

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-certified
out-of-the-box processes.



Enterprise-scale
orchestration.



All-powerful CMDB.

Enjoy flexible, transparent licensing



\$79 per named user
per month.

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-certified out-of-the-box processes.** 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.
- **All-powerful 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 \$79 per named user per month for a contract duration of 3 years and a minimum purchase of 20 license units. This foundation license includes:

- **Comprehensive capabilities.** A service portal, mobile app, design studio, CMDB, AI, analytics, virtual agents, discovery, and orchestration.
- **Named and concurrent user units.** 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 unit; one concurrent SMAX user equals 2 SMAX units. By the way, 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 Micro Focus Universal Discovery Premium units and 2 concurrent Micro Focus 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

Micro Focus 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

Prefer to try SMAX on your own? Request the free trial: www.microfocus.com/SmaxTrial

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

Contact us at:
www.microfocus.com

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