



MATRIX42

A central platform to unify three IT departments across the organization.

How the HABAU GROUP has comprehensively automated assets, services and processes with Matrix42 Digital Workspace Management.

HABAU GROUP

About HABAU

The HABAU GROUP is a large conglomerate with an annual turnover of 1.75 billion euros and around 6,000 employees spread across 18 group companies, operating in over 20 countries worldwide. It strives for maximum performance – including in IT. That's why this construction company relies entirely on Matrix42 for everything from software distribution to the service desk, and from asset management to license and contract management.

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A major advantage is that we can map all our IT processes digitally with Matrix42, which gives us the opportunity to automate them.

Florian Hintersteininger, Team Leader IT Services, Infrastructure
Client, HABAU Hoch- und Tiefbaugesellschaft m.b.H.

The Challenge

In 2010, the HABAU GROUP introduced an internally programmed tool which, at the time, had all the essential options and functions required to maintain ongoing operations. However, it offered little prospect of future

expansion to include interfaces and automation in the ITSM area. In addition, asset and license management had been carried out manually in the past, which was very time-consuming. This manual asset management would continue to generate more effort in the future, beyond providing and personalizing assets. As a result, there was a new need for a central tool to fulfill the following three tasks:

- Automation of asset, service and process management;
- Group-wide unification of the three IT departments to facilitate collaboration;
- The creation of additional options for using interfaces to access third-party systems or transfer data.

The Solution

In search of a proven central platform with a low-maintenance infrastructure, open interfaces and state-of-the-art usability, the IT department at the HABAU GROUP looked around in 2020 and evaluated various products. “We selected Matrix42 because a HABAU subsidiary was already using the solution successfully. This enabled us to learn first-hand which requirements the solution met and, made it easy to compare it with competitive products. In addition, we had the necessary know-how within the company to minimize the costs for initial training,” says Florian Hintersteininger. Based on the reference



implementation, the team decided to increase efficiency sustainably using the integrated Matrix42 workspace concept, which includes the Digital Workspace Platform, Secure Unified Endpoint Management and the Enterprise Service Management Suite. Since then, the project has been implemented on a step-by-step basis. One of the initial challenges was how to migrate the subsidiary's existing configuration to the entire group.

Overall, the Matrix42 implementation project at HABAU GROUP was very successful. Staff were provided with the necessary training and the service desk could be made operational immediately. Connecting the service catalogue, asset management and service desk has enabled 3,000 employees to easily "shop" services, hardware and software via the self-service portal, i.e. the "web shop". The services they request are automatically deployed and booked within the system immediately after approval. This means that HABAU GROUP employees can order users, hardware, software and services with just a few mouse clicks. The three IT departments with a total of around 40 employees process the open orders, tickets and service requests - just three employees manage the entire tool.

The Benefits

By Christmas 2022, modules such as asset management and the service catalog will have been implemented across the group with the support of Matrix42 partner Consulting4IT. All contracts and licenses will then flow into this solution, making as much information as possible available with just one click. "Thanks to this integrated overall package, we benefit from significantly more efficient processing, fewer costs and risks, and optimum transparency. It is already clear that the solution is very popular with both users and IT," Hintersteininger says. Looking further ahead, he adds: „In the future, we also want other departments such as structural and civil engineering that either need a web shop or provide support, to benefit from the advantages of the Matrix42 solution." The focus is clearly on extensive automation of all the organization's standard processes such as software installation, asset management, user life-cycle, etc. In addition, the whole environment is being focused around self-service, e.g., with a chatbot for first-level support and by offering options such as software deinstallation via the portal.



Conclusion

With the introduction of Matrix42 Digital Workspace Management, the HABAU GROUP has combined and introduced solutions such as Enterprise Service Management, Secure Unified Endpoint Management and the Digital Workspace Platform in a way that meets its requirements optimally. When implementing new processes and migrating data from the old to the new system, the IT team works closely with Consulting4IT to update all the relevant internal processes and automate them as fully as possible.



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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