

MATRIX42 MARKETPLACE PRODUCTS

Monitoring Connector

The ITSM add-on makes it possible to connect monitoring systems such as PRTG or Nagios to Matrix42 Workspace Management. **The number of licenses is based on the number of licenses of the existing Workspace Management product.**

Description

The ITSM add-on makes it possible to connect monitoring systems such as PRTG or Nagios to Matrix42 Workspace Management.



Benefits:

It proactively supports problem managers in their search for the cause of faults that have occurred by independently searching the CMDB for dependencies of the affected CIs. This provides administrators and problem managers with a detailed analysis of possible causes of errors within a few seconds, without having to become active themselves.

The customizing supports the early detection of problems in the infrastructure with various automatisms and offers extremely dynamic adjustments for the different CIs.

By analyzing incoming incidents, problem tickets can be created automatically if predefined threshold values for assets or services have been exceeded.

Incident duplicates are automatically summarized and linked to the corresponding problem tickets.

Any number of threshold groups can be formed, which can be linked to the various CIs, such as computers and/or services.

Technical requirements:

- Matrix42 Enterprise ServiceManagement
(the versions supported in the standard)

Installation:

[Install Extension – Installation and Configuration](#)

The number of licenses is based on the number of licenses of the existing Workspace Management product.

Additional information

License metric	Per User
Manufacturer	innomea GmbH
Contract type	Subscription
Product link	https://marketplace-preview.matrix42.com/product/monitoring-connector/