



SMAX SaaS

Deliver the services and experiences that businesses and users expect with a smart approach to ITSM on SaaS. Increase productivity and user satisfaction, and be ready for the future with a cloud-native solution based on machine learning.

SMAX SaaS at a Glance:

- Freedom to focus on business instead of technical installations and software upgrades
- Faster and easier implementations
- Always use the latest software version without delays or upgrade hassles
- Rely on proven security and certifications
- Decrease CapEx and stay flexible with subscription payments

With our SaaS you have access to a wide array of enterprise software and the resources you need to help you easily and securely deliver solutions to your business. One of the OpenText™ SaaS products is OpenText™ Service Management Automation Suite (SMAX), a single, cloud-native solution for ITSM, enterprise service management (ESM), and IT asset management (ITAM). SMAX is a modern product that has been engineered for security, reliability, and scalability, running automated processes, workflows, and tasks. Its configuration is entirely codeless, making it easier and more convenient for process owners to design new workflows and apps without coding, and assures seamless upgrades. Read more about SMAX in the [datasheet](#).

Our customers use SMAX SaaS to address their needs for:

- IT Service Management (ITSM)
- Extended Service Management (HR, Facilities, Legal, and other business function support)
- Software and hardware asset management
- Discovery and configuration management

The Value of SMAX SaaS

With SMAX, you have unparalleled time to value through entirely codeless configurations and hosting in the cloud. Onboarding new teams and delivering new services are speedy.

- Flexibility to mix named and concurrent users
- Reduce the number of licenses used during the initial implementation with Flex* licensing and ramp up as you roll out—lowering TCO
- Always on the latest release—the OpenText SaaS operations team upgrades all customers typically every three months, no exceptions and no delays
- Get a non-production tenant for free (typically \$10K annually with other vendors) and a significant number of user licenses at no cost
- No charge per transaction for integrations between SMAX SaaS and other products
- Use Studio to build your own codeless apps or download pre-built apps from the OpenText marketplace—all for free. Only codeless apps can be seamlessly upgraded.

With SMAX SaaS you can utilize best practice ITSM and ITAM processes and apps, the HR app, and create your own apps. SMAX has a native CMDB, and should you need discovery or software asset management as a service, you do not need to deploy anything on-premises.

For customers who only need ITSM or ITAM, we offer OpenText™ SMAX Express SaaS and OpenText™ Asset Management X (AMX) SaaS.

**Learn more about Flex licensing [below](#)*

									
SMAX SaaS	✓	✓	✓	✓	✓	✓	\$	\$	50
SMAX Express SaaS	✓	✓	✓	✓			\$		20
AMX SaaS	✓	✓	✓		✓	✓	\$	\$	5

Figure 1. SMAX and AMX SaaS editions

Customers can purchase license units and allocate them to either named or concurrent users and can change allocation as many times as they want during their SaaS subscription at no charge. One named user equals 1 SMAX unit, one concurrent user equals 2 SMAX units; no other vendor provides this type of flexibility and transparency related to licenses.

SMAX SaaS customers can also take advantage of discovery capabilities with market-leading **OpenText™ Universal Discovery**. With both agent-based and agentless discovery, you can deploy discovery probes in your environment, and discovered data is pulled back into the SaaS solution and utilized in SMAX or AMX. Learn more [here](#).

SMAX Flex Licensing Even Flexier in SaaS

Our SaaS Flex allows you to consume your OpenText SaaS solutions as you want and when you want. As your business grows, your SaaS subscription consumption needs change. Rather than locking you into a fixed-term configuration and a rigid contract for SMAX or each OpenText SaaS product, SaaS Flex lets you adapt your SaaS usage to your evolving business needs. This gives you flexibility in consumption, allows for low-risk adoption and by

adjusting the products and number of license units per product each month to your needs, you get high value.

Moving from SMAX on-Premises to SaaS

OpenText can support SMAX on-premises or cloud customers move to SMAX with a straight-forward three phased migration plan.

1. **Assessment Phase:** The OpenText SaaS team works with your project team to create a plan of the move to SaaS. Our team learns about your setup and ensures your teams understand the differences

between the SaaS and on-premises or public cloud.

2. **Migration Phase:** Our SaaS team works with your project team to perform an end-to-end move of the production tenant into SaaS. Your project team performs user acceptance testing (UAT) and prepares for go-live. The OpenText team records the time it takes for the overall move ensuring success in Phase 3.

3. **Consolidation Phase:** Once UAT is completed, Phase 2 is repeated for production go-live on SaaS.

For non-SMAX customers, OpenText can ease your migration from on-prem to SaaS using OpenText toolkits and professional services, or with our global partners.

SMAX on SaaS through AWS

Customers can subscribe to SMAX SaaS through AWS Marketplace. Companies with a commitment to the AWS Enterprise Discount Program (EDP) can apply budget to the purchase of SMAX SaaS. Learn more about the SMAX SaaS pricing and terms on [AWS Marketplace](#).


	SMAX on SaaS
 Customer Success Management	✓
 Email and Online Notifications	✓
 On-boarding Kick-off meeting, handover of product and support materials, verification of online access, scope validation and service goals, discussion of training requirements	✓
 Version Updates Major version updates. Notification period according to notification timelines via email, release notes and help resources available	✓
 Service Reviews Meeting reviewing service quality, and to provide feedback on improvements required	Yearly
 Assisting with the implementation/configuration and tailoring	Available at additional cost
 Availability SLA	99.9%

Figure 2. SMAX SaaS deployment key attributes

OpenText SaaS Operations

You can select from which world location to use SMAX as a service, including the US, Germany, and Australia.

See a full list of locations [here](#). OpenText complies with the industry standard of 99.9% availability and provides our customers with a health dashboard to view the service status, incidents, planned maintenance schedule, and SLA history. SMAX SaaS is SOC2 certified.

Connect with Us



Try SMAX Free

Customers can try SMAX SaaS free for 14 days with the complete set of features:

www.opentext.com/smaxtrial

Learn more at

www.microfocus.com/smax

www.opentext.com