AGILE IT SERVICES FOR A BETTER WORK ENVIRONMENT

Matrix42 enables the Chamber of Labor of Upper Austria to enhance service processes related to digital workplaces, ensuring continuous support for its 650,000 members.

MATRIX42

Oberösterreich

Overcoming rigid systems and cumbersome processes

For over a century, the Upper Austrian Chamber of Labor (AK OÖ) has steadfastly championed favorable working and living conditions, equitable participation in social prosperity, and legal representation of interests. Serving as a dedicated advocate for over 650,000 employed individuals in Upper Austria, it addresses a wide spectrum of issues encompassing labor and social law, consumer protection, and education and training. In the year 2022 alone, AK OÖ's experts conducted approximately 321,000 consultations and secured over 105 million euros in court victories for its members.

„In times of uncertainty marked by significant changes in the work landscape, the demand for guidance intensifies," notes Jürgen Wolfinger, Team Leader of IT Infrastructure at AK OÖ. „Our 550 employees require robust digital workstations and consistently available IT applications to promptly address all concerns raised by our members. However, meeting the heightened user expectations has become progressively challenging for AK OÖ's IT department. The addition of numerous new applications in recent years, coupled with the growing prevalence of remote work, has heightened the complexity of user support and endpoint management," explains Dominik Schnallinger, System Administrator at AK OÖ.
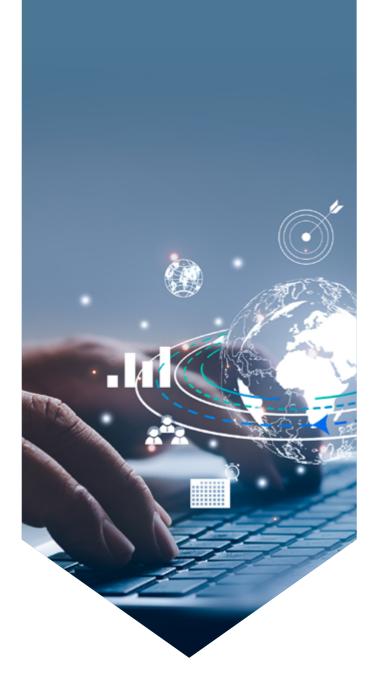
> **Matrix42 has significantly reduced process runtimes, particularly in tasks like provisioning new software and end devices. We've successfully established end-to-end transparency throughout all service processes. Presently, both IT staff and users are informed in real-time about the status of request processing, ensuring clarity and efficiency.**
> Jürgen Wolfinger, Team Leader IT Infrastructure, Upper Austrian Chamber of Labor

Primarily, the IT department faced challenges due to a rigid helpdesk system and cumbersome deployment processes. The previously employed service desk software proved inflexible in adapting to new workflows, necessitating laborious programming for every change by the manufacturer. Furthermore, it lacked seamless integration with the Microsoft System Center Configuration Manager (SCCM), resulting in prolonged setup times for new end devices and delayed provision of software and updates.

Consequently, AK OÖ's IT managers sought a user-friendly IT service management platform. The objective was to map various workflows, ranging from creating new users to troubleshooting, in an ITIL-compliant manner. Simultaneously, the IT team aimed for the seamless integration of all deployment processes.

New infrastructure reduces hardware costs by 70,000 euros.

Following thorough market research, AK OÖ discovered the Matrix42 software platform, a solution that immediately impressed the decision-makers. „Matrix42 allows us to seamlessly manage all aspects of IT service management, client administration, and applications through a centralized system—ensuring transparency, automation, and high efficiency," remarks Jürgen Wolfinger. „This prompted us to swiftly implement the solution for productive use."

In the initial phase, Matrix42 Unified Endpoint Management (UEM) was implemented to establish software distribution, packaging, and patch management. This client lifecycle management solution goes beyond managing desktops, servers, and notebooks, extending its capabilities to include the provision of applications and configurations through Matrix42 Enterprise Mobility Management.
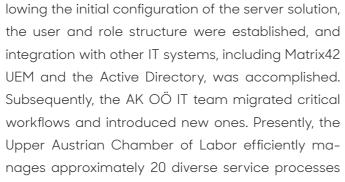
Software distribution in the branch offices of the Upper Austrian Chamber of Labor is streamlined through Matrix42 distribution points. Jürgen Wolfinger notes, „This has significantly optimized our IT architecture. Previously, we had to maintain a dedicated server for software deployment at each location. Now, a single standard computer running Matrix42 software suffices. This has resulted in a 75 percent reduction in hardware costs, saving approximately 70,000 euros in investment. Moreover, the computers for the distribution points can operate almost twice as long compared to the servers previously used."

In the second phase, the project team successfully deployed IT Service Management by Matrix42. Following the initial configuration of the server solution, the user and role structure were established, and integration with other IT systems, including Matrix42 UEM and the Active Directory, was accomplished. Subsequently, the AK OÖ IT team migrated critical workflows and introduced new ones. Presently, the Upper Austrian Chamber of Labor efficiently manages approximately 20 diverse service processes through the Matrix42 Service Desk, some of which involve multiple levels of approval.

> **The evolving world of work demands heightened flexibility and efficiency from us. Matrix42 empowers us to meet the growing requirements and advance our service management towards ITIL standards.**
> Dominik Schnalliger, System Administrator, Chamber of Labor Upper Austria

Effort for workflow adjustments reduced by 80 percent.

Jürgen Wolfinger particularly values the agility and flexibility of the new IT service management platform: „With the old system, designing or modifying workflows ourselves was nearly impossible. We were always relying on the manufacturer's support. Now, our service team can independently create customized onboarding processes for various user groups. This translates to a significant savings of at least 80 percent in both time and running costs."

AK OÖ is now steadfastly aligning its service processes with the ITIL® framework. Matrix42 offers pre-configured ITIL processes for incident, problem, change, knowledge, service level, and service catalog management. This enables the IT team to systematically standardize and optimize its operational activities.

The Matrix42 platform's standardized processes and end-to-end transparency streamline collaborative service request handling. Dominik Schnallinger notes, „With the previous system, we often lacked visibility into the number of open requests, who was currently addressing them, and their current status. Today, the Matrix42 platform offers us instant access to this information. Users can also check the status of their open tickets at any time."

Reduced Setup Time: New end devices are now ready for use in just 45 minutes, down from the previous two hours.

Accelerated Deployment Process: Matrix42 has expedited the deployment process for the Upper Austrian Chamber of Labor. While the demand for applications at workstations has increased, the setup time for new end devices has significantly decreased. Jürgen Wolfinger explains, „Previously, it took approximately two hours to prepare a new computer for use. Today, the installation is often completed in just 45 minutes, saving us a substantial amount of working time, particularly with around 400 clients per year."

Enhanced Transparency: Users now have real-time visibility into the installation process, allowing them to track progress and estimate completion times.

Streamlined Software Updates: Matrix42's UEM solution has expedited software updates and the rollout of new applications. Administrators can simply assign applications and updates to a designated group of end devices, automating the installation across all associated devices. Dominik Schnallinger notes, „In the past, manual intervention was often required to rectify installation failures. This is no longer necessary at all."

Efficient Software Packaging: Matrix42 has halved the time required for packaging new applications, providing a quicker overview of software versions across devices, according to Jürgen Wolfinger.

Simplify and Secure Digital Work

About Matrix42

Matrix42 helps organizations digitize and secure the workspace environment of their employees. The software for digital workspace experience manages devices, applications, processes and services simple, secure and compliant. The innovative software supports the integration of physical, virtual, mobile and cloudbased workspace environments seamlessly into existing infrastructures.

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Outlook

„Thanks to Matrix42, we can meet growing demands and advance our service management in the direction of ITIL."

Dominik Schnalliger, System Administrator, Chamber of Labor Upper Austria.

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