

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):

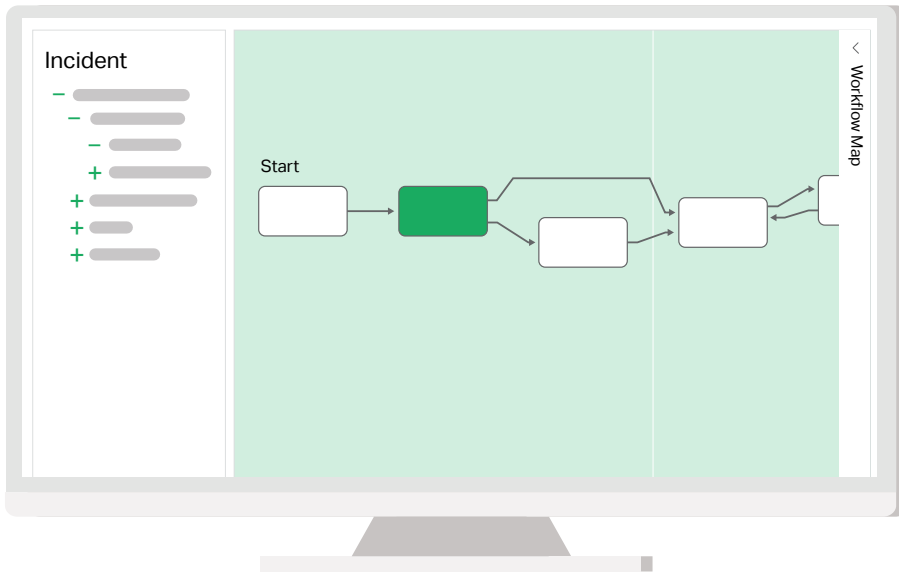
Superior user experiences

- 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.



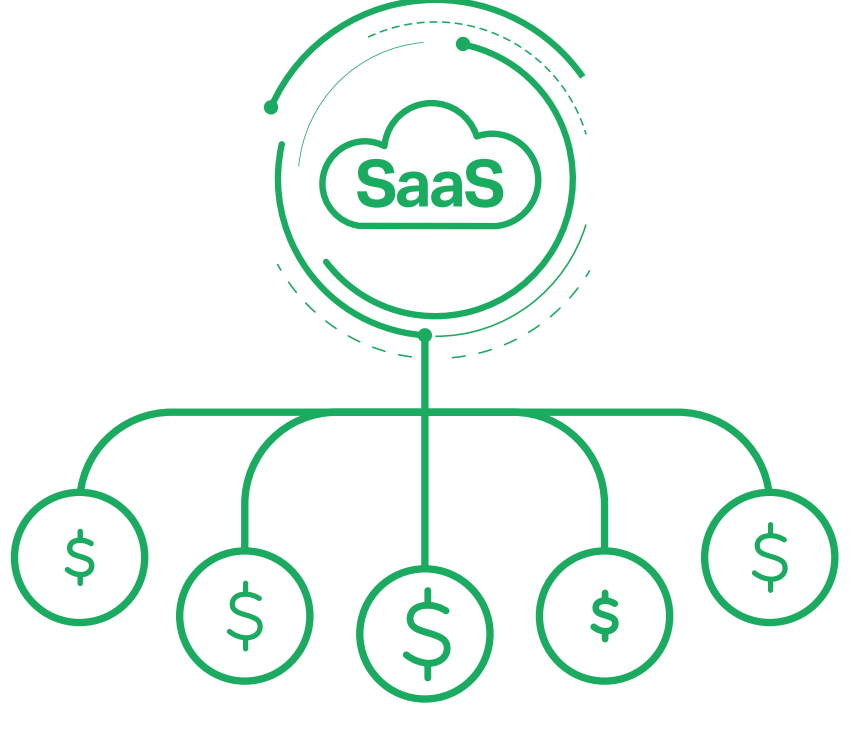
Higher IT productivity

- 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.

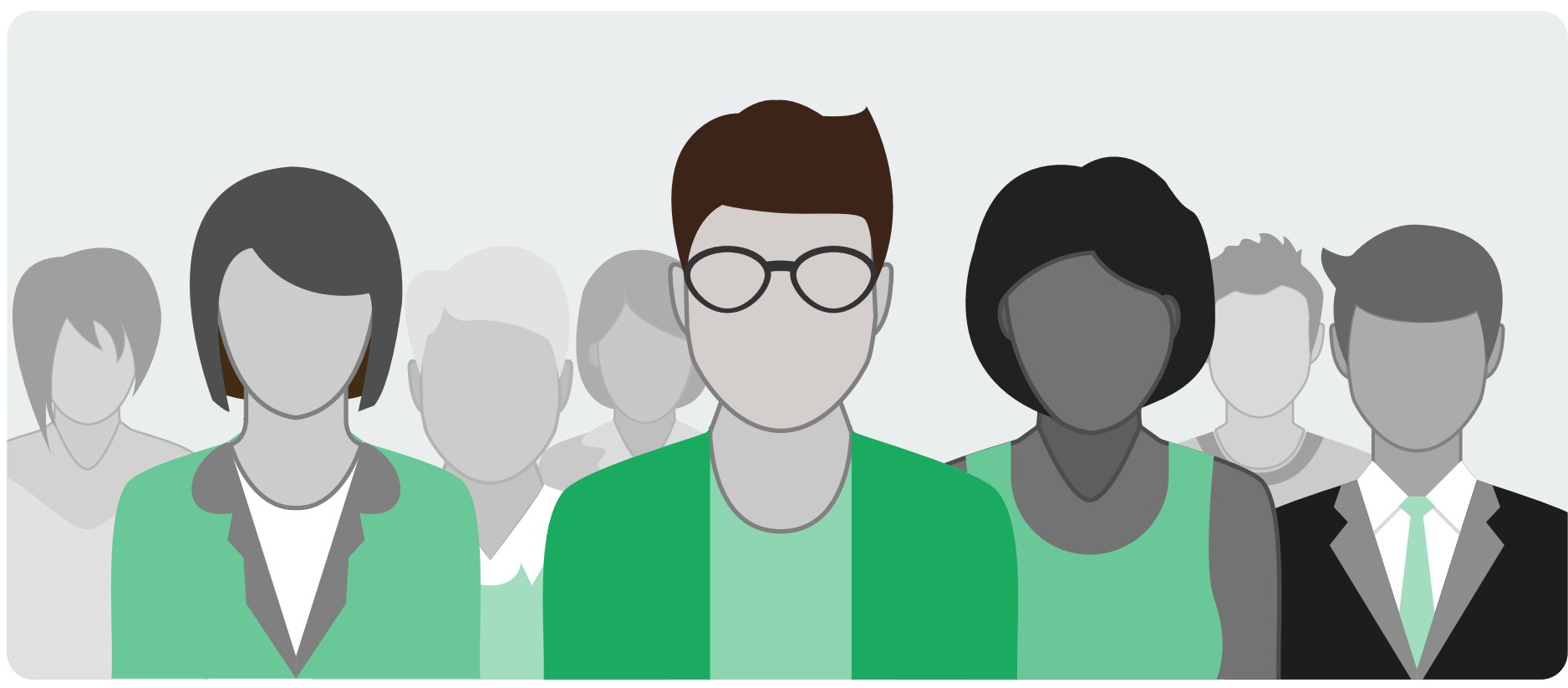
10

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

11

Trusted, collaborative engagement with OpenText™ and partners.

How SMAX Customers Bring ITSM To Life



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. //

[Read more customer stories like these](#)

Yes, I Want to Modernize My ITSM!

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[Learn more about SMAX](#)