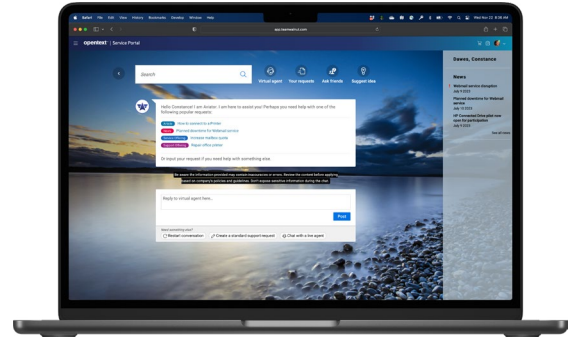


Top 10 reasons to modernize your IT service management with OpenText SMAX



OpenText™ SMAX is a modern IT service management solution that leverages AI-powered support to optimize IT operations. It reduces the burden on IT by enabling users to make requests, get answers, and resolve issues quickly within a single self-service portal or mobile-app.

With SMAX, delivering smart, easy, cost-effective service management is within your reach. Here are ten reasons why organizations around the world choose SMAX for ITSM:

- 1 Consumer-style experiences.** Empower users to open requests, get answers, and resolve issues from a self-service portal or mobile app. Meet their expectations for hassle-free anytime, anywhere service access with the power of generative AI chatbots.
- 2 ITIL-certified best-practice templates.** Tap into best-practice templates for incident, problem, change, release, configuration, knowledge, service request, service level, survey, vendor, service catalog, and service portfolio management. Save time and achieve consistency across your services.
- 3 Codeless configurations.** Create service management apps in a low-code/no-code design studio. Even citizen developers can write their own business rules and design business apps for their specific needs.
- 4 Built-in AI and analytics.** Raise IT and agent productivity with AI-suggested entries for populating ticket fields, selecting incident models, and detecting CI. With hot topic analytics, agents can identify patterns across incidents to quickly spot problem areas for further investigation.
- 5 Enterprise service management.** Apply ITSM capabilities—for example, service catalogs, service automation workflows, and easy self-service—to business functions that include HR, facilities, finance, and customer support.

What can you do with SMAX?

- **Create superior user experiences**
Impress your users with AI-powered support from a single self-service portal or mobile app.
- **Increase IT efficiency**
Adapt to changing demands with codeless ease, seamless integrations, and built-in AI and analytics.
- **Control rising costs**
Rein in runaway or unpredictable costs with rapid SaaS deployments, codeless apps, and flexible licensing options.

- 6 Native CMDB.** Keep track of services and involved configuration items for incoming changes, incidents, and requests in one central location. Native CMDB helps you easily understand which components, applications, and services are impacted by any issue.
- 7 Best-in-class agentless or agent-based discovery.** Discover all your hardware and software—on cloud and off. Take advantage of these capabilities with included free licenses for OpenText Universal Discovery.
- 8 Technology-agnostic orchestration and integration.** Extend service automation with SMAX integration connectors and templates to integrate with OpenText products and third-party tools. Design advanced, orchestrated services across the IT ecosystem with included free licenses for OpenText Operations Orchestration.
- 9 Rapid SaaS deployments.** Deploy with SaaS and say goodbye to lengthy installations, ongoing maintenance, and complex upgrades. By shifting that work to us, you can focus on strategic projects that drive your business growth.
- 10 Flexible licensing options.** Forget about expensive add-ons because all the features you need are yours from the start. Enjoy fully transparent options that allow you to change license allocations or add capabilities without costly surprises.

“We much prefer to work with repeatable, out-of-the-box functionality and built-in integration capabilities than create custom workflows—that’s why we chose SMAX.”

Onno Van Der Dussen
IT Operations Manager ITSM
Achmea

[Learn more about Service Management Automation X >](#)