

MATRIX42 MARKETPLACE PRODUCTS

Multitenancy ServiceDesk

The ITSM Add-on simplifies the comprehensive assignment of rights in the Matrix42 Service Management System. In addition, it adds multi-client capability to the ServiceDesk. **The number of licenses is based on the number of licenses of the existing Workspace Management product. Please contact your sales representative for an individual offer.**

Description

The ITSM Add-on simplifies the comprehensive assignment of rights in the Matrix42 Service Management System. In addition, it adds multi-client capability to the ServiceDesk.

Benefits:

- Set permissions based on organizational units
- Cross-team working on one system, separation of system objects becomes possible
- Parallel working for internal as well as external employees and for employees of one or more external companies
- Integration of a key user concept with fully automatic creation of user roles including authorizations
- Integration of a multi-tenant queue concept with fully automatic creation of user roles, for the cooperation of different company roles in projects.
- Joint editing of tickets with different user permissions

A wizard guides intuitively through the few required information and enables the fast setup of multiple roles on the system. Views are customized, database permissions are set, this increases system security as all tickets can no longer be accessed.

Technical requirements:

- Matrix42 Enterprise Service Management (the versions supported in the standard)

Installation:

[Install Extension - Installation and Configuration](#)



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Additional information

Digital Workspace Platform (DWP) Compatibility	11.x
Platform	Digital Workspace Platform (DWP)
License metric	Per User
Manufacturer	innomea GmbH
Contract type	Subscription
Product link	https://marketplace-staging.matrix42.com/product/multitenancy-servicedesk/