

Digital Workspace Platform (DWP)

The Matrix42 Digital Workspace Platform combines configurability, expandability and security with productivity-enhancing features. It forms the basis of all Matrix42 products and is thus an essential component of Enterprise Service Managements (ESM) and of Secure Unified Endpoint Management (SUEM).

With the low-code SolutionBuilder, existing interfaces can be easily adapted or new, responsive user interfaces (UI) can be created with just a few clicks. With the Workflow Studio allows you to model processes via drag & drop.

The result: An intuitive, configurable, extendable and at the same time update-proof Unified User Experience (UUX) across all products and processes.

Modules & functions

Adaptability and automation

SolutionBuilder

- Integrated, intuitive tool for the creation, configuration and customization of applications and processes
- Enables even users without any programming skills to create, extend and automate applications and business processes

Workflow Studio

- Graphical tool for creating and customizing IT service delivery workflows
- This includes workflows for approval processes, deployment tasks and change management workflows
- Based on Workflow Worker technology enabling large-scale workflow setups, scalability and intuitive troubleshooting

Unified User Experience (UUX)

- A responsive web interface based on the latest technologies that spans all Matrix42 products and solutions
- Works in any modern browser on any device
- Offers numerous individualization and personalization options
- Is equally suitable for power users and end users and adapts to the corresponding roles
- Is created on the basis of the low-code SolutionBuilder and can therefore be fully adapted and extended by configuration – and it is update proof!

Azure Active Directory (AAD) Connector

- Use Azure Active Directory (AAD) for Authentication
- Easily import Accounts and Groups from AAD into your Matrix42 solution

Built-in security

Enterprise SSO

- One username and password for all applications on your endpoint, data center, and in the cloud
- Support of modern protocols and standards such as SAML2, OAuth, or SCIM
- Azure Active Directory (AAD), Active Directory (AD), Google, LinkedIn, and many other identity providers

Secure Audit

- Real-time monitoring of all traffic to and from each endpoint
- Traceability of the data flow according to GDPR Article 30, 33
- Protection against misuse and anonymization of audit data for personnel/works council compliance

Device & Access Control

- Monitoring and control of access to external devices and interfaces of the client environment
- Access authorization to cloud services
- Control of all data transmission paths
- Control of network connections (e.g. wireless, anti-bridging, USB network adapters)
- BadUSB protective measures
- File filter for blocking certain data formats
- Whitelisting of external devices
- Auditing security according to Basel II, Sarbanes-Oxley, PCI conformity

Insight Analysis

- Overview of all data movements in the corporate network
- Gathers facts about the data protection-relevant situation in the network
- Visualization of all data protection-relevant processes in a well structured dashboard
- Cumulative result display (user data is anonymized)
- Automated reporting and e-mailing

Productivity**Incident Management**

- Incident management with versatile functions for automated troubleshooting
- Automatic creation of tickets and notifications through online ticketing and e-mail connection
- Automatic time-tracking during ticket processing
- Skill management for your service desk teams
- Quick overview of all service activities
- Automatic ticket status notifications for users
- Including Self-Service Portal to offer end users an intuitive device and browser independent view on their open tickets

Agent-based Inventory

- Detailed inventory data for all software applications and equipment in the company
- Localization of used software and hardware
- IT asset usage tracking

+**Basic Software Deployment**

- Agent-based software deployment
- Automatically install software on popular desktop operating systems and servers
- Enables reinstallation at the push of a button – for example in case of an infected device

OR**A Connector to either**

- Microsoft System Center Configuration Manager (SCCM)
- Microsoft Intune
- Invanti Heat and Invanto Landesk
- Baramundi

Available add-ons

Virtual Support Agent “Marvin“

- Virtual Support Agent that communicates with your end users via Microsoft Teams
- Fully integrated with Matrix42 Service Desk, Service Catalog and Knowledge Base
- Answers the questions of your end users
- Reports status changes proactively
- Marvin speaks German and English

Service Desk Analytics ^{*1}

- Intuitive and integrated BI Solution for Matrix42 Service Desk
- Definition and tracking of Service Desk KPIs over time
- Provides answers to many questions, e.g.:
 - > Which topics do need further training in the 1st and 2nd level support?
 - > Where do most tickets occur?
 - > How often are closed tickets reopened?

Cloud Expense Management (*1st cloud provider free) ^{*2}

- Complete inventory of your technical cloud resources
- Transparency of existing contracts, resulting costs and usage for several cloud providers in one solution
- Enables the integration of cloud costs into your internal cost allocation
- Available for:
 - > Microsoft Azure
 - > Amazon Web Services (AWS)
 - > Google Cloud Platform (GCP)

^{*1} Included into the Digital Workspace Platform for Matrix42 Service Management Customers only

^{*2} Included into the Digital Workspace Platform for Matrix42 Software Asset Management Customers only