

Matrix42 **Unified Endpoint Management**

Managing a Complex Digital Workplace

In today's fast-evolving digital workplace, IT departments face an unprecedented challenge: managing an exponentially growing number of diverse devices, operating systems, and applications while maintaining security, compliance, and user satisfaction. Without a comprehensive solution to manage this rapid increase in endpoints – laptops, desktops, mobile devices, IoT – organizations face a growing number of risks:

1 Security Vulnerabilities & Compliance Risks:

Unpatched software and outdated security policies increase vulnerability to malware, phishing attacks, and data breaches. A single untracked or unmanaged device can cause significant damage.

2 Operational Inefficiencies & High IT Workload:

Manual onboarding, inconsistent patch management, and disconnected management tools waste valuable IT resources. Each process, completed separately, leads to higher costs and longer timelines.

3 Poor Employee Experience & Productivity Loss

Outdated software, missing applications, and poorly configured devices frustrate employees and reduce productivity. Without self-service options, users rely on IT for basic requests, creating bottlenecks. Slow, manual onboarding further delays new hires, preventing them from working efficiently from day one.



The Path Forward: Unified Endpoint Management

Managing modern endpoints requires centralized, automated, and secure solutions. IT leaders need a unified strategy to protect their digital assets, simplify operations, and empower employees—all while staying ahead of security threats and compliance demands.

Matrix42 Unified Endpoint Management (UEM) is built to solve these challenges.



Simplifying Endpoint Management with Matrix42 UEM: One Platform to Manage, Secure, and Automate All Endpoints Management

Matrix42 Unified Endpoint Management (UEM) is an all-in-one solution designed to simplify endpoint management across your entire IT landscape. It integrates Client Lifecycle Management (CLM) and Enterprise Mobility Management (EMM) into a single, unified platform—allowing IT teams to automate processes, enforce security policies, and enhance the user experience across desktops, laptops, mobile devices, and more.

With Matrix42 UEM, you can deploy, manage, secure, and retire devices seamlessly—whether they are on-premises, cloud-based, or hybrid. Our solution enables IT teams to stay ahead of cybersecurity threats, compliance requirements, and the increasing complexity of a hybrid workforce.



What **Matrix42 UEM** Does

- **Unified Management** – A single console to manage all endpoints, from Windows, macOS, and Linux desktops to iOS, Android, and IoT devices.
- **Self-Service for Employees** – Empower users with a self-service portal for software requests, updates, and issue resolution – minimizing IT workload.
- **Automated Deployment & Configuration** – Reduce manual effort with zero-touch provisioning, OS deployment, and software installation based on predefined policies.
- **Intelligent Insights & Reporting** – Get real-time visibility into endpoint health, software usage, and compliance to make informed decisions.
- **Security & Compliance Built-In** – Ensure security updates, policy enforcement, and compliance with regulations like NIS2, DORA, and GDPR.
- **Service & Asset Management Integration** – Speed up ticket resolution with automated actions and troubleshooting. A shared CMDB connects UEM, Service Management, and SAM (Software Asset Management) for smarter workflows and full IT visibility.
- **Seamless Software & Patch Management** – Keep devices up to date with automated patching and access to 2,000+ pre-packaged applications via our Package Cloud.



Why it Matters

- ▶ **For IT Teams** – Drastically reduce operational workload with automation, proactive security, and centralized endpoint control.
- ▶ **For Security Leaders** – Protect endpoints against cyber threats and maintain compliance with evolving regulatory standards.
- ▶ **For Business Leaders** – Enable a productive workforce with seamless onboarding, self-service IT, and fewer technical disruptions.

With Matrix42 UEM, IT teams can move from reactive troubleshooting to proactive IT management – ensuring security, efficiency, and superior employee experience.

How Matrix42 UEM Transforms IT Operations: Platform for Complete Endpoint Control

Matrix42 Unified Endpoint Management (UEM) is designed to **simplify, automate, and secure** the entire device lifecycle—from provisioning to retirement. By integrating **Client Lifecycle Management (CLM)** and **Enterprise Mobility Management (EMM)**, it provides IT teams with a **unified, policy-driven approach** to managing all endpoints, whether **on-premises, cloud-based, or hybrid**.

Here's a closer look at how Matrix42 UEM works and the key components at its core:

Powered by Empirum

Empirum is the powerful automation engine behind Matrix42 UEM—trusted by thousands of organizations and responsible for updating and securing millions of software packages and patches every day. It completes the full device lifecycle from bare-metal provisioning to end-of-life, with robust agent-based software deployment. As the foundation of our Unified Endpoint Management platform, Empirum delivers secure, scalable lifecycle management across Windows macOS, and Linux environments.

1.

Client Lifecycle Management (CLM) – Powered by Empirum



OS Deployment & Configuration

- **Fully automated deployment** of Windows client and server operating systems.
- **PXE boot and Self-Service** thumb drive support for **seamless provisioning**.
- Unattended, unicast, and multicast imaging for **efficient large-scale deployments**.
- **Automated migration** from **Windows 10** to **Windows 11**.



Software & Patch Management

- Automate software installations and updates using a **role-based software assignment** model.
- **Patch thousands of applications**, including Windows and third-party software, to mitigate vulnerabilities.
- **Package Cloud** provides access to **2,000+ pre-configured, tested application packages** for easy deployment.



Inventory & Asset Management

- Maintain full visibility into **all devices, applications, and configurations** in your IT environment.
- Monitor software usage and license compliance to **avoid unnecessary costs and security risks**.
- Supports **agent-based and agentless** inventory tracking for flexibility.



Backup & Recovery

- **Automated backup of user data and configurations** for seamless recovery.
- **Easy migration of user profiles** during Windows updates or hardware replacements.

2. Enterprise Mobility Management (EMM) - - Secure & Simplify Mobile Device Management



Comprehensive Mobile Device Management (MDM)

- Manage **iOS, Android, macOS, tvOS and Windows devices** from a single console.
- Supports **Android Enterprise, Samsung Knox, Apple DEP, Android Management API and Windows MDM**.
- Configure security policies, VPNs, Wi-Fi, and app restrictions **remotely**.
- Remotely wipe or lock lost or stolen devices to **prevent data leaks**.

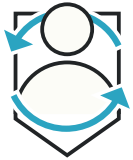


Mobile Application & Content Management

- Deploy, update, and remove **mobile apps securely** across all user devices.
- **Enforce corporate security policies**, including remote wipe and encryption.
- Secure access to corporate data with **containerization and file-sharing controls**.
- Implement **conditional access rules** to ensure compliance before allowing network access.



3. Intelligent IT Automation & Self-Service



Self-Service Portal

- Employees can **request and install approved applications** on their own.
- **Multi-step approvals** and **automated license bookings** ensure compliance and transparency
- **Reduces IT workload** and enhances **employee productivity**.



Policy-Driven Automation

- Automated software deployments, security updates, and **device compliance checks**.
- Reduce manual effort and **improve IT efficiency**.



Advanced Analytics & Reporting

- Real-time insights into device health, security posture, and compliance.
- Custom dashboards for **data-driven decision-making**.



Matrix42 UEM ensures complete visibility, automation, and security across all endpoints – empowering IT teams to work smarter, not harder.

Transforming IT Operations:

Matrix42 UEM in Action

Use Case 1: Streamlined Employee Onboarding

The Challenge: A growing company struggled with their employee onboarding process. New hires often waited days for their devices to be configured, with IT staff spending 4-6 hours per device on manual setup. Software installation was inconsistent, and the company lacked visibility into device compliance status.

➤ The Matrix42 UEM Solution,

a zero-touch deployment process:

1. New employees receive factory-sealed devices with welcome instructions
2. Employees unbox their devices and simply log in with their Microsoft Entra ID credentials
3. Matrix42 UEM automatically configures the device through Windows Autopilot or Device Enrollment Program
4. Security policies, required applications, and company configurations deploy automatically
5. Employees can access the self-service catalog for additional software needs

➤ The Results

- **Massive reduction** in IT involvement for new device setup
- New hires are productive within **1 hour** of receiving equipment
- **100% consistency** in security policy implementation
- **Improved employee satisfaction** due to streamlined experience

Use Case 2: Unified Security & Compliance Management

The Challenge: A large multinational company managed over 15,000 endpoints across 23 countries with separate tools for desktops, laptops, and mobile devices. Security patching was inconsistent, compliance reporting required manual data collection, and security incidents were increasing.

➤ The Matrix42 UEM Solution,

- a unified management approach:
1. Consolidated endpoint visibility through a single management console
 2. Automated patch management for Windows systems and 60+ software ven-

3. Consistent policy enforcement across all device types and operating systems
4. Comprehensive inventory tracking with software usage analytics
5. Centralized compliance reporting with real-time dashboards

➤ The Results

- **Large reduction** in critical security vulnerabilities
- Compliance reporting time reduced from **days to hours**
- IT team reduces man-hours and costs dedicated to compliance management

Use Case 3: Modernizing Legacy Systems Management

The Challenge: An old company operated with legacy systems management tools that couldn't support modern devices or cloud-based services. Their aging infrastructure created security risks, limited IT agility, and frustrated users with outdated experiences.

➤ The Matrix42 UEM Solution,

- a bridge between traditional and modern management::
1. Integration of classic client lifecycle management with modern mobility management
 2. Support for legacy systems alongside cloud-native applications

➤ The Results

- **Faster** deployment times for new applications
- Successfully modernized **a large number of endpoints** without business disruption

Extend the Power of Microsoft Intune with Matrix42 UEM

Many organizations rely on Microsoft Intune as their default endpoint management tool—mainly because it comes with Microsoft 365 and integrates easily. But while Intune covers the basics, it doesn't meet all enterprise needs. Matrix42 UEM extends your Intune investment with deeper automation, broader visibility, and true cross-platform control.

Why Matrix42 UEM + Intune Makes Sense

Unified Cross-Platform Management

Intune is strong within the Microsoft ecosystem — but what about everything else? Matrix42 UEM extends management across Windows, macOS, Linux, Android, iOS, and more. All from a single, intuitive console that simplifies day-to-day operations.

Matrix42 UEM doesn't replace Intune—it transforms it into a powerful, unified solution that ensures greater efficiency, security, and scalability.

▶ Advanced Application Deployment

- Phased rollout plans for controlled, predictable deployments
- Broad distribution of standard applications across platforms
- Greater transparency and fewer rollout issues

▶ Superior Patch Management

- Automatic patching of third-party applications (not just Microsoft)
- Proactive vulnerability reduction across your environment
- Consistent update policies across all device types

▶ Workflow Automation & Customization

- Easily build and automate complex IT processes using drag-and-drop tools in the Matrix42 Workflow Studio
- Tailor workflows to fit your organization's specific needs
- Free up IT resources and ensure process consistency



Your Partner in Digital Transformation

Matrix42 UEM ensures complete visibility, automation, and security across all endpoints—empowering IT teams to work smarter, not harder. Transform your approach to endpoint management and unlock the true potential of your digital workplace with Matrix42 UEM.

Why Choose Matrix42 UEM?

One Platform for All Endpoints – Reduce Complexity, Increase Efficiency

- **Centralized control** of all devices—desktops, laptops, mobile, printers, scanners and IoT
- **Automated deployment, updates, and security policies** to minimize manual workload
- **Seamless integration** with existing IT infrastructure (Intune, SCCM, Azure, etc.)

Secure & Compliant – Stay Ahead of Cyber Threats

- **Automated patch management** to keep systems secure and compliant
- **Granular security controls** for user access, application management, and data protection
- **Built-in compliance enforcement** for NIS2, DORA, GDPR, and other regulations

Employee Experience & IT Automation – Work Smarter, Not Harder

- **Zero-touch provisioning** for fast, seamless onboarding
- **Self-service portal** for software requests and troubleshooting—reducing IT support tickets
- **Remote assistance** for instant problem resolution, even for off-network devices

The European Choice – Local Expertise, Maximum Flexibility

- **Built for Europe:** Developed in Europe for European organizations with local market expertise.
- **Cloud Your Way:** Flexible deployment options—choose between Cloud, On-Premises, or Private Cloud to ensure maximum data sovereignty and integrity.
- **Local support and compliance alignment** to meet regional business and regulatory requirements.

The **European Choice** in Service Management

www.matrix42.com

Matrix42 helps you Digitalize and Automate Your Work. Our ambition is to be the European Choice in Service Management software for both public and private sector customers.

With our flexible platform, you can manage IT and business processes, assets, end points, and identities for improved productivity, agility, security, and employee experience. We deliver the Cloud Your Way, meaning you choose how to consume our technology: public cloud, private cloud or on-premises, all with a compelling total cost of ownership.

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