

Service Management Automation X (SMAX)

Service Management Automation X is an analytics-driven service management solution for managing the entire service portfolio and lifecycle within and beyond IT. Based on a container deployment foundation, it accelerates agent productivity, reduces ticket volumes and increases user adoption and satisfaction. Flexible deployment options including installation via public cloud enable fast time to value, a low total cost of ownership (TCO), and make it the perfect fit for service providers. SMAX is also available as a service (SaaS).

SMAX at a Glance:

- Analytics-driven smart service desk with out-of-the-box support for all key processes to increase service quality
- Built-in machine learning drives intelligent knowledge delivery, fast issue resolution, and decreased ticket volume for high productivity
- Self-service, social collaboration and automation provide a superior user experience and reduce manual error-prone work
- Codeless configuration of processes and workflows enable easy and seamless updates
- On-premises and cloud deployment options enable easy and fast installation, configuration and operation for low TCO
- Applications for Enterprise Service Management provide a modern service desk beyond IT
- Available as either self-managed or via SaaS offers choice in delivery method

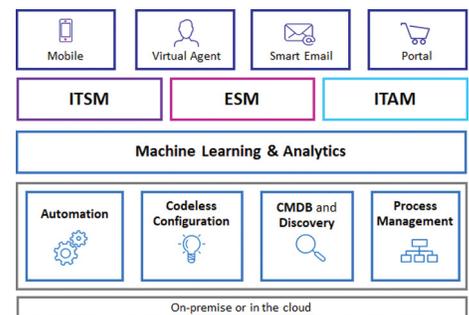
The Challenge

Emerging trends and today's explosion of new technologies are rapidly changing the expectations of the business, IT organizations, their users, and customers. Increasing complexity, the demand for continuous operations, and dynamic modern workloads put IT organizations under pressure. They have to support more services, more devices and at the same time become faster and more agile—all within challenging budget frames.

At the same time the perception of being slow and unresponsive leads to dissatisfied users who bypass the service desk. Inadequate or limited self-services result in a proliferation of Shadow IT and LOB initiatives. Too many manual, error-prone tasks result in low service quality at high cost. Long deployments and expensive upgrades cause painful service desk projects, exceeding time lines and budget. Unknown asset usage like over- or under-provisioning of licenses, entails overspend on assets and compliance risk.

The Solution: SMAX

At the core of OpenText™ Service Management Automation X (SMAX) is an analytics-driven smart service desk. It supports processes such as incident, problem, change, request, release, service catalog, service level, and knowledge management based on ITIL best practices out-of-the-box.



Analytics and Machine Learning

Built on OpenText™ IDOL technology, machine learning drives automation into ITSM and other processes by mining structured and unstructured data, and by extracting information from different types of data sources from the service desk like incidents, changes, surveys, and external data sources.

Self-Service and Social Collaboration

An easy to use service portal, which also endorses social collaboration, is the single point to go to for business users and IT professionals for issues and requests. Complemented with an intent based smart virtual agent, it improves end-user autonomy and satisfaction.

Modern User Experience for Automated Enterprise Application

A comprehensive set of ITIL aligned service management applications, asset management, and applications for enterprise service management enable a service desk for all IT and non-IT use cases. Automated discovery provides accurate, up-to-date information and service context as a foundation for all service management processes.

Automation

Smart ticket, hot topic analytics, and smart search, help automating issue and request handling. They give visibility into service desk trends, enabling proactive problem management and process improvement. Conversation-driven collaboration (ChatOps) helps to quickly solve incidents by involving people, processes and tools across organizational boundaries. Runbook automation orchestrates and executes day-to-day tasks like password reset, standard changes but also larger workflows automatically.

Codeless Configuration

Business process owners can easily develop process-based applications without any programming skills, driving low TCO and enabling

Powered by analytics and machine learning, SMAX provides a Smart Service Desk with an engaging user experience and fast issue resolution, all reducing the cost to run IT. A highly scalable multi-tenant architecture with deployment options across on-premises and cloud makes it easy to install, configure, and run.

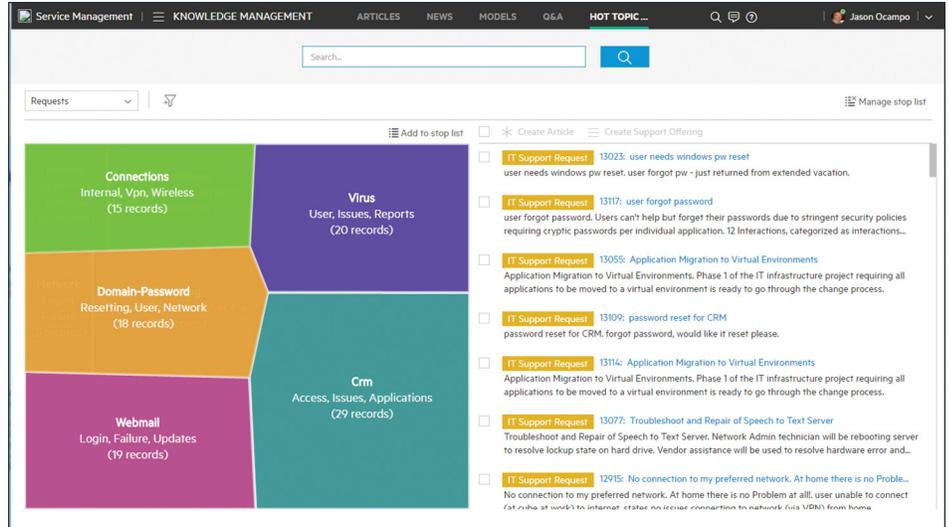


Figure 1. Analytics and machine learning—find and solve issues quickly

easy product upgrades for almost instant access to new features. With Marketplace, OpenText customers and partners have a community for leveraging and sharing these applications.

Flexible Deployment Options

Based on a containerized deployment foundation, customers can choose between different deployment options ranging from on-premises to private and public cloud like AWS, Microsoft Azure and Google Cloud with managed Kubernetes. The solution can also be hosted by OpenText™ SaaS (US and Canada only) or by regional service providers who can quickly onboard customers, easily personalize the solution, and upgrade it with minimum downtime, while providing data sovereignty in-region or in-country.

The SMAX Difference

- Automated, efficient issue handling based on analytics and machine learning

- An engaging user experience via a modern self-service portal, including intelligent knowledge delivery, chat, collaboration and mobile device support
- Modern user experience for Enterprise Service Management applications for IT and non-IT use cases
- Task and workflow automation, ranging from simple password resets to comprehensive workflows like change management

Benefits

Superior User Experience

With its fast and responsive service desk, SMAX increases service quality, meets and beats user expectations, resulting in superior user satisfaction and productivity. Comprehensive self-service complements traditional social, phone, live chat, and walk-up support, increasing user autonomy and reducing ticket volumes for standard tasks.

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Reduced Cost of Service Management

Automation across service management processes, and efficient issue and request handling, increase speed, lower overall service delivery and support costs, improve service quality, and help to meet service levels. Choice

of deployment options leads to quick time-to-value (TTV) and low total cost of ownership (TCO). Optimized use of IT assets, including software licenses, reduces IT asset costs, lowers software license and maintenance costs, and improves compliance.

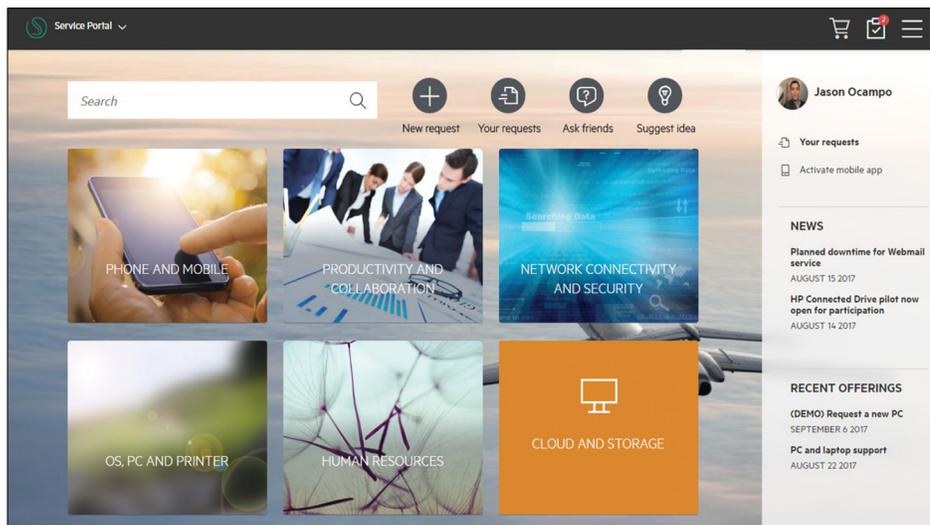


Figure 2. Service portal—single point to go to for business users and IT professionals

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