

PRTG-Connector

Description

The interface for automated IT incident management

PROBLEM DESCRIPTION

IT disruptions cause unwanted interruptions to day-to-day business and are guaranteed to occur from time to time in all

IT-using companies from time to time. If there is a system-related problem, it is essential that the responsible staff are informed as quickly as possible and the fault is rectified.

Network monitoring software such as Paessler PRTG Network Monitor assists you in continuously monitoring your IT systems and detecting disruptions as soon as they occur. By intelligently integrating the monitoring tool with the Matrix42 Service Desk, your incident management is now even more efficient.

SOLUTION

Using the PRTG Connector addon from Makro Factory, notifications from PRTG Network Monitor can be automatically integrated into the Matrix42 Service Desk. When an incident is identified, the system generates a ticket in the Service Desk and initiates the process chain defined for the specific issue. If the sensors in PRTG detect a change in status, this is recorded as a journal entry directly in the corresponding ticket. IT personnel are thus kept up to date in real-time about the current system status. Once the incident is resolved, the corresponding



ticket is automatically closed.

BENEFITS

- *Tickets Instead of Email Overload*

All notifications generated by PRTG Network Monitor for an incident are consolidated into a single ticket within the Matrix42 Service Desk. They no longer arrive as separate messages in your email inbox. This ensures that you always have a clear overview, and no alerts are lost

- *Automated Ticket Handling*

Tickets are automatically opened, updated, and closed by the system as soon as the issue is resolved by the responsible parties.

- *No Duplication of Effort in Assignment*

Mapping The integration of Matrix42 assets with PRTG devices enables role/user-based alerting and notification functions without the need to separately maintain role definitions in both tools.

- *Improved Incident Analysis*

Continuous monitoring of tickets allows for ongoing evaluation, such as processing times, frequency, and urgency.

TECHNICAL REQUIREMENTS

- Matrix42 Enterprise Service Management Platform
- Paessler PRTG Network Monitor

Contract Duration: 12 months with an extension option of 12 months if not canceled with a 3-month notice before expiration.

Service Type: Managed Service, including maintenance, at a monthly price of 179.00 Euros.

[Information Sheet](#)

Information complémentaire

License metric	Par installation
Fabricant	Makro Factory GmbH & Co. KG
Contract type	Subscription
Lien vers le produit	https://marketplace-preview.matrix42.com/fr/produit/prtg-connector/