

Why Organizations Around the World Choose SMAX

Modern ITSM for modern teams.

Why change?

You're ready to explore a new ITSM solution if you've been looking for ways to:

Quickly adapt to changing service needs.

Unify people, processes, and services across your entire organization.

Reduce TCO with faster, easier, smarter service management.

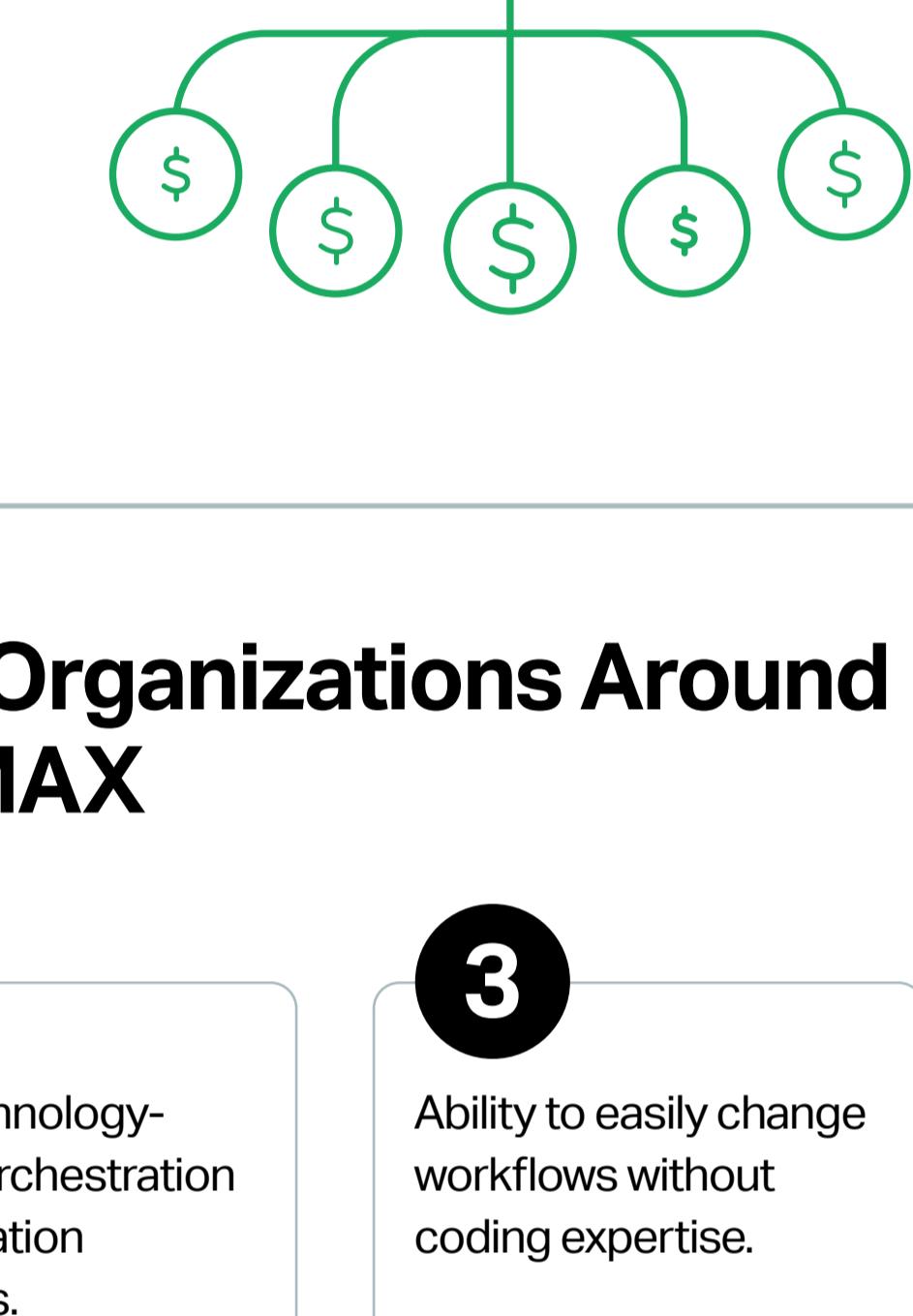
Ensure flexible, future-ready services.

Why SMAX?

Let's look at what you'll get with Service Management Automation X (SMAX):

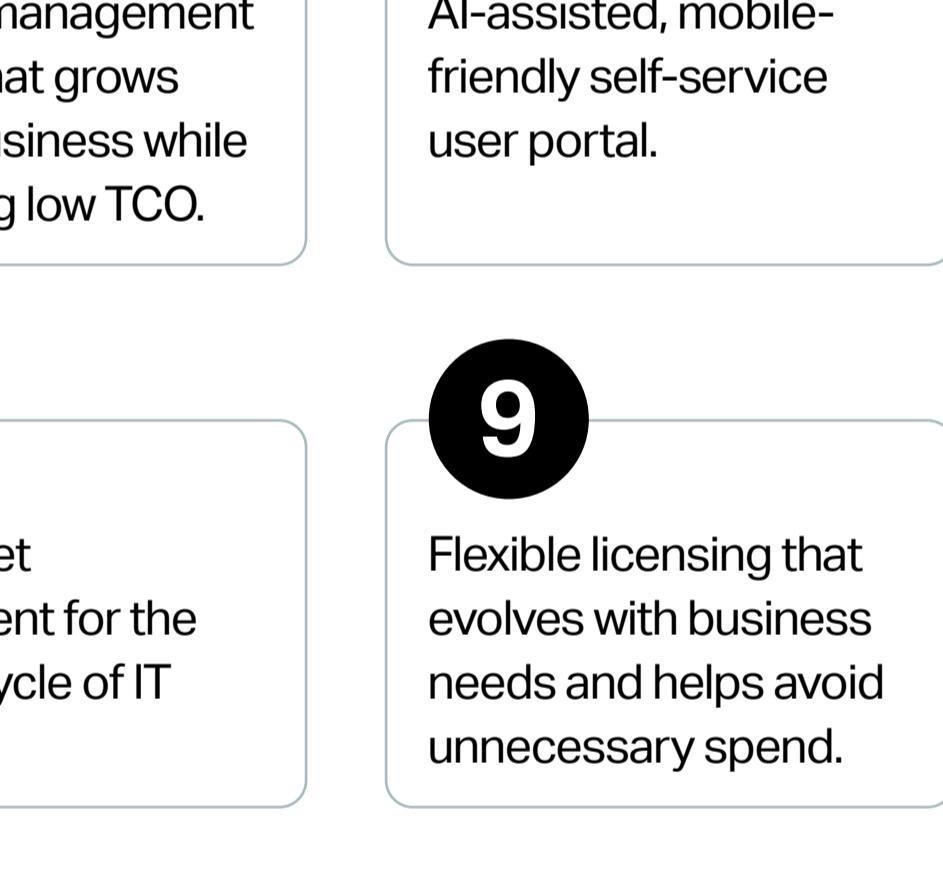
Superior user experiences

- Intuitive service portal and mobile app.
- AI-powered self-service—virtual agents, smart tickets, knowledge articles.
- Unified service experiences across IT and non-IT requests.



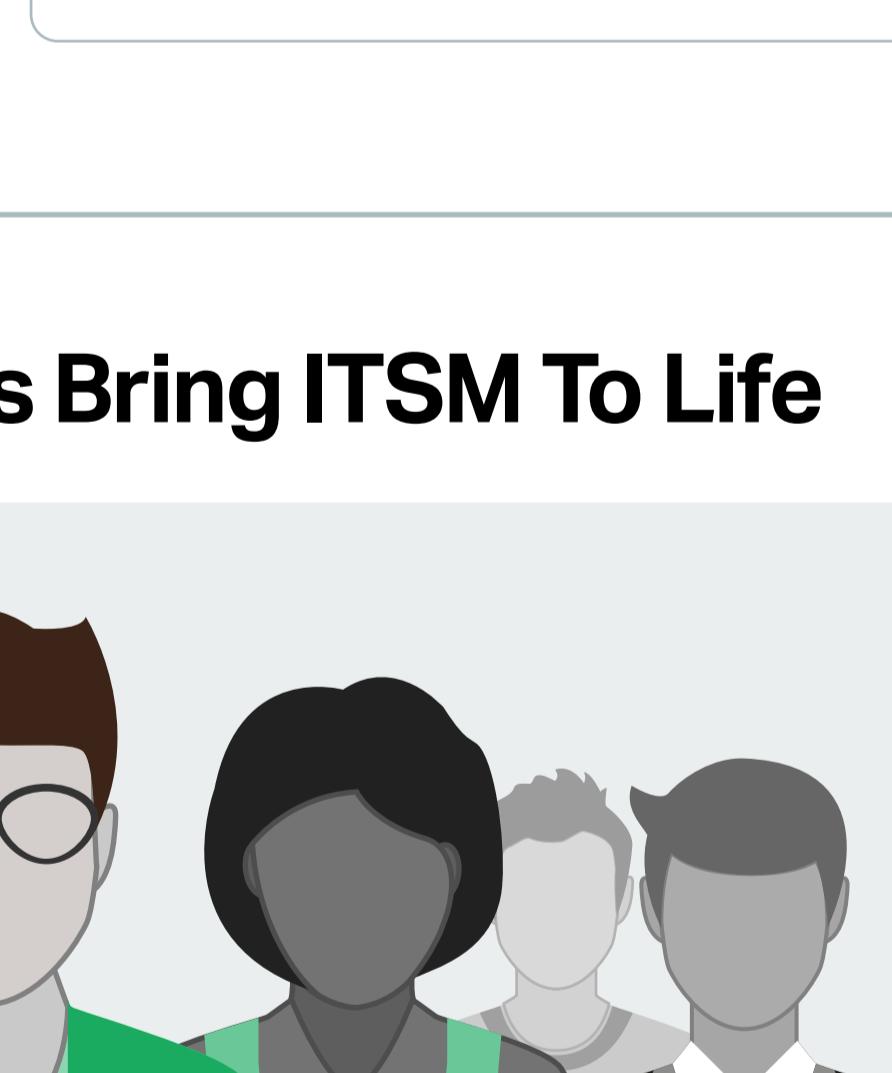
Higher IT productivity

- Codeless configurations and ITIL-certified out-of-the-box (OOTB) templates.
- Built-in AI and analytics for fast, proactive, and risk-free processes.
- All-powerful CMDB to keep track of all services and involved CIs.



Greater agility and lower operational costs

- SaaS deployment option—no need to think about ongoing maintenance or updates.
- Flexible, transparent pricing with multiple license options.



11 Big Reasons Why Organizations Around the World Choose SMAX

1

ITIL-certified out-of-the-box processes based on best practices.

2

Broad, technology-agnostic orchestration and integration capabilities.

3

Ability to easily change workflows without coding expertise.

4

Complete support for IT and non-IT processes.

5

A service management platform that grows with the business while maintaining low TCO.

6

AI-assisted, mobile-friendly self-service user portal.

7

Fast, mature CI detection based on automatic discovery.

8

Native asset management for the entire lifecycle of IT assets.

9

Flexible licensing that evolves with business needs and helps avoid unnecessary spend.

10

Fast, agile implementation (even in a matter of days).

11

Trusted, collaborative engagement with OpenText™ and partners.

How SMAX Customers Bring ITSM To Life

236-000014-001

University of Milan

Offer a consolidated service catalog for students and staff across 30+ departments, including HR and real estate.

Support the student journey—from enrollment to foreign student support, career management, and post-graduation administration.

Use codeless configurations to cut maintenance and upgrade costs.

Improve service quality with centralized service management and SLA tracking.

“The SMAX-driven student portal was a big success. We offer 90+ services... 170,000+ users submit approximately 16,000 service tickets each month. Everything is carefully tracked, and each request is fully transparent end to end.”

Envirosuite

Boost productivity for agents around the world with fast, easy SaaS access.

Simplify change management by consolidating multitool change and approval processes in one central location.

Streamline processes with critical integrations for CRM, email, and monitoring systems.

Support growth plans for a global workforce with flexible user licensing.

“We could see ourselves using SMAX right out of the box... We continue to receive fantastic feedback from our users—as accessibility has greatly improved thanks to the high-availability SaaS platform.”

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Yes, I Want to Modernize My ITSM!