

# Building a Smarter Service Desk

The practical way to get it done

## Your Current IT Reality—

Traditional ITSM tools no longer meet enterprise expectations



**61%** of support organizations saw an increase in ticket volume and related costs over the past year.<sup>1</sup>



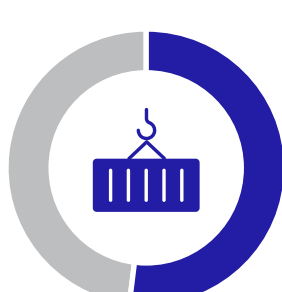
**47%** of business leaders prioritized revenue growth, cost reductions, and customer experience improvement.<sup>2</sup>



Business-aligned organizations are more likely to spend money on technologies such as artificial intelligence (AI), predictive analytics, service automation, and virtual agents over the next twelve months.<sup>3</sup>



**74%** of business-aligned IT organizations use an ITSM solution outside of IT.<sup>3</sup>



**52%** said they would consider new applications pre-packaged in containers in the short term.<sup>4</sup>



## Transform Service Management for Everyone—

The 5 capabilities you need

### 1. Analytics built in



Smart analytics and machine learning for automated ticket categorization, hot topic identification, and other insights.

### 2. Self-service



Service portal for one-stop shopping for goods, services, and support—with smart search and 24x7 support via chat bots.

### 3. Automation



Task, workflow automation, and orchestration to remediate incidents, execute and verify changes, and more.

### 4. Manage beyond IT



Smart service desk extension into business departments and processes like HR, portfolio, and facilities management.

### 5. Choice of deployment



Flexible deployment model based on container technology to run the solution on premises, in the cloud, or SaaS.

## The Micro Focus SMAX Solution

Smarter for employees. Smarter for IT.

With Micro Focus SMAX, you can overcome the limitations of traditional ITSM tools to deliver connected, automated, informed experiences—powered by machine learning—to every employee.

## Reap the Benefits

### An engaging user experience:



#### Increased user satisfaction and agent productivity

Quickly resolve tickets for a superior user experience.



#### Better user self-sufficiency and 24x7 support

Provide answers and solutions, any place and any time.

### Reduced service desk cost:



#### One tool for IT and the business

Eliminate proliferation of disparate service desk tools.



#### Meet and exceed service levels

Faster and better support with automation and machine learning.



#### Quick time to value and a low TCO

Choose from on-premises, private and public cloud deployment.



**Micro Focus SMAX**



## Health insurance provider

**AfroCentric Group** chose Micro Focus SMAX for enterprise-wide business service delivery and gained these benefits:



Consolidation of disparate support channels into a single point of entry with an out-of-the-box, **easy-to-use** solution.



High visibility across the business and IT with **real-time dashboards** that show trends and risks.



Risk management, IT management, and service management is now **part of the culture.**



Enterprise-wide adoption in the business and IT, with approximately **70% usage** of the solution in the business space.

“Service management becomes relevant across the enterprise, not just within IT. For me that has probably been the best outcome we could have hoped for.”

**ZAID ISMAIL**  
AfroCentric Group

**Micro Focus SMAX is the only container-based service management solution offering on-premises, private-cloud, or public-cloud deployments.**



For more information, visit [www.microfocus.com/itsm](http://www.microfocus.com/itsm)