

# Smarter for employees. Smarter for IT.

From supporting services to driving business with OpenText SMAX.



Automate Service Management for IT and business with a single solution, and scale support with built-in AI and analytics



## Simplify Work and Unburden Agents

Eliminate repetitive error-prone tasks to meet more SLAs and service quality expectations and maximize service team efficiency.

**Automate resolution** with **built-in AI** and increase agent efficiency with instant answers

**Get ahead** of issues with **proactive pattern detection** in incidents and changes

**Deliver services** efficiently with **out-of-the-box** ITIL-aligned ITSM and ITAM processes

## Build Business Resilience

Escape endless implementation cycles and expensive upgrades by avoiding customization complexity.

**Configure** without code and update **without effort**

**Build** new process-based **apps in hours** without coding skills

**Extend** to the **business** with fit-for-purpose support apps

## Simplify Use and Delight Employees

Get employees back to work faster and increase end-user adoption with intuitive, machine learning based smart self-service.

**Apply AI-based self-service** and decrease the need for opening tickets

**Automate fulfillment** and instantly provide accurate answers

**Give users the autonomy** to easily self-resolve and elevate their experience

## ... All for Low TCO

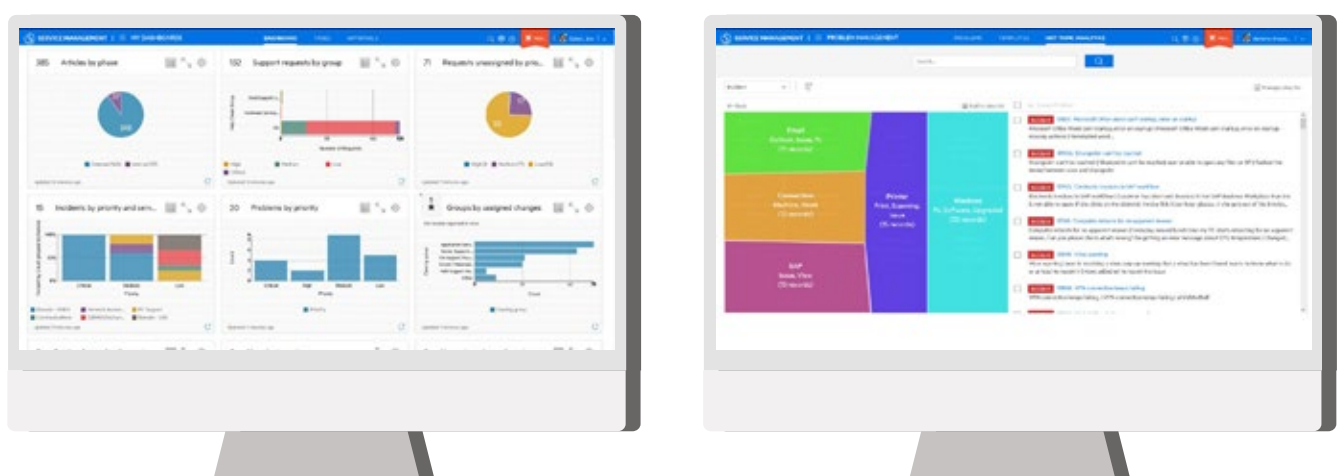
Increase the efficiency of service teams and end-user adoption with an easy to manage, run and use service desk.

**Entirely codeless:** Get up and running faster and decrease your time-to-value

**Flexible deployment:** Run your service desk your way: SaaS, on-prem or in the public cloud

**Flexible licensing:** Choose between named and concurrent users and swap between them as needed

**Built-in AI:** Use AI without extra licensing fees or configurations



Learn more about OpenText SMAX