



Matrix42 as a central platform for efficiency and agility in service management

SIEGENIA has been relying on Matrix42 to automate service processes in IT and business for 20 years.

SIEGENIA®

brings spaces to life



About SIEGENIA

As a family-owned company with 2,800 employees and six international production sites, SIEGENIA develops and manufactures an innovative product range of solutions for windows, doors and sliding doors as well as ventilation and smart home systems for all aspects of room comfort. The cross-location IT team of 55 IT experts manages around 1,800 Active Directory accounts, more than 8,300 IT hardware assets and a large number of applications and cloud services.

More and more, faster and faster

Driven by a high rate of innovation in information technology and the rapid pace of change in business, SIEGENIA's internal IT department has to roll out a large number of new applications and cloud services in the company. In doing so, it is constantly faced with the key question of how to make the rollout efficient, fast and transparent and how to support and

manage subsequent use. The aim is also to create a basis for future cost allocation.

More services also mean more complexity and increased workload. To overcome these challenges, SIEGENIA relied on standardization early on as a means of combating escalating complexity and on automation to increase efficiency. The medium-sized company was looking for a solution that could grow flexibly with the company and its requirements and found it in Matrix42: back in 2005, the company introduced the Empirum unified endpoint management solution as the first Matrix42 product.

Twenty years of joint success

The successful collaboration between the family business and Matrix42 is now celebrating its twentieth anniversary. What began as the use of Empirum for software deployment has developed into an integrated, holistic automation platform that – in the spirit of enterprise service management – supports not only IT processes but also business processes such as e-commerce or the onboarding of new suppliers. The Matrix42 platform supports SIEGENIA's IT team in providing services quickly and efficiently, thereby promoting innovation and agility.

"Thanks to automation, we can handle the ever-growing mountain of tasks efficiently and successfully fulfill our role as a driving force for innovation in IT and business."



Lea Berges, IT Workplace Administrator
and Matrix42 Admin, SIEGENIA GROUP

With add-ons, partners provide special extensions and integrations, thereby increasing the value of the platform for our joint customers.

"The Matrix42 Marketplace is a real benefit for customers and partners. With our add-ons, our customers benefit from more functionality and thus faster implementation of their projects. As a partner, we can use add-ons to make our expertise easier to use and differentiate ourselves in the market."

Christian Brdar, Managing Director,
innomea GmbH



Important milestones on the joint path with Matrix42 were the successful establishment of an ESM service store, the introduction of Asset Management, Service Desk and Change Management as well as the implementation of a Service Catalog. SIEGENIA is supported in this by its strategic Matrix42 partner innomea GmbH from Alzenau.

Workflows drive automation forward

Automation with workflows in particular brings SIEGENIA many advantages and is made particularly easy by using the innomea Easy Workflow Creator. This add-on for the Matrix42 platform is developed by innomea and offered via the Matrix42 Marketplace. It optimizes the workflow functions of Matrix42 by allowing easy configuration of workflows with intuitive dialogs and wizards via the standard interface. It also ensures audit-proof documentation.

Two examples illustrate the range of possibilities: A workflow supports the orderly creation of teams in Microsoft Teams.

The commissioning department selects the relevant service in the catalog and enters the name, type and requirements for the team. The workflow then uses a Powershell script to automatically create the team correctly and uniformly in Microsoft Teams in accordance with the company's guidelines, and the entire process is documented transparently.

With around 180 team installations per year, SIEGENIA IT not only saves around 50 hours of manual work per year, but also gains in quality and security thanks to a standardized, documented process. As a blueprint for similar processes, automation also accelerates the rollout of new services in the company.

A completely different workflow controls the decommissioning of old IT assets. A form guides IT staff at all locations through a standardized process, creates the necessary tasks, changes asset attributes in the CMDB, and documents the process in the Change Management module.

By automating the decommissioning process for more than 1,100 IT assets per year alone, internal IT gains around 450 hours of free time for more important, value-adding tasks.

Wide range of services supported by workflows

These examples illustrate SIEGENIA IT's recipe for success in mastering the constantly growing workload: The automation of previously manual or new activities using Matrix42 creates much-needed personnel freedom for strategic innovations.

The SIEGENIA team has now implemented more than 50 workflows with Matrix42 and the innomea Easy Workflow Creator, and further services are already being implemented or planned. These include complex processes such as the on-, off- and cross-boarding of employees or life cycle management for IT assets. However, even for simpler services – such as those recently required for the rollout of Jira or Miro—automation with workflows makes a lot of sense due to their large number. The gain in standardization and automatic documentation is particularly worthwhile here.

Workflow example: Retirement of IT assets

- » Saving 450 hours of manual effort per year
- » More transparency thanks to automated workflow
- » More compliance thanks to a standardized process

"With Matrix42, we have gained a new level of data quality and thus transparency regarding the use of services. It will form the basis for our internal cost allocation and help us to further optimize our costs."

Christian Menn, Head of IT Workplace Management, SIEGENIA GROUP

”

Transparency enables cost efficiency

While automation increases efficiency and standardization enhances quality and safety, another enormous advantage for SIEGENIA is the significant increase in transparency. The integrated management of assets and services and the automated recording of changes create a reliable database. This enables detailed analyses of the actual use of services and can serve as the basis for usage-based cost allocation.

Matrix42 creates this transparency through a holistic approach: all relevant topics – from Unified Endpoint Management to Service Desk and Enterprise Service Management – converge on a common database.

Workflow example: Creation of teams

- » Savings of 50 hours of manual effort per year
- » More quality through standardization
- » More security through automation



Conclusion

SIEGENIA also particularly appreciates the advantages of a European vendor. Matrix42 offers direct access to experts and managers, which facilitates collaboration. At the same time, data protection and compliance issues can be clarified easily, as the company operates in the German legal area and is subject to the same regulations as SIEGENIA.

In a turbulent time of geopolitical uncertainties, this also strengthens the company's digital sovereignty.

SIEGENIA has successfully relied on Matrix42 as its central service management platform for 20 years. Automation ensures greater efficiency and standardization, while the seamless and uniform documentation of assets and services enables precise service billing and offers further savings potential. With innomea, SIEGENIA has a competent and reliable partner at its side who also supplies powerful add-ons for Matrix42..

”

"Matrix42 has been an integral part of our IT landscape for over 20 years and reliably supports us in almost all aspects of IT service management. The flexibility of the platform, its deep integration into our processes and continuous further development have contributed significantly to making our IT efficient, user-oriented and future-proof."

Ralph Meyndt, CIO, SIEGENIA GROUP

The **European Choice** in Service Management

www.matrix42.com

About **Matrix42**

Matrix42 helps you to digitize and automate your work. Our goal is to be the European choice for service management software for customers in the public and private sector.

With our flexible platform, you can manage IT and business processes, assets, endpoints and identities to improve productivity, agility, security and employee experience. We deliver the Cloud Your Way, so you decide how you want to use our technology: Public Cloud, Private Cloud or On-Premise, all at a compelling total cost of ownership.



innomea GmbH is an IT service provider that has been active throughout Europe since 2003 and specializes in the optimization of IT infrastructures. It advises and supports medium-sized companies, public institutions, IT system houses and corporations and offers managed services. As a partner of Matrix42, innomea offers the entire portfolio, from license sales to maintenance and extensions.

www.innomea.de



Follow us

