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ITSM SaaS Solution Meets Cloud Security Requirements for U.S. Federal Agencies

SMAX SaaS, the OpenText IT Service Management (ITSM) solution, is now available at moderate impact level for the U.S. Federal Risk and Authorization Management Program (FedRamp®). SMAX helps organizations deliver modern IT services, increase IT productivity, and decrease risks and costs.

ITSM SaaS for FedRamp® at a Glance:

+ Managed by a dedicated U.S.-based OpenText SaaS operations team.
+ Available at moderate impact level.
+ Enables fast implementation with codeless configurations.
+ Offers flexible license options.
+ Includes native CMDB and add-on license for discovery—on cloud or off.

OpenText™ offers a comprehensive portfolio of SaaS tools and solutions to help government organizations thrive in the cloud. SaaS support includes onboarding, 24x7 expert technical support, coordinated upgrades and patching, and 99.9% availability.

Using ITSM best practices and capabilities, SMAX SaaS streamlines and automates service requests, support, and workflows across IT and non-IT functions—including HR, facilities, finance, and customer service and support.

Capabilities and Features

SMAX SaaS for U.S. federal agencies comes with comprehensive capabilities that include:

- **Service portal.** Empowers users to open requests, get answers, and resolve issues from a personalized self-service portal. It provides a unified experience across IT and non-IT requests.

- **Studio.** Enables process owners to configure and build codeless apps.

- **ITIL-certified out-of-the-box processes.** Offers customizable best-practice

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templates for incident, problem, change, release, configuration, knowledge, service request, service-level, survey, vendor, service catalog, and service portfolio management.

- **Native CMDB.** Keeps track of services and involved configuration items for incoming changes, incidents, and requests.

- **Built-in AI and analytics**. Boosts productivity with virtual agents, knowledge articles, suggested solutions, and predictive change-risk analytics.

- **IT Asset Management (ITAM).** Optimizes the value of your IT hardware assets through their lifecycles. Manage all aspects of your hardware, from procurement to disposal, with a single tool. By having full visibility of your hardware, you can avoid unnecessary spend and make the most of your IT budget.

Value and Flexibility
SMAX SaaS for U.S. federal agencies is a secure, flexible solution that delivers quick time to value:

- Secure FedRAMP® Ready hosting. The SaaS offering adheres to the highest security standards and is available at moderate impact level—it is FIPS compliant and ISO27001:2013, ISO27034-1, and SOC 2 certified. SaaS operations, including monthly patching and business continuity and disaster recovery plans, are managed by a dedicated U.S.-based OpenText team. Data sovereignty is maintained in the U.S.

- **Codeless configurations.** Configure automations without writing any code.

- **Discovery.** Take advantage of discovery capabilities with an add-on license. Agent-based or agentless discovery reveals all services and their dependencies— on prem and in cloud—and automatically integrates with SMAX.

- **Unit-based licenses.** Allocate units to either concurrent or named users, and change allocations at any time during the SaaS subscription period. This level of licensing flexibility is difficult to find anywhere else.

Learn more at
www.microfocus.com/smax

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