

Unlimited flexibility and always-on.

How the Karlsruhe District Office dramatically improves service quality with Matrix42 Digital Workspace Management.

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With the Matrix24 workspace concept implemented by Cubefinity, we can develop flexible solutions for new, sometimes unforeseeable requirements at any time, quickly and without code.

Ragnar Watteroth, Head of Department, Karlsruhe District Office



About the Karlsruhe District Office

The Karlsruhe District Office is located in Baden-Württemberg and is the district's municipal authority, with a wide range of different functions: service provider and point of contact for citizens and companies in the district, approval authority, regulatory authority and supervisory authority. Not only do these responsibilities require a strong IT department, they also need a central platform that manages all the services on offer. That's why the Karlsruhe District Office relies entirely on the versatility of Matrix42, from software distribution to service desk, service catalog and self-service portal to asset and contract management.

The Challenge

In 2008, the Karlsruhe District Office decided to introduce a new solution for automated workplace management and a help desk tool. Both tools were implemented to improve service processes. After an in-depth market analysis, senior managers selected Matrix42. Based on Matrix42 Digital Workspace Management, the District Office worked with Matrix42 partner Cubefinity to adapt the system to its specific requirements and develop special apps. This is, for example, how the District Office was able to support the largest health authority in Baden-Württemberg in reacting flexibly to the constantly changing requirements of its Covid-19 app during the pandemic. Changes could be using the Matrix42 Solution Builder within the Digital Workspace Platform.

The Solution

With the Matrix42 solution, the Karlsruhe District Office laid the foundation for a comprehensive, central service platform that goes far beyond ICT. This is how they manage over 40,000 active assets using the asset management module within the Matrix42 Enterprise Service Management Suite. Together with the Matrix42 Service Catalog, the Matrix42 Service Desk maps all the Karlsruhe District Office's key services. On average, around 1,500 faults and service requests, as well as around 3,500 additional tasks, are processed every month via the service desk. And it's not just IT that works with this ticketing system – departments such as facility management and human resources use it too. The centralized employee management acts as the linchpin for



all personnel processes, including onboarding new hires, internal office changes, relocations, resignations, etc. It also handles the coordination of all the associated tasks for each department. A total of 1,783 different services including office furniture, services, hardware, accounts, network, software, access rights and consumables can currently be ordered in the Service Catalog via the Matrix42 Self Service Portal. Health management even uses the portal to offer a variety of training courses that anyone can order. The HR department also offers training courses that employees can apply to attend. Participant

lists are generated automatically at the end. If every spot is taken for a specific course on a particular day, it can no longer be ordered. The “holiday care” service is also available via the self-service portal, so that District Office employees can register and unregister their children for holiday care provision. Here, too, a list of participants is automatically generated in the background. Since 2008, almost 4,000 physical and virtual computers have been managed with Matrix42 Client Management. In addition, the Matrix42 UEM Empirum software distribution is in use across the organization.

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We have mapped a lot of specific processes. As a result, we now have structured information that we can use to control ICT and the offices and departments involved very effectively.

Markus Kälberer, ICT department, Karlsruhe District Office



Benefits

Gaining time and efficiency is only one side of the story here. The other side is the increase in flexibility and depth of information that Matrix42 Digital Workspace Management enables. Two examples of this: The District Office in Karlsruhe uses Cubefinity's cutting edge solution based on Microsoft Power BI for reporting. It offers comprehensive evaluation and analysis options for every module of the Matrix42 Enterprise Service Management Suite. This enables ICT and other departments to generate their own reports, dashboards and analyses relating to Matrix42 ad hoc and rapidly, without any specialist expertise.

The second example revolves around flexibility in app development: The innovative Covid-19 app has been in

use successfully for well over two years and is now also being used by other District Offices and cities. To date, over 350,000 positive cases and suspicious activity reports have been processed. Another example is provided by the Digital Schools app, which enables students in the district and in the city of Karlsruhe to apply for new tablets or notebooks. The entire requirement, approval and provisioning process runs via Matrix42. Users can view the status of their order and the budget used at any time at the push of a button using Power BI reports. The master data is also managed within the app.



Conclusion

Using the Matrix42 Digital Workspace Management solution, the Karlsruhe District Office has created a central service platform through which it can initiate and manage a wide range of services within the organization. Cubefinity has been involved regularly for 5 years and works very intensively with ICT, human resources, the health department and other authorities to develop the solution still further. For example, the contract management module is currently being integrated into the platform. Matrix42 EgoSecure Data Protection is likely to be added in 2023. All in all, the solution also acts as a role model for the District Administrator. "The solution we selected reflects the organizational structure of our offices perfectly. We can use it to provide appropriate services and up-to-date information depending on the situation, such as contact tracing management during the Corona Pandemic. This gives us a strong foundation for making decisions and keeping the public informed on a daily basis," concludes District Administrator Dr. Christoph Schnaudigel.



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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 for all company sizes. Our consultants support renowned companies from all industries in Germany, Austria and Switzerland. Cubefinity is headquartered in Lower Bavaria.

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