrix42 **Service Desk** is a powerful solution that improves communication between service providers and users by efficiently managing tickets, incidents and service requests. It supports multi-channel ticketing, enforces service level agreements (SLAs) for timely resolution and integrates a knowledge base to facilitate self-service. Automated workflows streamline change management, while role-based access ensures controlled permissions. Built-in dashboards and reports provide insight into service performance, and its flexibility extends beyond IT to enable cross-departmental collaboration.

▶ The Matrix42 **Conversational Channels / Self-Service Portal** is an easy-to-use platform that empowers employees to independently access and manage IT services, increasing efficiency through automation and self-service capabilities. It features an integrated service catalog that allows users to request hardware, software or services, as well as incident and ticket management for reporting and tracking issues. The portal provides access to a knowledge base, supports automated approval workflows, and integrates seamlessly with directory services and software distribution tools. Organized into key areas such as Home, Workplace, Catalog, and Support, it provides intuitive navigation and streamlined processes.

▶ The Matrix42 **IT Asset Management** solution enables organizations to efficiently track, manage and optimize their IT assets throughout their lifecycle. It provides complete visibility into hardware, software and other enterprise assets. It reduces risk and improves asset utilization through automated inventory tracking, and integration with procurement and financial systems. Real-time dashboards and reports provide valuable insight, while seamless integration with other IT management tools streamlines operations.

▶ Matrix42 **Contract Management** enables organizations to efficiently manage contracts while ensuring transparency, compliance, and cost control. This solution centralizes the creation, tracking, and renewal of contracts and integrates seamlessly with financial and asset management systems, providing full oversight. Automated notifications, approval workflows, and reporting dashboards are key features that help prevent missed deadlines and streamline the entire contract lifecycle.





### ► **Business Processes:**

Matrix42 Enterprise Business Processes provide certified ITIL workflows (PinkVERIFY) combined with powerful automation tools for seamless service management. The platform supports low-code/no-code customization, enabling complex workflows without programming. With multi-tenant scalability, it easily adapts to both IT and business process needs across the enterprise.

### ► **Matrix42 Service Management Platform:**

Matrix42 Enterprise comes with the integrated Matrix42 Service Management Platform, which already contains many ready-made automations, connectors and interfaces to third-party systems. This ensures a faster time-to-value. With the integrated tools of the Service Management Platform, Matrix42 Enterprise is extremely easy to customize and flexible to configure. It is always ensured that customer-specific adaptations remain operational after software updates. The tools of the Service Management Platform offer customers also the opportunity to develop their own applications, connectors and automations.

### ► **Analytics:**

Matrix42 Enterprise Analytics empowers organizations with customizable dashboards, AI-driven insights, and integrated reporting across ITSM, ITAM, SAM, and UEM domains. These tools enable real-time monitoring, predictive analytics and automated workflows to improve service quality and operational efficiency.



# Add-Ons

- ▶ **Matrix42 Intelligence** provides advanced analytics, AI-driven insights and automation to optimize IT operations. It enables predictive monitoring, automated ticket resolution and service trend analysis, helping organizations make data-driven decisions to improve efficiency and reduce costs.
- ▶ Matrix42 **Software Asset Management (SAM)** is a comprehensive solution designed to give businesses complete visibility and control over their software and IT assets. It simplifies license management, optimizes asset utilization, and ensures compliance with licensing requirements, helping organizations reduce costs, mitigate compliance risks, and prepare for software audits.
- ▶ Matrix42 **Unified Endpoint Management (UEM)** streamlines the management of all endpoints, including Windows, macOS, Linux, iOS and Android devices. It provides secure, efficient and compliant device management by automating software deployment, security policies and device monitoring. Integration with tools such as Empirum, SCCM, and Intune increases flexibility and control.
- ▶ Matrix42 **Enterprise Data Protection (EDP)** protects corporate data by enforcing encryption, access control and data loss prevention (DLP) policies. It ensures compliance with security regulations such as GDPR, while providing real-time monitoring and automated risk detection to prevent unauthorized access and data breaches.
- ▶ Matrix42 **Identity Governance & Administration (IGA)** automates identity and access management (IAM) to ensure secure and compliant access to business applications. With role-based access control (RBAC), multi-factor authentication (MFA) and automated provisioning, organizations can reduce security risks while streamlining user access across multiple systems.
- ▶ Matrix42 **FastViewer** is a secure remote support and collaboration tool that enables IT teams to troubleshoot and provide remote assistance in real time. With encrypted connections, session recording and multi-device support, it provides seamless and secure remote access, improving IT support efficiency and reducing downtime.
- ▶ The **Matrix42 Marketplace** offers a wide range of integrations, extensions and automation tools to improve IT service management and security. Organizations can explore and implement pre-built solutions, connectors and workflows to customize and extend the Matrix42 platform.



# Matrix42 Enterprise 25:

## Key-Capabilities Comparison

Always the right solution for your individual requirements

Capabilities	Enterprise Automation Platform	Enterprise 25	Software Asset Management
<b>Enterprise Service Management Platform</b>			
Automation, Integration and Enterprise Readiness with Workflows, Low-Code SolutionBuilder & Connectors Framework	✓	✓	✓
<b>ITIL-based Processes</b>			
Incident Management and Ticketing with Self Service		✓	
Knowledge Management		✓	
SLA/OLA Management		✓	
Service Request Management		✓	
Problem Management		✓	
Change Management		✓	
Service Catalog with Service Provisioning	✓	✓	
Self-Service-Portal	✓	✓	
Reporting/Dashboards	✓	✓	✓
Configuration Management	✓	✓	✓
<b>Technology Asset Management</b>			
Asset Management	✓	✓	✓
Contract Management	✓	✓	✓
License Management			✓
Cloud Cost Management			✓
SAM for SaaS			✓
Agentless and Agent-based Inventory			✓
<b>AI Capabilities</b>			
AI for Agents: AI Assist for Service Desk (requires purchase of Action Credits)		✓	
AI for End-users: AI Search		✓	
Integration with Matrix42 Intelligence	✓	✓	✓

# The **European Choice** in Service Management

[www.matrix42.com](http://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.

**Get in touch now!**  
**Your scalable IT solution awaits you.**



**Folgen Sie uns**

