



**MATRIX42**

# WHAT'S NEW?

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ÜBER MATRIX42

# The European Choice in Service Management

>30

**Jahre Expertise** in der Digitalisierung und Automatisierung.

600

**Matricians** sind in 11 Ländern Europas für unsere Kunden im Einsatz.

5.000

**Kunden** weltweit setzen auf unsere Lösungen.

300

**Partner**, die lokale Anforderungen genau kennen.



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# With **optimal solution** to different customer needs



**Out-of-box  
best-practice  
ITSM?**

**M42 Core**

**Easy to start**

Most common ITSM processes delivered as a standard solution

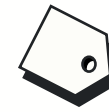


**More advanced ITSM  
incl. ESM processes?**

**M42 Professional**

**Flexible to expand**

Advanced ITSM and Enterprise Service Management



**Complete & fully integrated  
Enterprise Service Management  
suite?**

**M42 Enterprise**

**Covers all your needs**

Full IT Suite incl. ITSM/ESM, ITAM, SAM, UEM, Endpoint Protection and Remote Control to manage processes, services, assets and endpoints

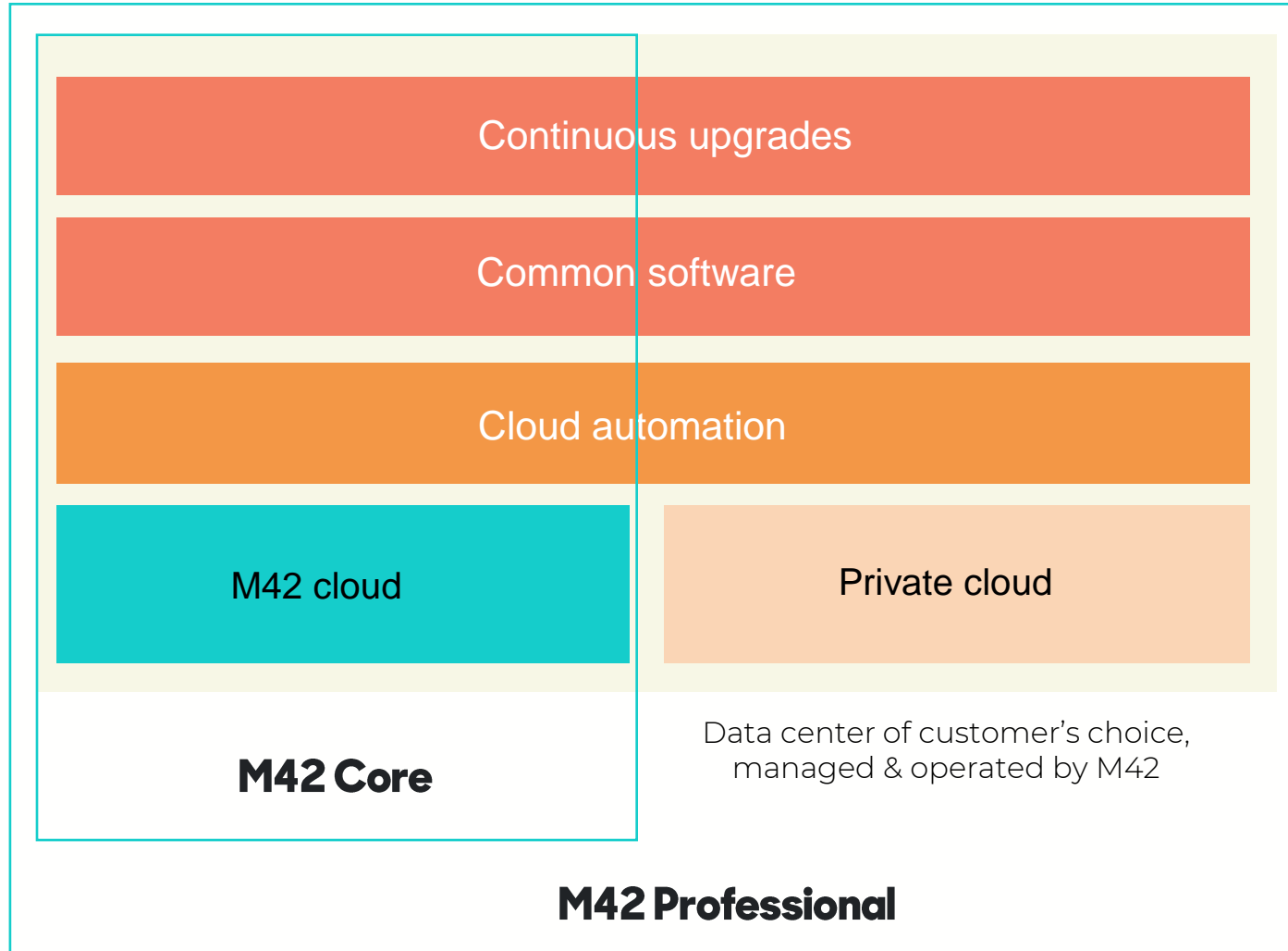


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# **MATRIX42 CORE-PRO**

**Live-Demo**

# Delivered from secure European cloud



## M42 cloud is available in Core

- Highly certified data center
- Operated by M42
  - Upgrades, scalability, monitoring & backups
  - European staff, 24/7

Other options such as **private cloud / Cloud your way** are available in Pro

# Identity Governance & Administration

# IGA

## Benutzeridentitäten + Zugriffsrechte managen

- Onboarding
- Umzüge
- Audits / Risk Management
- Compliance reporting & dashboarding
- Integration mit AD, EntraID, ...

The screenshot displays the 'efecte' IGA dashboard interface. The top navigation bar includes a search box and several utility icons. A sidebar on the left lists various administrative tasks, with 'IGA Starter-ULM Admin' expanded to show a list of dashboards. The main content area is titled '02. Role mining for directory dashboard' and features an 'Edit Dashboard' button. Below the title, there are three data visualization components:

- 1.8 Accounts, with same entitlement**: A table showing account details. The table has columns for 'STATUS', 'PERSON', 'E-MAIL', and 'DIRECTORY / APP'. Two rows are visible, both with 'Active' status.
- 1.2 Entitlements, with most memberships**: A bar chart showing the count of memberships for various entitlements. The data is as follows:

Entitlement	Count
Baseline test group 1	121
Elina test	33
Baseline Azure group 1	32
Baseline test group 6	32
ESMusers	23
- 1.4 Organizations, with most users**: A bar chart showing the count of users for various organizations. The data is as follows:

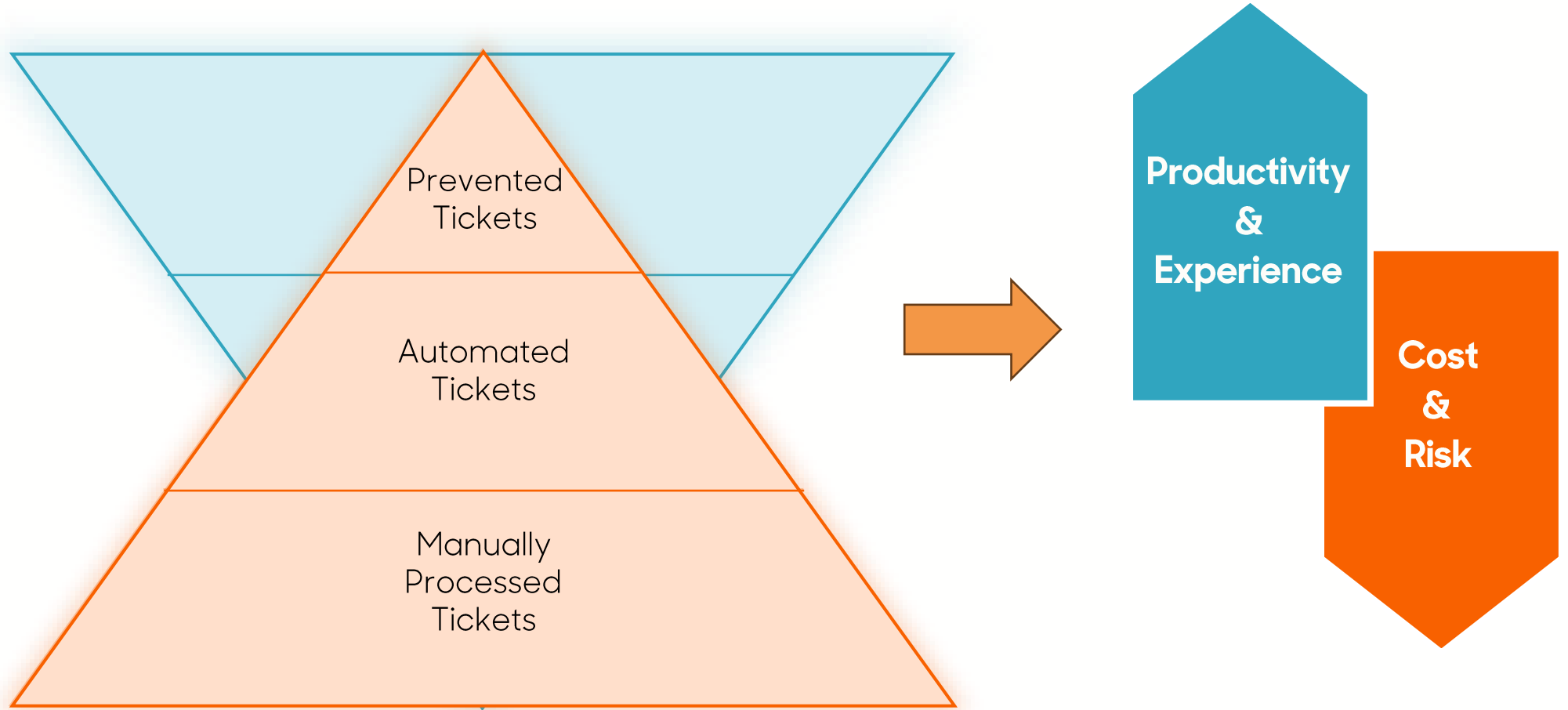
Organization	Count
Efecte PLC	33
Efecte Germany GmbH	19
Cisco	15
Amazon	14
Efecte Finland Oy	10

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# **MATRIX42 ENTERPRISE**

**Live-Demo Neuerungen 2024**

# Our vision to transform from reactive to **proactive service management**



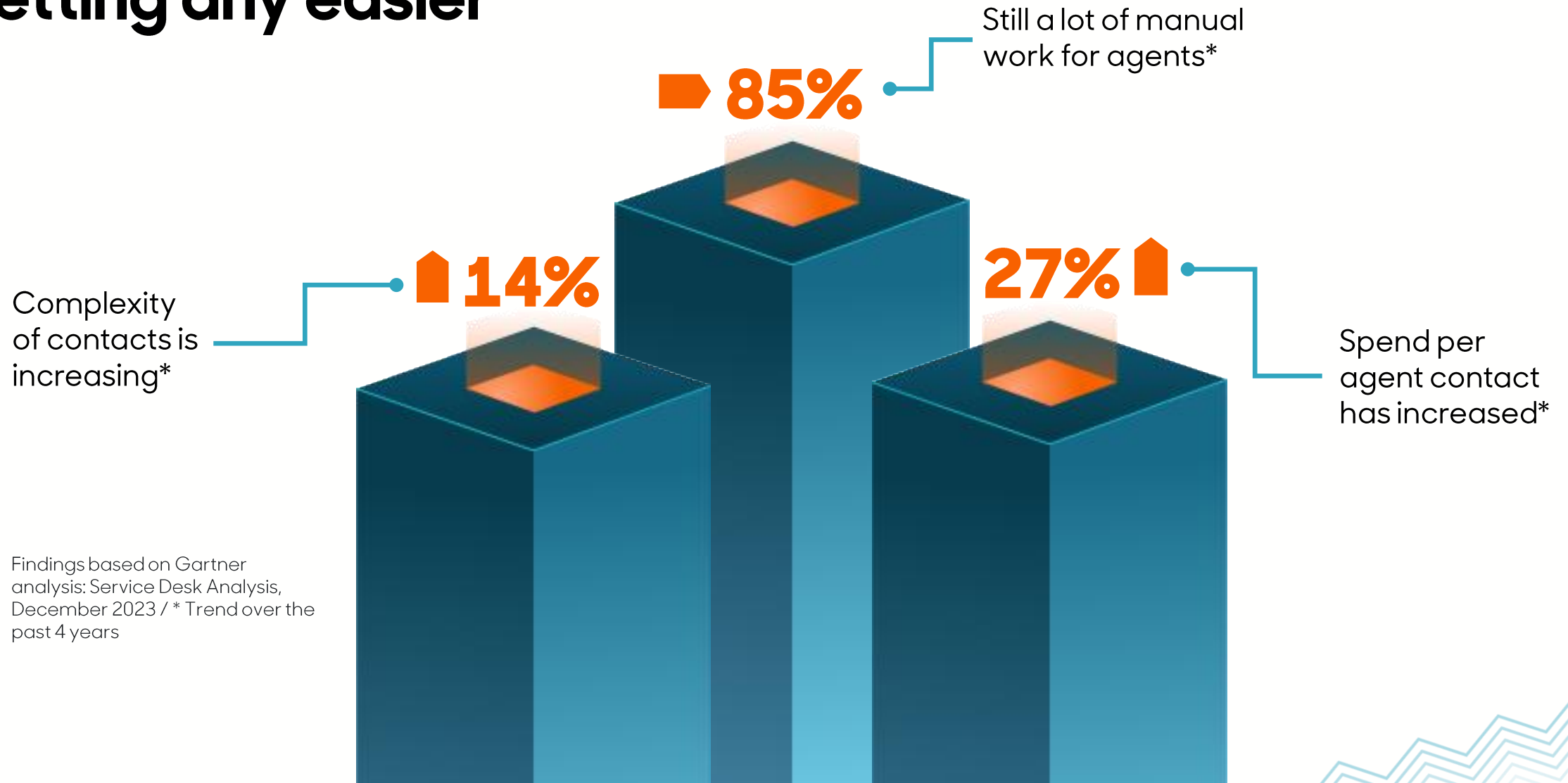
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# **MATRIX42 INTELLIGENCE**

**Happier, more productive and  
more strategic Service Desk**



# Service desk work is not getting any easier



Findings based on Gartner analysis: Service Desk Analysis, December 2023 / \* Trend over the past 4 years

# High impact areas

- 1 Support for common activities
- 2 Focus on Service Desk Agents
- 3 Meeting end-user expectations



# Matrix42 Intelligence - AI Use cases

Persona	Capabilities		
End-user	<p><b>AI Search in Self-Service</b></p> <ul style="list-style-type: none"> <li>• Simplified service requests</li> <li>• Multiple orders processed simultaneously</li> </ul>		
End-user / Agent	<p><b>SmartDialog</b></p> <ul style="list-style-type: none"> <li>• "Chat with your data"</li> <li>• Context sensitive actions</li> </ul>		
Service Desk Agent	<p><b>AI Assist for Service Desk</b></p> <ul style="list-style-type: none"> <li>• Automated category assignment &amp; priority calculation</li> <li>• Sentiment analysis</li> <li>• Summarization</li> </ul>	<p><b>AI Search for Business Apps</b></p> <ul style="list-style-type: none"> <li>• Service Desk</li> <li>• Service Catalogue</li> </ul> <p><b>AI Knowledge*</b></p> <ul style="list-style-type: none"> <li>• Automated creation of Knowledge Base articles</li> <li>• Content rewriting</li> </ul>	
Timeline	Current	Next	Later

\*) AI Knowledge: tailored for SD agents. End-users consume knowledge-base articles

# AI Search in Self-Service

Speed-up self-help

## Solution

- Relevant results by **understanding context** and **linguistic nuances**.
- Ranked answers that are **directly related to user queries**.
- Users can take **immediate action** directly from the search result.

The screenshot displays a search interface with the query "I need a new screen" at the top. Below the query are navigation tabs: "All", "Catalog", "Change Requests", "My Change Requests", and "My Hardware", along with a "Show All" dropdown. The "Search Results" section lists several items:

- Apple 27" Thunderbolt TFT-Display**: With built-in Thunderbolt technology-the fastest, most flexible I/O ever-the 27-inch Apple Thunderbolt Dis...
- DELL 24" TFT Display**: Immerse yourself in your digital entertainment. With an ultra-fast 2 ms response time, you will experie...
- All-in-One Color Inkjet Printer**: Set up your business to grow with eye-catching color marketing materials for up to 50% lower cost per pa...
- Apple iPad Air 2, including SIM card**: iPad - The best way to see the web, email, and photos. With its revolutionary Multi-Touch screen, and its ...
- Apple iPhone, including SIM Card**: iPhone combines three products - a revolutionary mobile phone, a widescreen iPod with touch controls, a...
- 3D Ready DLP Projector**: With WXGA (1280x800) native resolution for up to 30% more pixels than XGA (1024x768) 3 500 ANSI lu...
- Computer Swap**

At the bottom, there is a prompt: "Would you like to open a ticket?" with the user's query "I need a new screen" and a "CREATE TICKET" button.

MATRIX42 INTELLIGENCE | SELF-SERVICE

# AI Search in Self-Service

Speed-up self-help

## Outcome

- Higher **end-user satisfaction**
- **Reduced load** on agents
- Lower **cost per ticket**

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# AI SEARCH

**Live**



# AI Assist for Service Desk

Automated category assignment & prioritization

## Challenge

- **Keeping pace** with the growing number of tickets.
- **Categorization and prioritization** are difficult due to human error and many categories.
- **Understanding user emotions** is key to better communication and experiences.



MATRIX42 INTELLIGENCE | SERVICE DESK AGENTS

# AI Assist for Service Desk

Automated category assignment & prioritization

## Outcome

- Improved **agent productivity**.
- **Lower cost** per ticket.
- Higher-**quality support**.

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# AI ASSIST

**Live**



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**ITAM/SAM**





# Azure Inventory

🔍 Search in Navigator

⚙️ Configuration 🖥️ Full Screen 🛠️ Configure

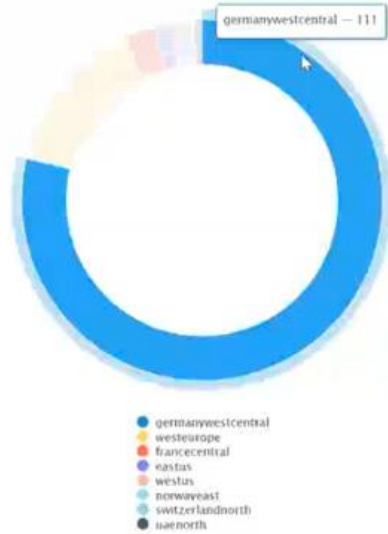
- 🏠 Home
- ☰ Cloud Services
- 📢 Announcements
- 👤 Collaboration
- 🏠 Environments
- 👤 Workplaces
- 🔗 Complex Systems
- 📦 Stock Keeping Units
- 👤 Clusters
- 📦 Storage Devices
- 📦 Endpoint Devices
- 📦 Peripherals
- 📦 SIM Cards
- 📦 Network Devices
- 📦 Universal Assets
- ☁️ Cloud Services
- 📦 Server Inventory
- 📄 Reports
- ⚙️ Settings

### Number of Resources without Tags

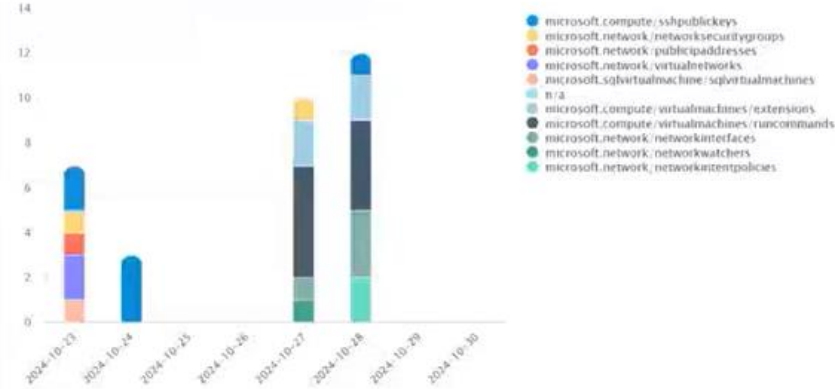
🔖 135 📉

This metric shows how many Azure resources don't have tags. Tags help you organize and manage your resources. Keeping track of untagged resources ensures everything is properly labeled for better management and cost control.

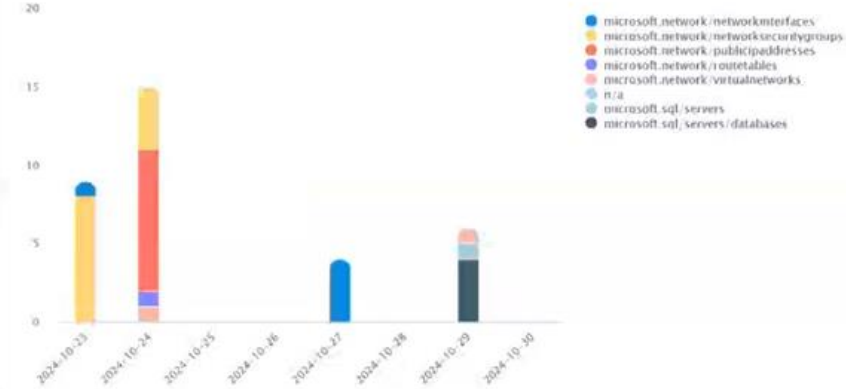
### Number of Resources per Azure Region



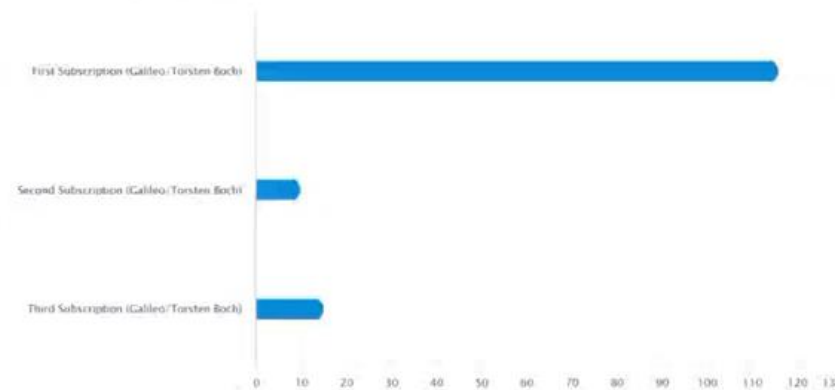
### Number of New Resources per Type and Day (Last 8 Days)



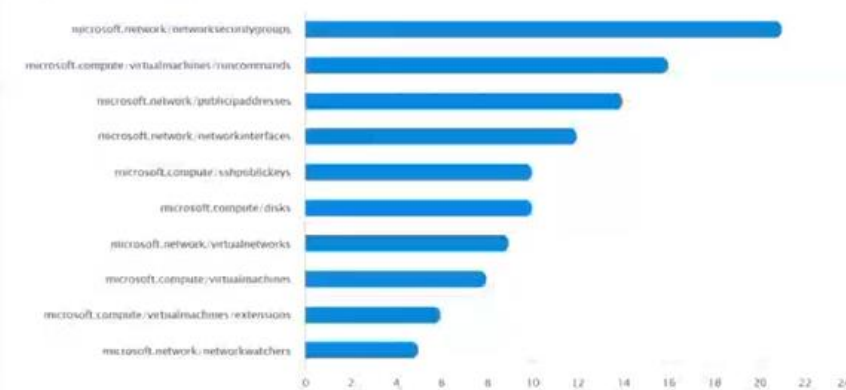
### Number of Deleted Resources per Type and Day (Last 8 Days)



### Top 10 Resources per Subscription



### Top 10 Resources per Type



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# **FASTVIEWER**



# FastViewer (Remote Assistance) Frontends

	Fastmaster.exe (Desktop, classic UI)	ITSM/UUX integrated (Remote Assistance Web)	Any browser (Remote Assistance Connect)
<b>User interface</b>	Windows/macOS	Web (UUX)	Web (stand-alone)
<b>ESM integration</b>	Separate window	Embedded in browser	No integration
<b>Remote Control</b>	Yes	Yes	Yes
<b>File Transfer</b>	Yes	Yes	Yes
<b>Command line / PS</b>	No	Yes	Yes
<b>Control Win+Mac+Linux</b>	Win + macOS (no Linux)	Win (macOS + Linux planned)	Win (macOS + Linux planned)
<b>View Android+iOS</b>	Yes	Planned	Planned
<b>Ad-hoc sessions</b>	Yes	Yes	Yes
<b>Search logged-in user</b>	Yes	No (but assigned computers)	Yes
<b>Single sign-on (SSO)</b>	Yes (AD+EntraID)	Yes via ESM	Planned (EntraID)
<b>Session recording</b>	Yes	Planned	Planned
<b>Cloud + on-prem</b>	Yes	Yes	Cloud (on-prem planned)



# LIVE DEMO

**FastViewer**



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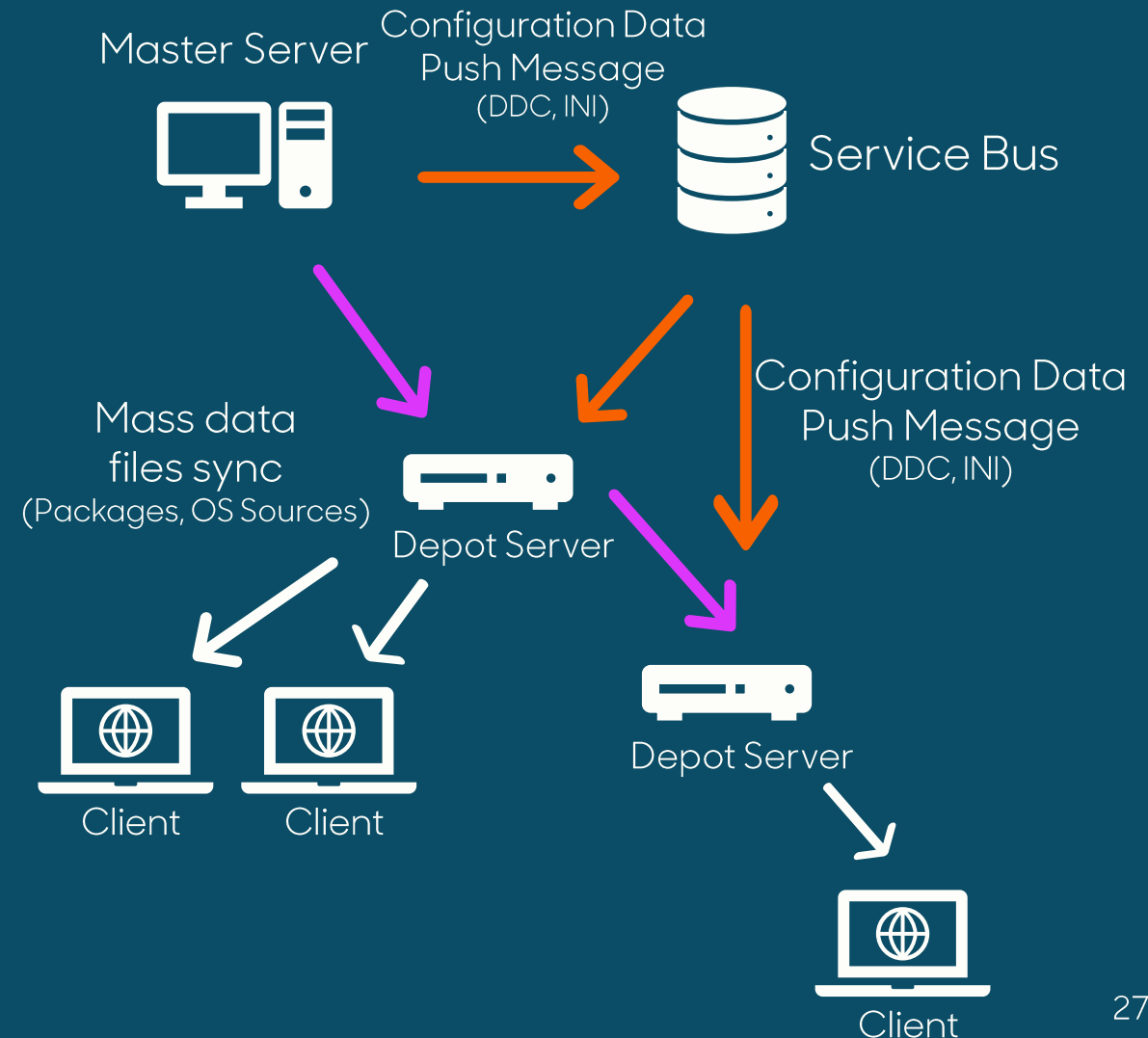
**UEM**



# UEM Depot Sync 3.0

- Removed latency: Immediate availability of assignment and variable changes on the depot servers.
- Use cases:
- User shops in **self service portal** a new software. Once approved he can **immediately** check for new software, and it gets installed.
- Automated **OS Installation**: Admin activate PXE and start the computer which is connected to a remote depot.
- **New**: 'Global' option (all-to-all).
- **New**: manual sync of packages → User directory is also synchronized automatically.

## Eliminating latency



UNIFIED ENDPOINT MANAGEMENT > Endpoint Devices

Computer  
Intune3

Wipe Restart Autopilot Reset Create Task

General Applications Installations Assignments Intune Action State

**DEVICE INFORMATION**

Name	intune3
Domain Name	-
Last Scan	-
Operating System	Windows

**TECHNICAL INFORMATION**

Model	VMware7,1
Manufacturer	VMware, Inc.
Serial Number	VMware-421013241e3e9517-08bedec03b27deb

UNIFIED ENDPOINT MANAGEMENT > Assignments

+ Add Assignment Keywords

NAME	DES...	STA...	DISTRIBUTION COMMAND...	ROL...	INS...	ROL...	ROL...	DEV...	OBJ...
Toolset Deployment		Active	Install/Update	0%	0	07/01/...	09/30/...	2	2
HDE Notepad Test		Active	Uninstall	0%	0			2	1
Frankfurt Office Software		Inactive	Install/Update	0%	0			3	3
7-Zip Intune	Deploy...	Active	Install/Update						
Adobe Deployment	Deploy...	Active	Install/Update						
Developer Tools		Active	Install/Update						
SRV_Test		Inactive	Install/Update						

Use Rollout Plan  Use principle users for device selection

Percentage activated of open installations:  
10

Time between activation ...  
1 Days

Activate all devices when threshold is reached (%):  
50

Stop rollout on error threshold (%):  
5

# Intune-Integration – Co-Managed Geräte in einer einzigen Konsole

- Von Intune verwaltete Geräte und Apps sind in der UEM-Konsole sichtbar.
- Planen und überwachen Sie Rollouts von Empirum, Intune oder co-managed Geräten von einer einzigen Konsole aus.
- Zu den Problembehandlungsoptionen für von Intune verwaltete Geräte gehören Aktualisieren, Neustarten, Zurücksetzen und Zurücksetzen des Autopiloten.
- Aktionen sind auch über den Service Desk zugänglich.

# Mehrwerte der Intune Integration

- Integration von Intune in ITSM und SAM Prozesse
- Einfachere Verwaltung in der UUX Oberfläche
- Phasenweise Verteilung mit Rollout-Planung
  
- In Kombination mit Empirum
  - PackageCloud: Großes Paket-Repository
  - Third-Party Patch Management für verbesserte Sicherheit
  - Unterstützung für Non-Cloud-Geräte und lokale Depots
  - Unterstützung für Bare Metal Windows Deployment



**MEHR**  
**WERT**

# Silverback 24.0

## Update 2



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1

### Address top requested customer needs

Provide administrators more flexibility for application updates and **block users from updating** to potential not working versions.

2

### Address top requested security requirements

Proceed with **Conditional Access** and establish a matching process for devices connected to Entra ID with Microsoft Authenticator and devices in Silverback.

3

Reduce remaining low security findings because secure products helps us and our customers to secure their processes.

4

### Streamline User Authentication

Reduce the number of required logins for users to access resources faster and enhance the user experience.

5

### Enhanced macOS security with Global HTTP Proxy support

Provide an extra layer of security and control over network traffic for improved compliance and connectivity.

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**FRAGEN?**

