

Getting Started with SMAX SaaS

SMAX Express SaaS is your fast track to easy, advanced, and surprisingly affordable ITSM.

SMAX Express SaaS At a Glance:

Modernize your ITSM

Make work easy.

Work wonders using advanced capabilities.

Achieve cost control.



Get all you need for ITSM, and more



Service portal and mobile app.



Built-in AI and analytics.



Studio for creating workflows.



Best-in-class discovery.



ITIL best-practice templates.



Enterprise-scale orchestration.



Native CMDB.

Enjoy flexible, transparent licensing



\$82 per named user per month.

A user has access to SMAX back-end functions and processes, including administration, configuration, integration, custom app building, and the service desk.

SMAX Express SaaS

Transform your ITSM into a fast, flexible, streamlined operation. Deliver super-smart connected services across the enterprise. And enjoy flexible licensing options. And best of all—you can experience consumer-style SaaS by shifting installation, maintenance, and upgrade work to us.

Everything You Need for ITSM, and More

- **Service portal and mobile app.** Empower users to open requests, get answers, and resolve issues from a personalized self-service portal or mobile app.
- **Studio.** Configure and customize codeless workflows.
- **ITIL best-practice templates.** Tap into best-practice templates for incident, problem, change, release, configuration, knowledge, service request, service level, survey, vendor, service catalog, and service portfolio management. Extend them to meet your needs.
- **Native CMDB.** Keep track of your services and involved configuration items for incoming changes, incidents, and requests.
- **Built-in AI and analytics.** Boost productivity with virtual agents, knowledge articles, suggested solutions, and predictive change risk analysis.
- **Best-in-class discovery.** Get an accurate picture of your hardware and software—on-prem or in cloud—with automated discovery.
- **Enterprise-scale orchestration.** Run advanced orchestration logic for seamless integration across teams, tools, and technologies.

Flexible, Transparent Licensing

All the capabilities you need are yours from the start. Forget about expensive add-ons, high-cost bundles, or ongoing maintenance and complex updates. And it's easy to switch between named and concurrent users.

The SMAX Express SaaS foundation license is \$82 per named user per month for a contract duration of 3 years and a minimum purchase of 20 license units. A user has access

to SMAX back-end functions and processes, including administration, configuration, integration, custom app building, and the service desk. This foundation license includes:

- **Comprehensive capabilities.** A service portal, mobile app, design studio, CMDB, AI, analytics, virtual agents, discovery, and orchestration.
- **License units for named and concurrent users.** Mix and match named and concurrent users—and change allocations to meet your needs at no additional cost. One named SMAX user equals 1 SMAX license unit; one concurrent SMAX user equals 2 SMAX license units. By the way, approvers as well as service portal and mobile app users don't need extra licenses. You won't find this level of licensing flexibility and transparency anywhere else.
- **Discovery and orchestration offering.** Get 50 OpenText Universal Discovery Premium units and 2 concurrent OpenText Operations Orchestration workflows.
- **Add-on capabilities.** Gain access to an extra instance of SMAX for your sandbox environment by purchasing a nonproduction (development) tenant for a fee. Additional capacity for discovery and orchestration can also be purchased.

How to Get Started

OpenText can ease your ITSM migration with transition toolkits, Professional Services support, and a network of global partners who stand ready with transition expertise.

Contact our team to learn more or get a custom demo: www.microfocus.com/SMAXDemo

Explore SMAX SaaS pricing: www.microfocus.com/en-us/service-management-automation-smax/pricing

Are you an AWS Marketplace customer? [Explore subscription options on AWS.](#)

Learn more at www.microfocus.com/smax
www.opentext.com

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