

User Experience

Appropriate measures to increase user satisfaction

Cumbersome troubleshooting and slow processing of user requests are often a problem. There is no consistent user experience when changing workstations or devices. In addition, onboarding processes are often slow. This results in decreased productivity and user satisfaction. IT is flooded with requests and often overwhelmed with too many manual tasks.

Traditional approach

- ❑ User experience issues are reactive rather than proactive.
- ❑ Service processes are still designed for traditional office workplaces, not the modern hybrid workplace.
- ❑ Evaluation of the user experience is not objective or even worse, no strategic importance is being given to it at all.



Holistic approach

Proactively manage the user experience

Improve the user experience with a self-service portal and knowledge bases. Automate service processes to reduce manual tasks.



Optimization for the Hybrid Workplace

Characterized by flexibility, mobility, and cloud infrastructures. Foster a culture of innovation and develop new, better solutions.



Improve the user experience

Its strategic importance requires clear KPIs and a firm embedding in the organization. Standardized procedures allow objective evaluation and benchmarking with other companies.



With Matrix42, you can optimize the user experience across all service processes.

Business Value

- Increased employee productivity and satisfaction.
- Increased employee loyalty through a world-class digital employee experience.
- Faster integration of new employees through an effective onboarding process.
- Procure IT assets on demand.
- Better control over the security and availability of the work environment.
- Free up your IT team with automated workflows and self-service solutions.