

INTELLIGENT SERVICE MANAGEMENT

Från reaktiv support till
automatiserat värdeskapande



Agenda

- Matrix42 European choice in service management
- Why traditional ITSM is reaching its limits
- What Intelligent Service Management really means
- How AI and automation enable proactive services
- Q&A

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ABOUT MATRIX42

The **European Choice** in service management

>30

years of helping customers Digitalize and Automate their Work.

600

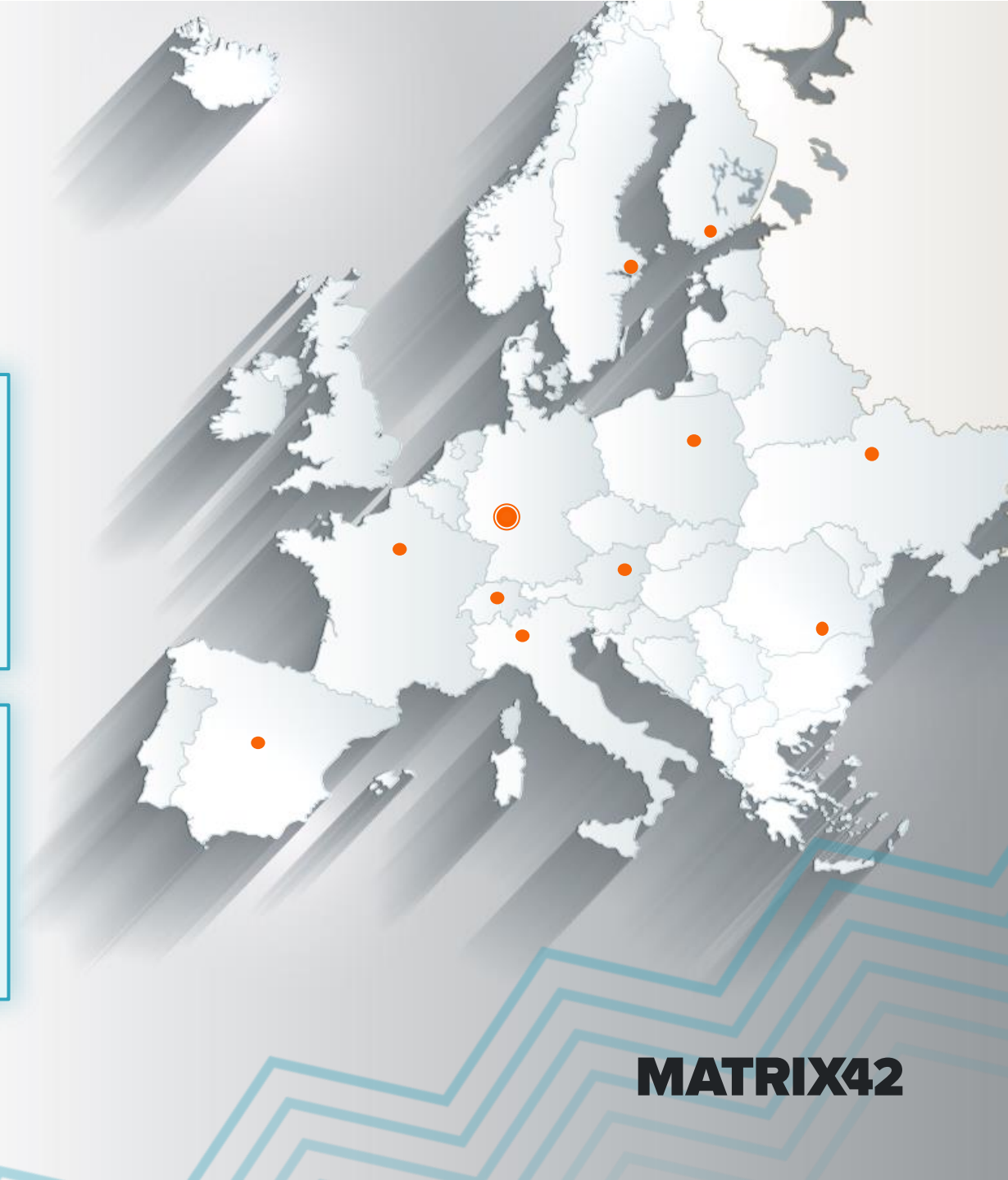
Matricians drive digital transformation in 11 locations across Europe.

5.000

global customers rely on our solutions.

100+

partners to meet local needs.



MATRIX42

What we **promise** as the European Choice in service management

Ethical & transparent AI

AI Your Way

- You control your data & choose your AI models
- You can configure your use cases

Respect for data sovereignty

Cloud Your Way

- You decide where you keep your data
- You choose your deployment model

Responsible innovation

Software made in Europe

- EU regulation compliant
- Innovations designed, built & operated in Europe

Local

Local delivery & support

- Local partners & presence
- Aligned to local requirements

These are the guiding principles of our European Choice approach

MATRIX42

ARE YOU READY

to Welcome AI Agents?



M42 Intelligence

Traditional ITSM has reached its limits

Ticket-based processes were designed for a slower, more predictable IT world

Today's environments are dynamic, distributed, and service-driven

The result: delays, overload, and frustrated users

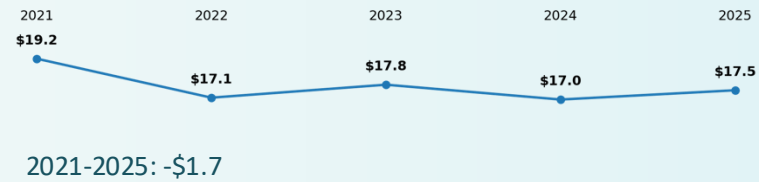


IT Service Desk: Costs up. Outcomes flat.

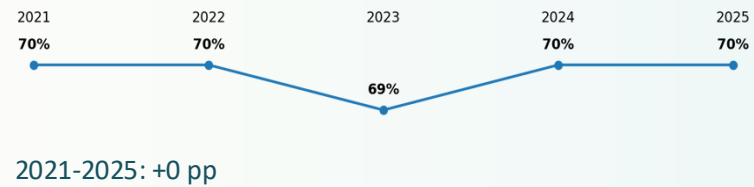
Spending per end-user



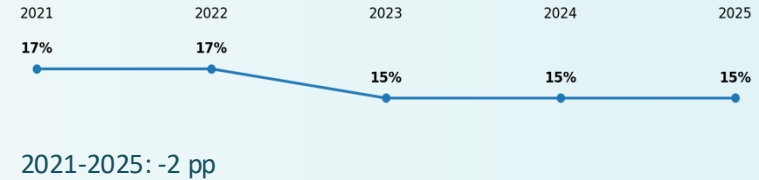
Spending per contact



First contact resolution rate



Contacts via self-service



1. Spend per end-user **keeps rising** - now **\$169**
2. Spend per contact **stays flat**
3. FCR **stalls at ~70%**
4. Self-service **remains low at ~15%**

Source: Gartner's IT Key Metrics Data 2026: End-User Services Measures — IT Service Desk Analysis

Slido.com

“Hype generated by the industry is creating confusion, making it difficult for CIOs to set the right expectations regarding (AI) business outcomes.”

Gartner, August 2025



Key Definitions

AI Assistants

- Human-directed assistance
- Task-support applications
- No autonomous action

AI Agents

- Conditional autonomy tasks
- Adaptable at full autonomy
- Collaborative Agentic AI

Proactive AI

- Anticipation and prediction
- Forecasts and prevents issues
- Reduces reactive work

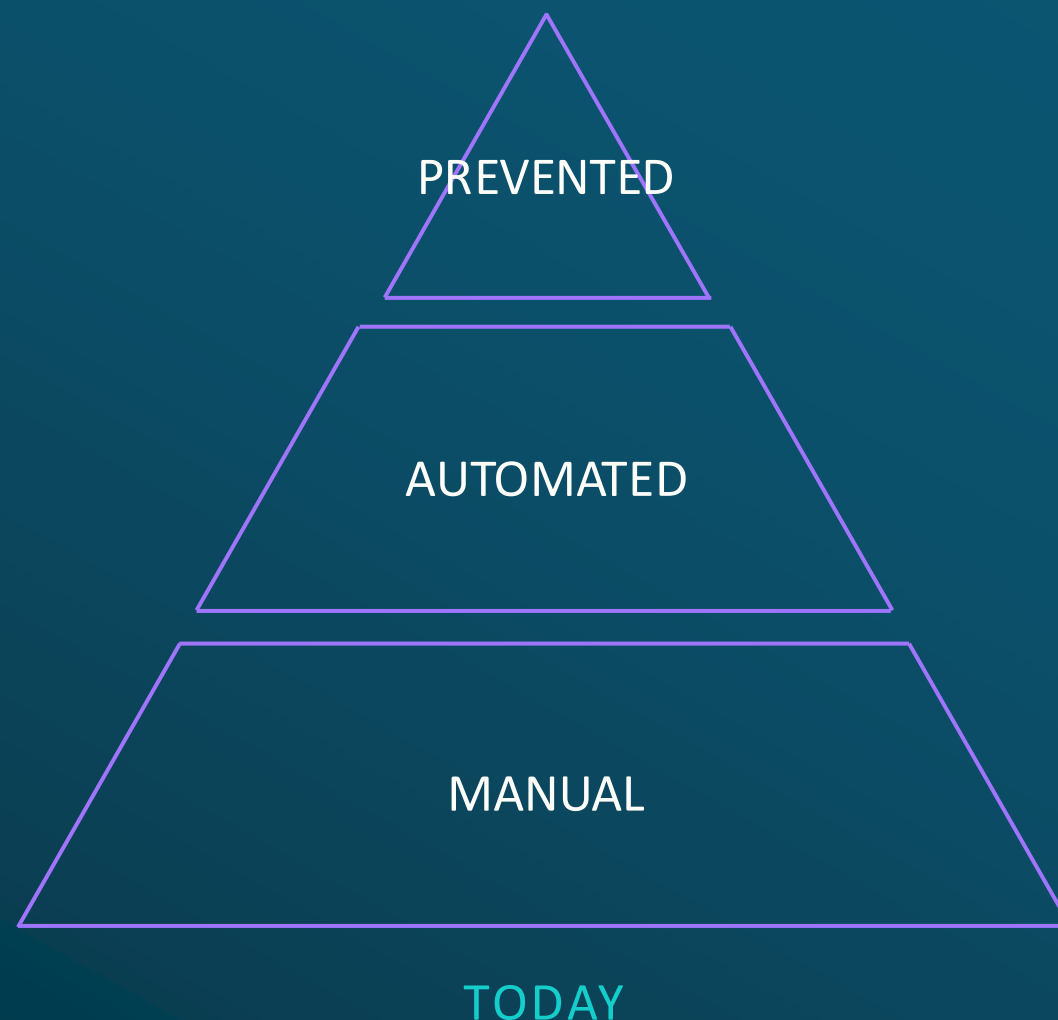
Slido

Moving focus from manual to automated & prevented work

Prevent work with Proactive AI

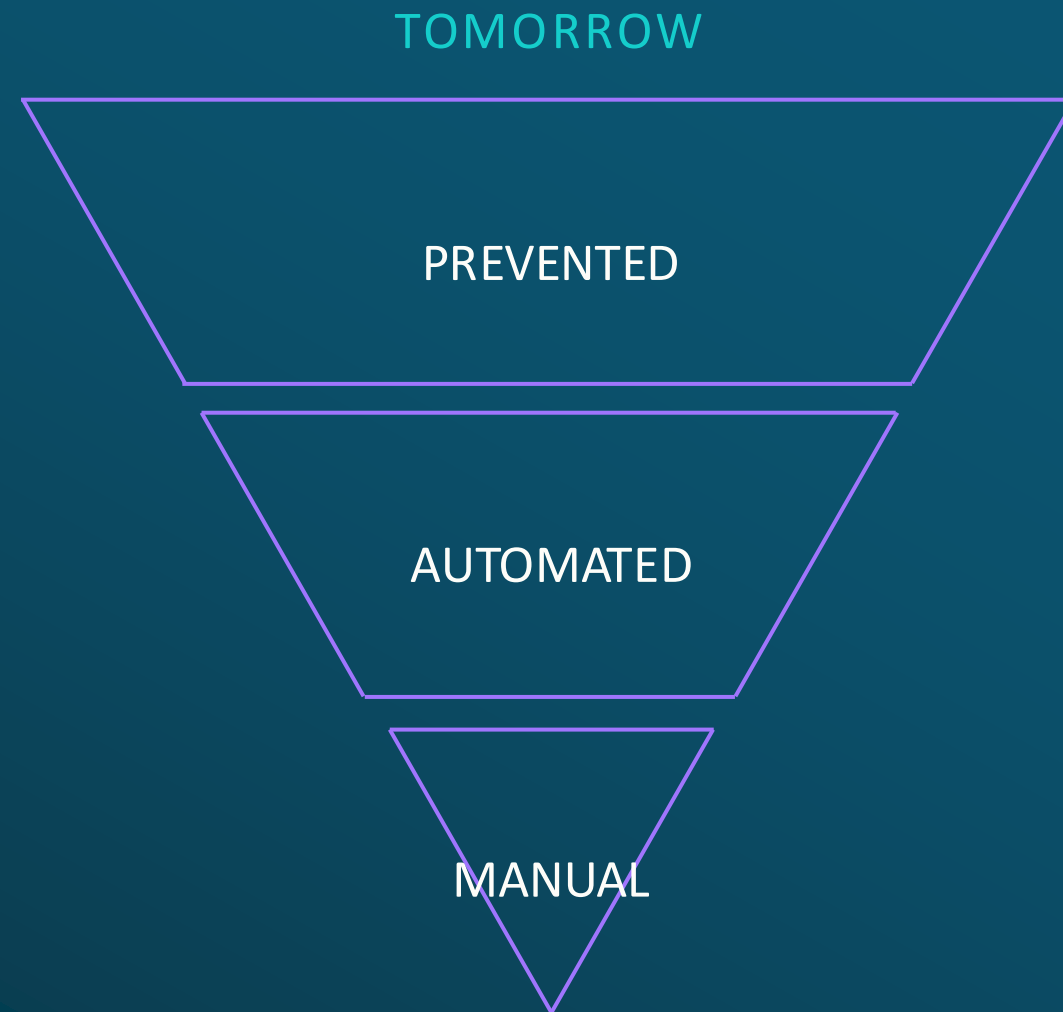
Reduce work with AI Agents

Improve work with AI Assistants



★ North Star

Intelligent Service
Management transforming
enterprise workflows from
reactive to proactive



Delivering real value with AI

End users

- Knowledge discovery
- Semantic search

Support teams

- Writing assistant
- Summarization
- Knowledge creation

Saved 1 day per agent per month!

Admins

- Configurable AI
- Content Localization

Asset & access owners

- AI Search for ITAM/SAM
- Access risk summaries



AI Agent for Ticket Preparation

Automate & fast-track ticket assessment process

- Ticket category & type
- Impact & urgency
- Priority
- Responsible team
- Notifications to agents

Reduce resolution
time & effort up to 15%

The screenshot displays a ticket titled "Incident TCK00681 - Multiple Servers Overheating...". The interface includes a header with navigation icons and a toolbar with buttons for "Edit", "Propose Major Incident", "Accept", and "Mark as Unread". The main content area shows a message from the "AI Agent for Ticket Preparation" dated 9/12/25 7:08 PM. The message details the following information:

- Ticket Type Identified:** Incident
- Category Detected:** Hardware
- Impact:** Workgroup
- Urgency:** Complete Failure
- Resulting Priority:** High

Below this, the "Automated Actions" section lists:

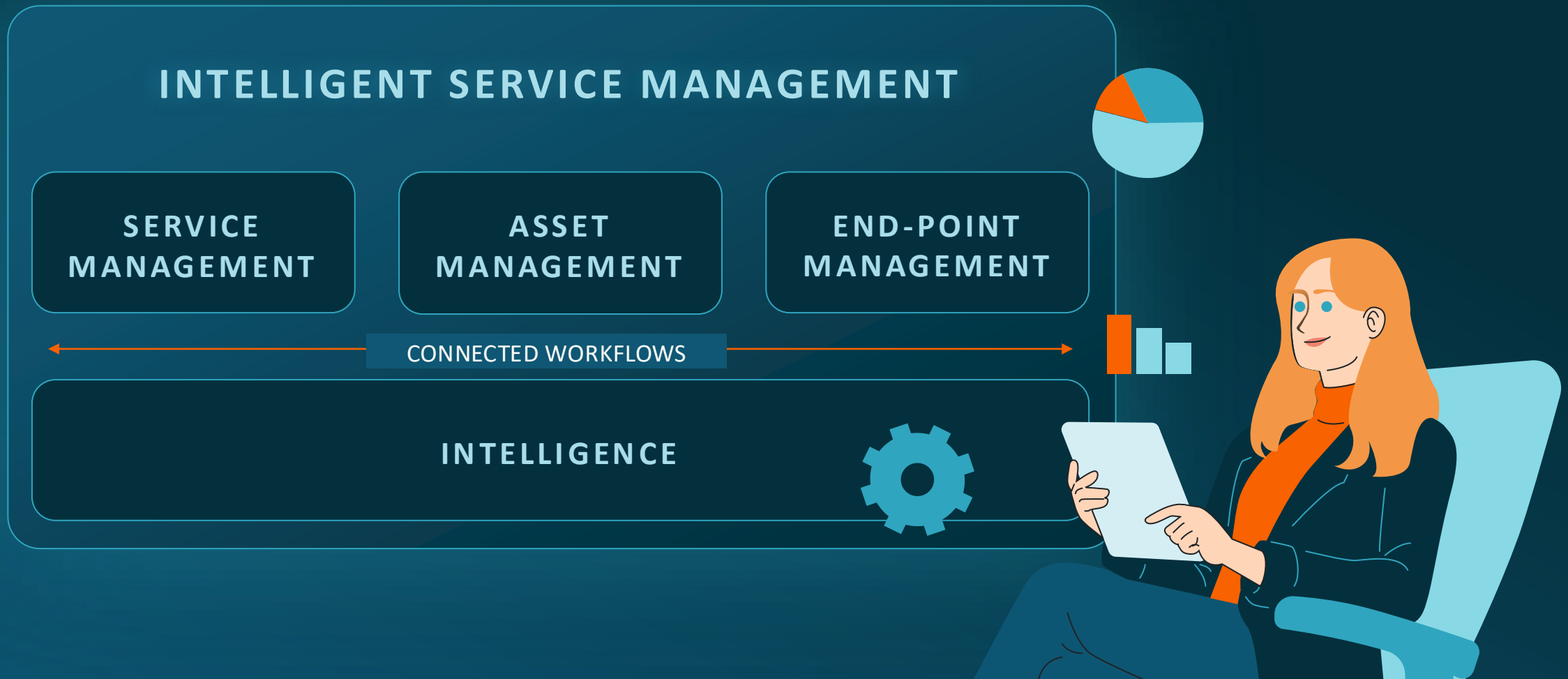
1. Ticket automatically routed to "Infrastructure & Hardware Support" for immediate handling.
2. Responsible team members notified via email and MS Teams.
3. Relevant stakeholders notified about classification results and assignment.

Subsequent system actions are shown as separate messages:

- Priority changed by System** (9/12/25 7:08 PM)
- Recipient Role changed by System** (9/12/25 7:08 PM)
- Category changed by System** (9/12/25 7:08 PM)

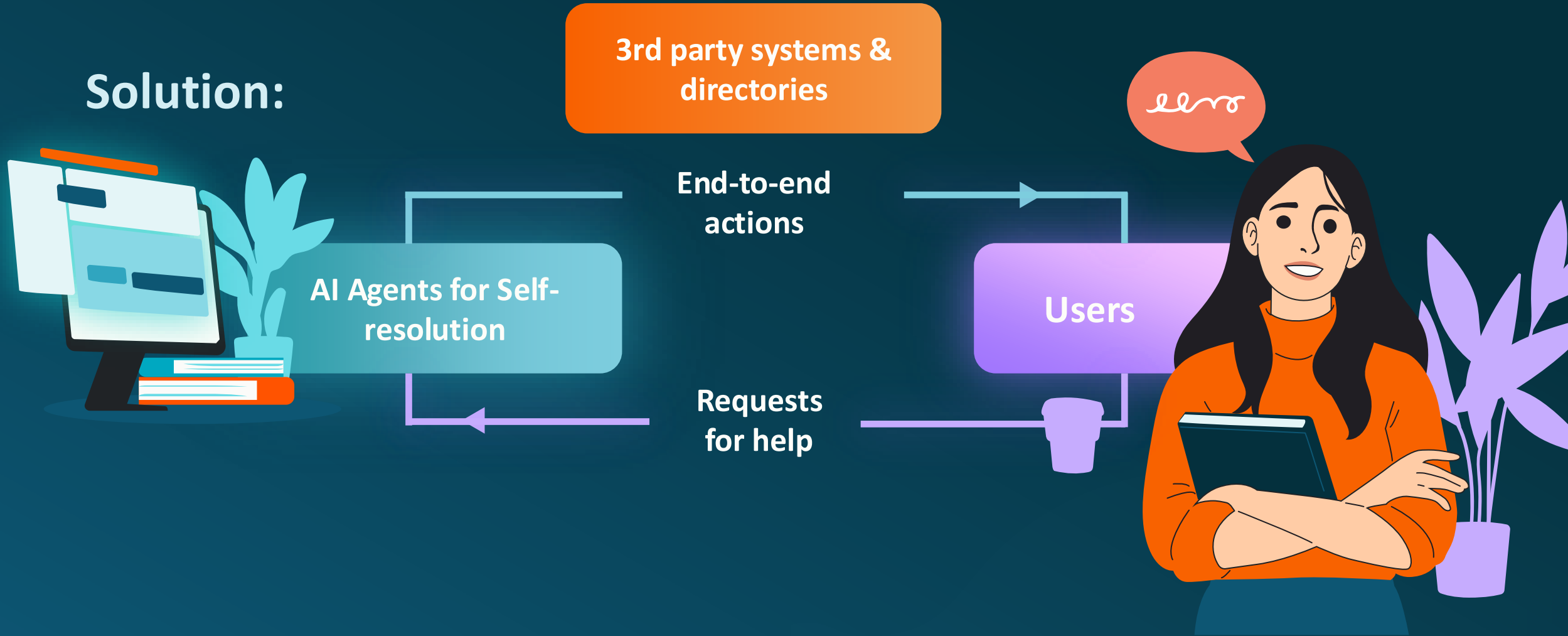
Each system action message includes "Translate" and "Quote & Send" options. At the bottom, there is a comment input field with the placeholder text "Leave your comment..." and a user profile icon.

Intelligent Service Management Complete Platform



AI Agents for **Self-resolution**

Solution:



3rd party systems & directories

AI Agents for Self-resolution

End-to-end actions

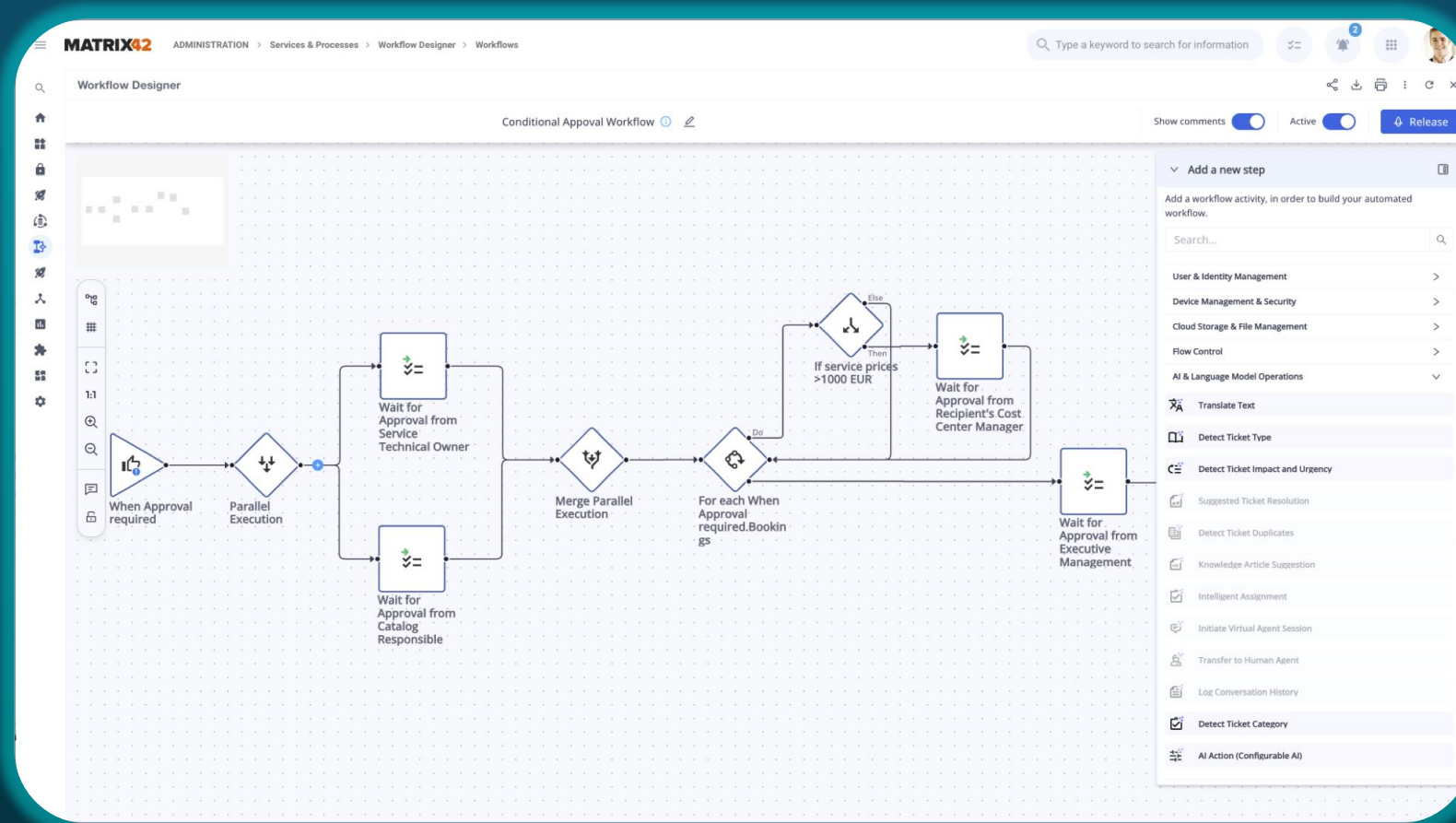
Users

Requests for help

error

New AI-native Workflow Designer

Build your own AI Agents!



New no-code tool for AI-powered workflows

- Out-of-box workflows
- Out-of-box actions
- New content to ship frequently

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DEMO

Ticket Preperation

Intelligent Response

Self resolution

Q&A

THANK YOU

