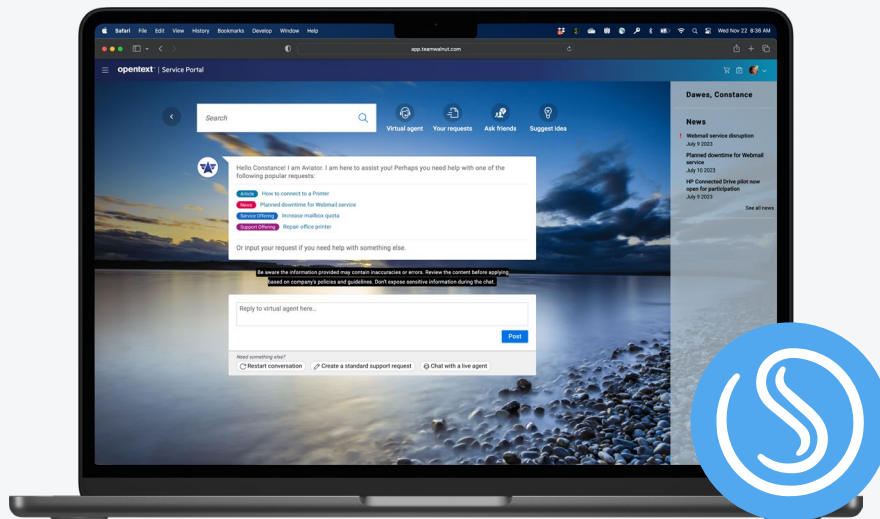# Service Management Automation X (SMAX)

OpenText™ SMAX is a modern, AI-powered service management solution that reduces the burden on IT by empowering users to make requests, get answers, and resolve issues on their own.

Benefits

- **Empower users** to self-resolve issues with a generative AI chatbot.

- **Configure service management apps** without writing any code.

- **Speed up response times** with built-in AI and analytics.

- **Extend AI-driven service management** to non-IT functions.

Employees expect fast, hassle-free service experiences and quick resolutions. But faced at every turn by rising demands and tools that don't meet business needs, overburdened IT teams struggle to keep up.

SMAX is the service management solution your support team dreams of. Everyone benefits from full capabilities for IT service management (ITSM), IT asset management (ITAM), and enterprise service management (ESM). Users are empowered to self-resolve issues with a GenAI chatbot that offers human-like responses. And with no-code apps, ITIL best practices, AI, analytics, automation, discovery, ITAM, and SaaS-simple deployment, IT teams can pivot quickly, manage change, and govern assets.

Create superior user experiences

- **Service portal and mobile app.** Meet user expectations for anytime, anywhere service access. Users can open requests, get answers, and resolve issues from a personalized self-service portal or mobile app.

- **Self-service support.** Resolve routine requests in minutes—no human support needed. Introduce users to a GenAI chatbot that serves up relevant,

human-like answers. Offer easy access to FAQs and searchable knowledge articles. And inform everyone about critical issues, such as outages and security breaches.

- **Private GenAI chatbot.** Elevate user experiences with a smart chatbot that responds with tailored, human-like answers. Our chatbot runs on a private large language model (LLM) and leverages your domain-specific enterprise knowledge. The answers to user requests are relevant, and your proprietary data remains secure.

- **Single catalog.** Give employees one central catalog where they can easily find and request services across the organization—from IT to HR, facilities, finance, and customer support.

Increase IT efficiency

- **Codeless apps.** Configure tasks and workflows without writing any code. A low-code/no-code design studio makes creating applications extra easy. Even citizen developers can write their own business rules and design business apps for their department-specific needs.

- **ITIL-certified out-of-the-box processes.** Save time with customizable best-practice templates for incident, problem, change, release, configuration, knowledge, service request, service level, survey, vendor, service catalog, and service portfolio management. Templates help you standardize your ITIL framework and achieve consistency across your services.

- **Hot topic analytics.** Identify patterns across incidents to quickly spot problem areas for further investigation. Advanced search and analytics capabilities automatically detect trends in structured and unstructured data.

- **Fast CI detection.** Give agents a complete, contextual view of changes, incidents, and services requests. CIs are automatically highlighted in ticket descriptions—so agents don't have to spend time searching for critical asset and configuration information.

- **Change analytics.** Increase the probability of successful changes. SMAX predicts change risks based on similar changes in the past and suggests specific actions to improve change processes. A graphical view of change KPIs—for example, change success rates and levels of automation—gives you additional insights for improvement.

Control rising costs

- **IT asset management.** Oversee all aspects of your hardware and software assets by combining contract, financial, and carbon footprint information in a single tool.

- **Rapid SaaS deployments.** Accelerate time to value with SaaS deployment options. By shifting installation, maintenance, and upgrade work to us, you can focus on the projects that matter most.

- **Flexible licensing options.** Enjoy fully transparent options that allow you to change license allocations or add capabilities without costly surprises.
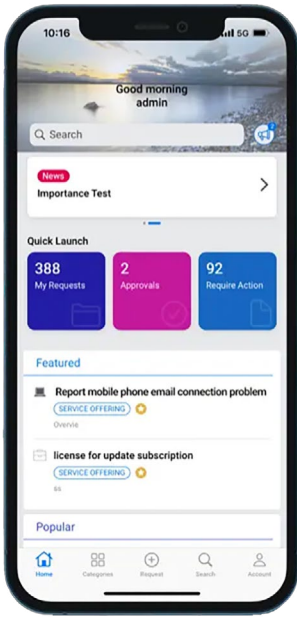
SMAX portal on iPhone app

Why SMAX?

1. **Private generative AI**—Impress users with smart chatbots while keeping your confidential and proprietary data secure.

2. **Codeless configurations**—Stop custom-coding slowdowns and leave technical debt behind.

3. **Built-in AI and analytics**—Identify problems, resolve incidents, and drive change at high speed.

4. **Native CMDB**—Keep track of services and involved configuration items to proactively assess service impacts and reduce service outages before they happen.

5. **Flexible license options**—Easily change license allocations or add capabilities as needed.

Solution components

- **OpenText SMAX**
  SaaS service desk, ITSM, ITAM, and ESM software.

- **OpenText IT Operations Aviator**
  Private GenAI chatbot powered by a large language model.

- **OpenText Asset Management X**
  IT hardware and software asset management.

Resources

www.microfocus.com/smax

Request a demo

Start 14-day trial

About OpenText

OpenText, The Information Company, enables organizations to gain insight through market leading information management solutions, on-premises or in the cloud. For more information about OpenText (NASDAQ: OTEX, TSX: OTEX) visit: **opentext.com**.

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