

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 SMAX:

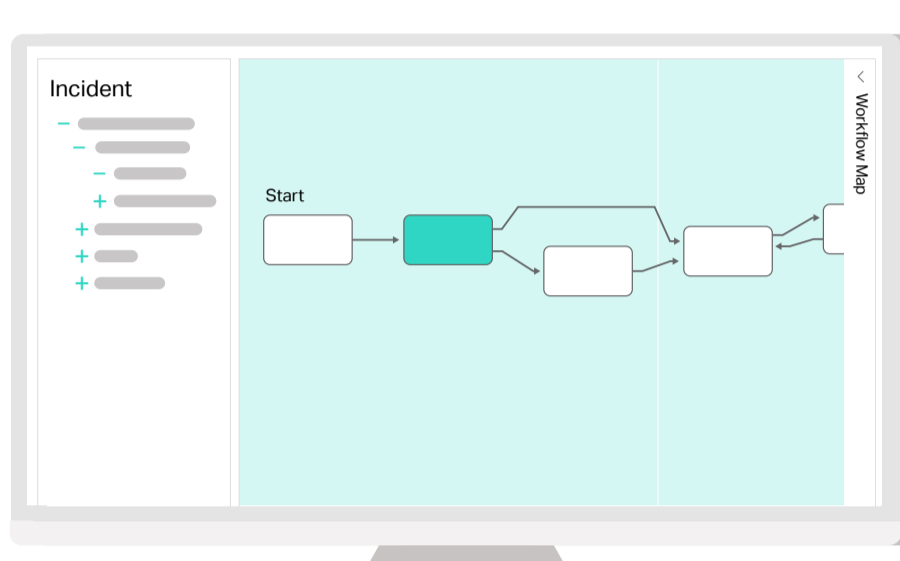
Superior user experiences

- 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

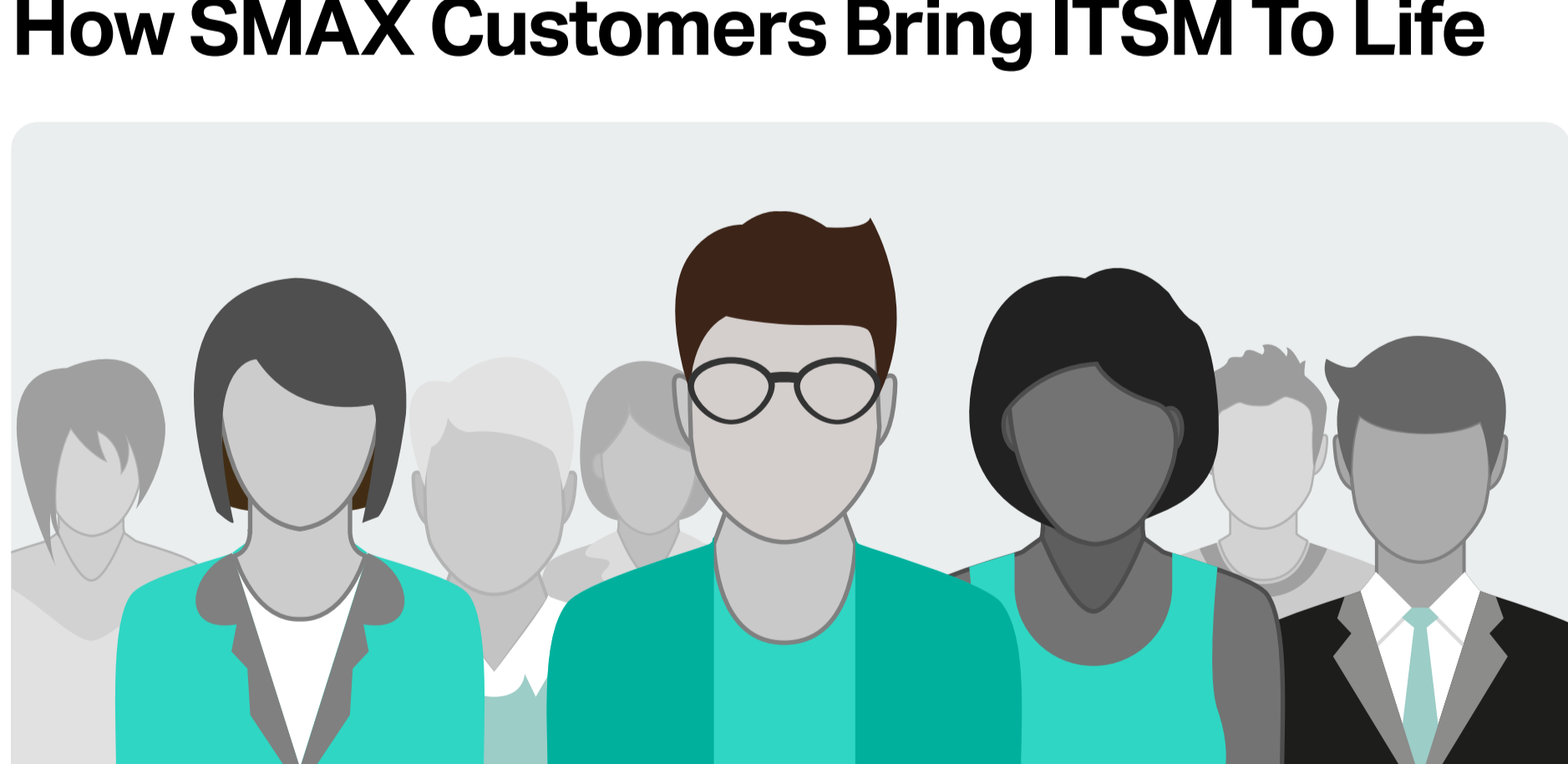
- SaaS deployment option—no need to think about ongoing maintenance or updates.
- Flexible, transparent pricing with multiple license options.



11 Big Reasons Why Organizations Around the World Choose SMAX

- ITIL-certified out-of-the-box processes based on best practices.
- Broad, technology-agnostic orchestration and integration capabilities.
- Ability to easily change workflows without coding expertise.
- Complete support for IT and non-IT processes.
- A service management platform that grows with the business while maintaining low TCO.
- AI-assisted, mobile-friendly self-service user portal.
- Fast, mature CI detection based on automatic discovery.
- Native asset management for the entire lifecycle of IT assets.
- Flexible licensing that evolves with business needs and helps avoid unnecessary spend.
- Fast, agile implementation (even in a matter of days).
- Trusted, collaborative engagement with Micro Focus and Micro Focus partners.

How SMAX Customers Bring ITSM To Life



Multinational energy company

- Service management for 5,500 users, 3,000 service agents, and 7,000 IT assets.
- Up to 8,000 requests a month.
- More than 400 catalog offerings—50% for non-IT services.
- A single portal that serves all needs—96% of requests come through the desktop portal or mobile app.

// As an enterprise service management solution, SMAX has won the hearts and minds of the non-IT community. It provides a single, unified service portal where all requests are logged and managed. //

Multinational retail company

- More than 55,000 requests a month—10,000 for non-IT services.
- 5,000 knowledge articles.
- A single portal for all employees.
- Deployed in the cloud in a matter of days.

// It used to take two weeks to process a pre-approval. Now, leveraging SMAX, we do it within a day. When you consider we process 6,000 . . . pre-approvals every month, you can imagine the savings . . . //

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Yes, I Want to Modernize My ITSM!

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