Matrix42 Core

The fast and affordable way to start with modern and cloud-based IT Service Management

Digital transformation has yet to deliver its full promise in Europe, and automation of IT services remains the top priority. Market conditions are driving many small and medium organizations to speed up their digitalization processes. However, choosing a new IT Service Management (ITSM) solution in today's economic climate is tough. IT teams are under pressure to modernize the service desk to maximize productivity, but IT budgets are shrinking and must be stretched as far as possible.

Matrix42 Core is an entry package to service management that helps you to speed up your digitalization process. Whether you're at the beginning of your service management journey or searching for a better solution, Matrix42 Core can allow a short time to value, while keeping the flexibility to grow with evolving needs.

1 Capabilities out of the box – fast time to value

- Best practices
- Low risk

3 Joy to use

- Visual workflow automation & reporting
- Chat for Service Management and AI assistance for agents
- Flexible and transparent pricing models
- Designed for digital natives

2 Flexibility to evolve with the organization

- flexibility to grow with your business, by easily upgrading to M42 Professional.
- Flexibility and transparency of pricing models

4 Cloud benefits and data security

- European cloud: No need to compromise between cloud efficiency and data security & privacy benefits
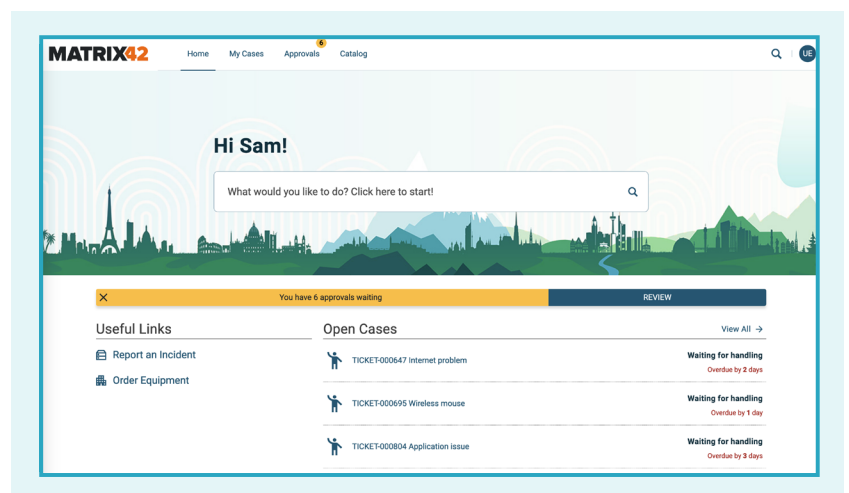
Reduce time to **value and risks**

- Matrix42 helps you reduce the risk of overspending by assessing maturity and identifying priority value objectives.

- Our flexible and transparent pricing models help you both in the software selection and purchase phase.

- Matrix42 helps you to create a migration plan from the old system to the new one and an evolution plan tailored to the organization's specific needs to limit migration risks.

- Out-of-the-box practices and proven onboarding process enable you to have the solution up and running in just a few days.

- At the same time, Matrix42 Core is built to grow with your business, evolving as your needs change. You will have the flexibility to expand to other service management processes, AI capabilities, and Identity Governance and Administration processes.

Matrix42 Chat for Service Management

Running the chat service from the IT Service Management platform has significantly accelerated our support service response time. Instead of the previous 4 minutes, we now respond in 1-2 minutes

Teemu Mikkonen,
Service Delivery Manager, InfoCare

READ MORE

Enhance your ITSM efficiency with an inbuilt **AI for assistant for agents**

We are more than excited to use the new and secure AI technology. The solution makes it easier for non-native English-speaking agents to produce more comprehensible answers and reduces response times.

Juhamatti Tillonen, Sept 2024
University of Eastern Finland

Interested in our modern approach to Service Management?

Find out more or get in touch at **www.matrix42.com.**