The all-in-one information system for Software and Assets

How the University of Vienna generates daily reports on ordering, requirements and licenses.

Case Study

About the University of Vienna

Founded in 1365, the University of Vienna is one of the oldest and largest universities in Europe with approximately 10,400 employees, including around 7,500 scientists. Almost 90,000 national and international students are currently enrolled there. The Central IT Service (ZID) of the University of Vienna uses Matrix42 for IT workspace management, thereby successfully mapping the heterogeneous device landscape and complex organizational structure within a single system.

The Challenge

With a team of around 25 employees and around 300 IT staff, the Central IT Service – ZID for short – looks after around 12,000 workspaces across the faculties and service facilities at the University of Vienna. This includes not only largely standardized "fully managed" workstations for scientific and administrative staff, but also so-called "unmanaged" devices, i.e. end-devices provided by the University of Vienna, but managed by users themselves. In the past, two different systems were used for software distribution, including an internally developed solution, the further development of which was not guaranteed. The upgrade project was initially focused

only on deployment. After evaluating various systems, the IT team selected Matrix42 as a fully integrated solution, which would enable standardized administration of all the university's workstations. It was important that the solution should be correct not only organizationally and technically, but also in terms of licensing, in order to defend the university against software audits in the education sector. "After the tender process, we selected Matrix42 because this complete solution for digital workspace management was able to comprehensively cover all of our requirements within our budget," explains Eva Schadinger.

> **"** Our users can order software in the service catalog, and applications are automatically installed on the device after successful approval for use within the "managed" area.
>
> Eva Schadinger

The Solution

The University of Vienna had been using Matrix42 UEM Empirum as its central tool for software distribution and device management since 2012. This solution also includes a very extensive inventory of hardware including servers and PCs, providing the perfect foundation for comprehensive software evaluation. From 2015, Matrix42 asset management and the service catalog were also gradually rolled out. This enabled users to request and obtain licensed software via the system, just as they would buy an app from a web shop outside of work. Matrix42 license and contract management were added later. As a result, IT managers at the ZID now have a single, integrated workspace administration system. It accounts for multiple device types and infrastructure complexity, enables automated and standardized software distribution and provides a clear overview of assets, licenses and costs.

The Benefits

❯ All workstations under control
- The heterogeneous device landscape is mapped with Matrix42-UEM, which covers both managed and unmanaged devices.

❯ More transparency in license and contract management
- University-wide license model conversion from 268 software products to a pure rental model.
- Overview of all software orders for license management control.
- Full transparency over software licenses through reporting tools.
- Two-stage approval process involving technical and financial decision-makers that ensures only software that is actually used is ordered.

- Cost distribution takes place on the basis of actual use, and license procurement on the basis of known facts.
- Detailed audit data in the form of daily preventative compliance reports.

❯ High efficiency via the Matrix42 service catalog
   - The service catalog gives authorized University of Vienna users access to licensed software via a self-service portal.

❯ Strategic software asset management
   - 268 software products on a rental basis – accessed via "managed" and "unmanaged" devices.
   - 7,800 active managed clients, including 390 Ubuntu Linux clients.
   - 11,400 active, "unmanaged" clients.
   - 112,000 orders since the 2015 go-live, equating to around 265,000 individual transactions.

❯ Uniform mapping of the complex organizational and authorization structure
   - Extensive master data – including the cost center structure, people, and organizational units - were integrated in such a way that those responsible in the ZID, as well as the facilities IT officers, have a clear overview of the devices used - both "managed" and "unmanaged".

Conclusion

With the deployment of Matrix42 Digital Workspace Management, the University of Vienna, together with long-term Matrix42 partner Cubefinity, has achieved great things by mapping its heterogeneous device landscape and complex organizational structure within a central system. Through the successful implementation of solutions such as the service catalog, plus asset-, license- and contract management, as well as Matrix42 UEM Empirum software distribution and Matrix42 MyWorkspace for the Adobe Portal license assignment process, the University of Vienna benefits from automation and standardized processes. As a result, its IT managers now have significantly improved control over assets, licenses and costs.

MATRIX42

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.

Cubefinity

Cubefinity specializes in consulting, implementation, training and support as well as sales of Matrix42 and Microsoft Power BI solutions of all sizes. Well-known companies from all industries at locations in Germany, Austria and Switzerland are advised and supported by our nationwide distributed consultants. Cubefinity has its headquarters in Lower Bavaria.

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