

Service Manager

OpenText Service Manager is the first software solution for IT Service Management and Enterprise Service Management built on machine learning and analytics. It is proven service desk software with support for thousands of users, easy-to-use self-service, and powerful extensibility, which makes it the perfect fit for large-scale enterprises.

Product Highlights

Service Manager is a comprehensive, integrated service desk solution that provides a powerful ITSM platform to standardize and automate service management processes, workflows, and tasks.

Built on machine learning and analytics, it speeds up key service desk processes such as incident, problem, and change management.

Mobile devices, smart email, and an intuitive web-based self-service portal provide an engaging and innovative user experience for interacting with IT and other service desks.

Proven out-of-the-box ITIL best practices can be easily configured, customized, and extended in a codeless manner.

Key Features

Easy-to-Use Service Desk Built on Machine Learning and Analytics

Service Manager allows users to quickly identify and resolve service outages, centrally triage issues, track work and responsibility, and establish a historical record of service disruptions and resolutions.

Service desk functionality includes Service Request Management, Incident Management, Knowledge Management, Problem Management, Change Management, Release Management, Service Level Management, Configuration Management, and Catalog Management.

Machine learning and analytics provide advanced search and analytics capabilities to enable agents to find, view, and analyze patterns and trends in incidents, requests, and other records, and to easily create knowledge articles, problem records, or to evaluate user surveys.

Dashboard and Reporting

Reporting for all processes with more than 100 out-of-the-box reports, including role-based dashboards and flexible report distribution supporting different formats such as HTML, PDF, and Microsoft Excel. An intuitive user interface allows users to easily build custom reports.

Chat and Collaboration

Chat and collaboration connect real and virtual service desk agents with end users and employees in other departments to share and contribute knowledge and to collaborate in real-time for fast issue resolution.

Change Management

Built-in change calendar and release control functionality enable change planning, impact analysis, and collision detection to automate the change and release management process, from requests all the way to validation.

Smart Self-Service

The service portal is a centralized location for all employee requests related to IT or their line of business. Its easy-to-use interface enables users to request support, search for an answer or solution, or browse the service catalog.

Quick View

- Easy-to-use service desk built on machine learning and analytics
- Dashboard and reporting
- Chat and collaboration
- Change management
- Smart self-service
- User surveys
- Out-of-the-box ITIL
- Codeless configuration
- Open and scalable service desk platform
- Attractive licensing options and upgrade path to SMAX

Key Benefits

- Low ticket volumes and faster issue resolution times
- Improved end-user autonomy and satisfaction
- Increased service quality and number of service levels met
- Quick time to value and fast ROI
- Enterprise-scale for large deployments

Smart search globally searches within and outside of the service desk to offer self-service solutions to users or to provide suggested solutions to service desk agents.

Smart ticket uses Optical Character Recognition and machine learning to automatically accept, classify, and route incidents.

A virtual agent provides automated 24x7 assistance, complemented by integrated live-chat or email to enhance continuous customer support.

Localization provides end users with access to portal content and service desk updates using their preferred language.

Native applications for mobile devices running Android or iOS complement the web-based service portal with a streamlined, native user interface that gives access to key tasks that need to be managed on the go.

User Surveys

Easy-to-use surveys with a variety of views and reports within Service Manager, along with supporting interactions, incidents, requests, problems, changes, and configuration items.

Out-of-the-Box ITIL Best Practices

Easy, customizable, and out-of-the-box IT Infrastructure Library (ITIL) process workflows for reliable, efficient service operations and delivery enable a fast ROI.

Codeless Configuration

Process designer enables the creation and configuration of processes and workflows without writing any code. It is easy to use so that processes can be customized without any help from programming experts.

Codeless configuration allows users to define and edit an application's fields, forms, business



Officially certified as ITIL compatible by [PinkVerify](#)

rules, processes, and notifications, as well as importing data and defining custom actions for the application.

Process designer and Service Manager's flexible customization and integration capabilities also allow for easy extension of service management best practices and capabilities into non-IT areas, such as human resources or facilities management.

Flexible Licensing

Service Manager is part of the OpenText Service Management Automation (SMA) solutions.

Customers can choose and mix between two licensing options—named user licenses and concurrent user licenses, term-based, and on-premises.

Licensing is very simple. There is no need to purchase separate catalog users, approval users, or similar licenses.

The same licenses can be used for Service Manager or SMA.

An Open and Extensible Platform for Automated Service Management

Service Manager is part of Service Management Automation, a solution for ITSM, ESM, and ITAM.

The service desk can be extended to Enterprise Service Management: for example, human resources support and facilities management.

IT Asset Manager provides capabilities for Service Asset and Configuration Management,

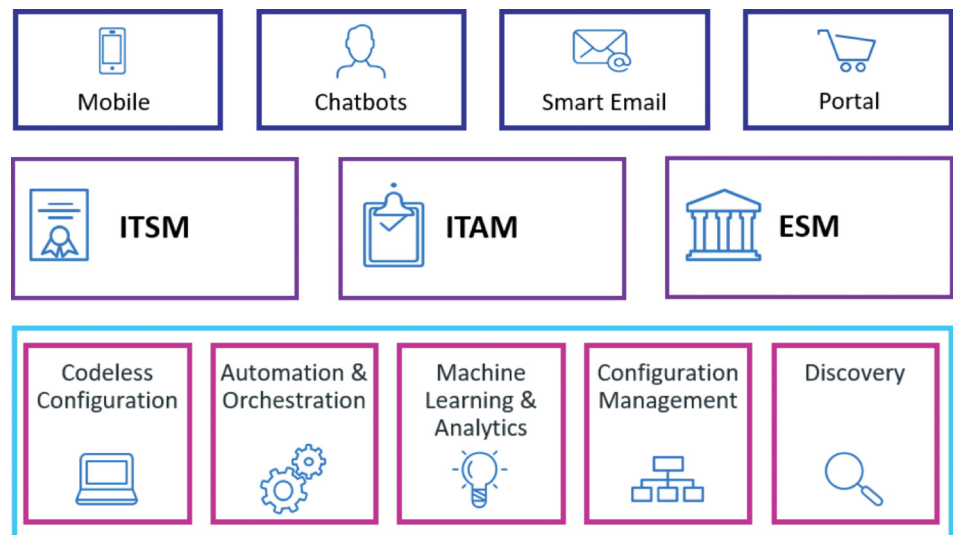


Figure 1. SMA functional architecture

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Vendor Management, Contract Management, Procurement, Financial Management, and Software Asset Management.

The solution can be complemented by comprehensive discovery and automation capabilities.

Discovery dynamically finds and updates IT service dependencies to provide an up-to-date view of business services, applications, and the infrastructure.

Operations Orchestration reduces manual and repetitive work by automating processes, workflows, and tasks. It helps remediate incidents, execute and verify changes, and provision IT services.

Discovery and Operations Orchestration require separate licenses.

System Requirements

Service Manager is available in two editions, Express and Premium. Customers can choose between named-user and concurrent user licenses, including a virtually unlimited number of self-service and approval users.

Edition	Express	Premium
Edition use case	IT Service Management Enterprise Service Management	IT Service Management Enterprise Service Management Asset Manager
Features	<ul style="list-style-type: none">■ Service Desk■ Service Portal■ Native mobile app■ Smart analytics ChatOps Process Designer■ Service Level, Change, Release, Knowledge, Incident, and Problem Management■ SACM, Universal CMDB■ Service Catalog Management	<ul style="list-style-type: none">■ SMA Express +■ Vendor Management■ Contract Management■ Procurement Management■ Software Asset Management■ Financial Management
OS & database support	Support Matrix	Support Matrix

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