Case Study
Magna

Enterprise Service Management

MAGNA

> "We collaborate closely with Matrix42 and actively contribute to their product development."
>
> IT Service Management, Senior Analyst at Magna IT Austria

Magna

Magna deploys Matrix42 to increase efficiency and productivity. Magna, a major international supplier to the automotive industry, has been a Matrix42 customer for many years. This fruitful relationship started with Magna's decision to introduce Matrix42 Service Management, and before long, the solution was rolled out across Magna's branches around the world. Today, the company collaborates closely with Matrix42 on several levels.

Magna

Magna has been a publicly trading stock company since 1962 and is now one of the world's most diversified automotive parts suppliers. Magna develops, designs, and manufactures systems, assemblies, components, and modules, and engineers and assembles entire vehicles – primarily for sales to OEMs of passenger and commercial vehicles in North America, Europe, Asia, South America, and Africa. The company maintains 327 production sites across 29 countries as well as 100 sites for product development, engineering, and sales, with a total of more than 161,000 employees.

Summary

Magna initially introduced Matrix42 Service Management within their global corporate IT department but has subsequently rolled it out as a SAAS solution to over 140 other divisions around the world. Since then, the software suite has been undergoing continuous development, both in-house and in collaboration with Matrix42. The practical feedback provided by the Magna experts also flows into Matrix42's own product development, thereby benefiting not only the users of Magna but all users of the solution. Through the deployment of Matrix42 Service Management, the productivity of Magna's corporate IT section as well as the on-site IT team members has been boosted to such a level that end user requests can now be processed significantly faster. As well as IT, numerous other departments benefit from the Matrix42 solution and use it to manage their services. Thanks to the increase in automation, productivity has received a healthy boost right across the company. In the near future, Magna will be globally rolling out the new Matrix42 user interface, UUX. Magna will also take this opportunity to implement IT-inspired processes in other departments less related to IT.

On the one hand, Magna's Service Management team takes advantage of the flexibility offered by Matrix42's products, adapting them to Magna's in-house requirements themselves. This has already resulted in numerous increases in efficiency and productivity. On the other hand, Magna actively contributes to Matrix42's product development, such as the development of our new Unified User Experience (UUX) – which brings together all the Matrix42 products within a single, easy to adapt user interface. At the outset, Magna's biggest issue was the lack of a structured, shared Service Catalog. Additionally, the company's existing processes relied on an outdated database, which made it very time-consuming and at times impossible to track consumption levels and generate service billing for the relevant departments. The company had very little control and knowledge of the software installed across its different branches and departments. On several occasions, they had to pay fines to software providers for using tools that were installed locally without proper licensing. Similarly, the software developers' audits were timeconsuming and expensive. This came to a head when the service contract for the old Service Desk tool was about to expire; the company was using this for its traditional ITIL processes such as incident, problem, and change management.

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> **The system is very open and it can be adapted very flexibly. This enables us to act not just as a Service Desk provider but also as the supplier of a solution that offers strategic KPI management, not just to IT but also to the individual departments – just like an external service provider would.**
> Klaus Ziegerhofer, IT Service Management, Senior Analyst at Magna IT Austria

From 5 to 700 standardized services

The company was in need of a better solution and picked Matrix42 to supply it.

To begin with, the Service Catalog and the Software Asset Management were introduced globally across the company. Initially, the Service Catalog comprised a mere five services – today, this number has increased to around 700. Thanks to the Self Service Portal, users can easily order software that is implemented fully automatically. This facilitates much greater flexibility and significantly reduces the need for manual interactions. With the Divisional Service Desk, the individual company divisions not only have access to the classic ITIL Service Desk, but are also able to map their own processes and offer services as needed. This includes IT as well as department-specific services, such as the ordering of business cards, key card access, or even setting up new employee workstations – complete with fully automatic provision of all relevant systems.

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> **Having in-house certification is very important to us. It demonstrates the quality of our solution to all our individual points of contact within the company.**
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> Klaus Ziegerhofer, IT Service Management, Senior Analyst at Magna IT Austria

Automated personnel management

The Service Catalog forms the central hub for the automation of personnel management.

This covers the entire employee lifecycle, from the initial appointment to changes in job description, title, or name, and through to migration to other divisions or contract termination. Check and certification of the solution by Magna's Internal Audit team is currently in progress. "Our in-house team assigned to Matrix42 now encompasses eight specialists, four based in Europe and four in North America. Despite such a modest team size, the efficiency and intuitive structure of the solutions makes it possible for us to provide not only technology support to our departments but also process support. Thanks to Matrix42, we have evolved into a fully-fledged in-house service provider", says Ziegenhofer.

New user interface

The experts at Magna collaborate closely with Matrix42's Product Development team, most recently on our new user interface, the Unified User Experience (UUX). This incorporates all the Matrix42 products within a single user interface (UI) via drag and drop.

Installation of the latest releases at Magna was organized on the basis of a bi-monthly cycle, and the practical feedback gained from this was passed straight on to Product Management at Matrix42. The new UI is live at Magna since end of 2017.

What makes this new user interface (UI) so special?

The new user interface is based on a revolutionary new low-code platform, the Matrix42 SolutionBuilder.

The entire development team at Matrix42 deploys SolutionBuilder for developing the Unified User Experience (UUX). The platform is based on an intuitive drag-and-drop structure that makes it very simple to create and customize processes; this makes it possible even for non-technical employees to implement new processes, for example, a recruiting service. In combination with the Matrix42 Workflow Studio, which similarly facilitates business process automation via drag and drop, this provides Magna – and other companies like it – with everything they need for Enterprise Service Management and IT Service Management 2.0.

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> **Matrix42 convinced us because even then, their platform was very flexible and easy to customize.**
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> Klaus Ziegerhofer, IT Service Management, Senior Analyst at Magna IT Austria

KPI-Management

Very importantly, Magna's users also get to benefit from the new opportunities offered by the solution, many of which are developed in-house.

"Our divisions vary greatly in size, ranging from 100 to 5,000 persons. They might receive IT support from just one person, or from up to 300. That's why the automation possibilities offered by Matrix42, and with them the resulting speed increases, are a highly important value to us," says Ziegerhofer. The solution's comprehensive inventory functions provide fully automated and precise data for asset and license management, eliminating the need of any manual list-keeping. The Inventory Report offers not just an overview of the state of technology at Magna but also a detailed picture of the software applications licensed for each division.

The Magna team is continuously working on increasing the solution's maturity level, such as evolving the Service Catalog into full-scale Service Portfolio Management, or optimizing the in-house billing of services.

Magna deploys a range of different billing systems in Europe, Asia, and North America. The Matrix42 solution is used to collect, accumulate, and provide the data for all of these systems, which means that more and more services can be billed automatically without requiring manual input.

Locations

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About Matrix42

Matrix42 helps organizations digitize 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 cloud-based workspace environments seamlessly into existing infrastructures.

Matrix42 AG is headquartered in Frankfurt am Main, Germany, and distributes and implements software solutions with regional and global partners.