opentext™

Service Management Automation X (SMAX)

SMAX delivers powerful service management for efficient IT Service Management, IT Asset Management and Enterprise Service Management, based on embedded machine learning and analytics. It is intuitive to use, easy to extend and update with entirely codeless configuration.

Product Highlights

Simplify Work and Unburden Agents

OpenText™ Service Management Automation X (SMAX) helps IT support teams struggling with productivity; it removes time-consuming, manual, error-prone tasks by creating and fulfilling services, and resolving issues faster, with AI-driven automation.

With SMAX you can increase employee and IT productivity by creating and fulfilling services and resolving issues faster with embedded machine learning, analytics and pervasive automation. Scale support by shortening the mean time to restore services and decreasing the incident volume, and meet more service levels, time and quality expectations to increase satisfaction with IT.

SMAX eradicates error-prone, manual work; it proactively identifies opportunities for automation, removes incident recurrences and executes changes quicker with analytics and intelligent knowledge management.

Create business value at scale and simplify the work, cost and use of service management with out-of-the-box ITIL best practices for key ITSM processes including incident, problem, change, knowledge, catalog, portfolio, release, service asset and configuration and service level management, and request fulfilment.

SMAX Asset Management gives you control over the entire lifecycle of your IT assets, including inventory, contract, vendor, procurement, and software asset management (SAM).

Increase Business Resilience and Realize Value Quickly

To help reduce IT cost pressures, SMAX replaces over-customized, complex to upgrade, ITSM deployments, requiring less people and effort to update and run, on-prem, in the cloud or SaaS, reducing the TCO.

Don't be shackled by customizations and technical debt. SMAX reduces the resources required to update and run your service desk—the way you want, where you want: SaaS, on-prem, or in the cloud with AWS, Azure, and Google Cloud—and drives down TCO. You can quickly and easily configure without code and automatic seamless upgrades provide instant access to the latest features without compromising the integrity of your user-defined configurations.

SMAX increases your time to value by automating processes, workflows, and tasks based on best practices out-of-the-box. Codeless configuration also allows you to easily extend service management to non-IT functions, such as HR, finance, facilities and more. SMAX gives your business process owners the freedom to

Quick View

- Automate resolution—AI helps deliver instant answers for users and service agents

- Deliver services efficiently and control the service lifecycle with out-of-the-box ITIL–aligned ITSM and ITAM processes

- Get ahead of issues and enable agent autonomy with AI by proactively detecting patterns in repetitive incidents or failed changes

- Configure without code and empower business process owners to manage their services—without high-cost technical

- Seamlessly extend AI-driven service management to non-IT functions

- Run your service desk the way you want, where you want: SaaS, on-prem, or in the cloud with AWS, Azure, and GCP

- Simplify the experience with intuitive self-service from a single portal, modern interactions, automated fulfillment and accurate answers

- Empower users to self-resolve with natural language search, conversational virtual agents and social collaboration and keep ticket volumes low

build their own processes and drive pervasive automation across the enterprise—with the same familiar portal for end-users.

Simplify Use and Delight Your Employees

The user experience expectations of employees are high. SMAX improves employee experience and productivity with consumer-like, intuitive, no-wait self-service.

With SMAX, employees can get what they need to get back to work easier, faster—at their desk or on the go.

The single portal and catalog, powered by machine learning makes it effortless for employees to request service or support, and delivers a consistent user experience for any IT or non-IT service. Elevate the experience and productivity with a conversational virtual agent, AI-based natural language search, easy mobile submissions, social collaboration, live chat and on-the-fly translation providing self-help 24x7.

Key Benefits

- Lower ticket volumes and faster resolution times
- Increased service quality and ability to meet service levels
- Low total-cost-of-ownership
- Improved end-user autonomy
- Reduced manual, error-prone, work
- Superior user experience and satisfaction
- Quick time to value and continuous delivery
- Accelerated mean-time-to-restore-services
- Fast installation, configuration and operation
- Easy and seamless updates
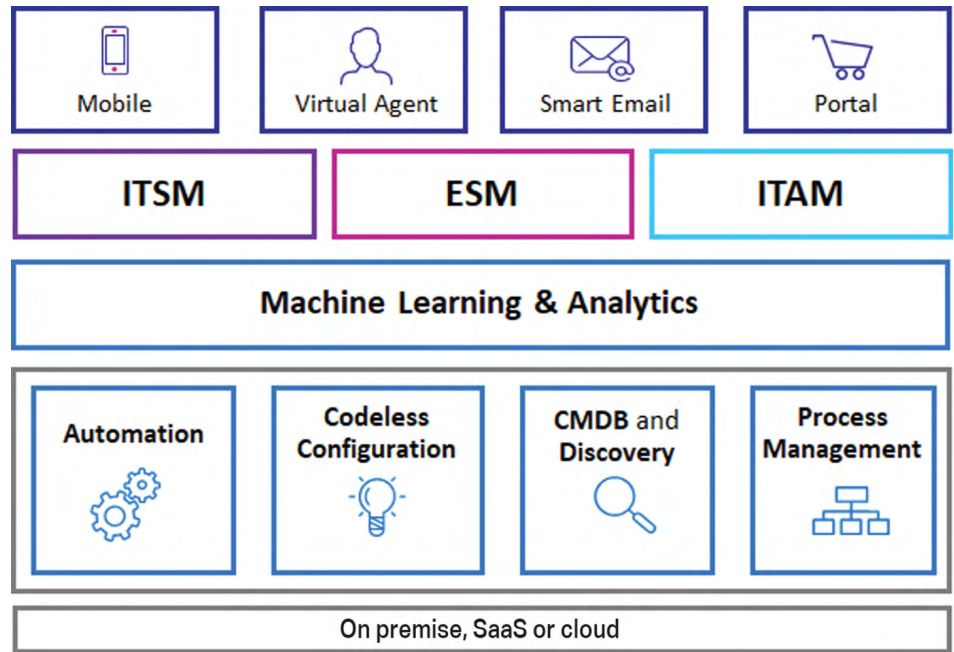- Increased change effectiveness and success, reducing service outages

Figure 1. SMAX functional architecture

Key Features

For IT and Agents

LIVE SUPPORT
For real-time interactions—at their desk or via the Agent Mobile app—Live Support provides the service desk agent with relevant information, AI and machine learning that help to efficiently process new service and support requests and inquiries.

SMART TICKET (AUTO-CATEGORIZATION AND ROUTING)
Optical Character Recognition and machine learning helps automatically accept, classify and intuitively route service requests.

HOT-TOPICS ANALYTICS
Advanced search and analytics capabilities automatically detects trends in structured and unstructured data and enables agents to view and analyze patterns in incidents, requests, and other records and to create knowledge articles or problem records based on those patterns.

CHANGE ANALYTICS
AI enables insights based on change management data, and suggestions for improvements based on best practices.

FAST CI DETECTION
For incoming changes, incidents, or service requests, SMAX automatically recognizes the assets involved, their configurations, and how they interact with each other. Easily understand which components, applications, and services are impacted by any issue.

PEER-TO-PEER DISCUSSION
Collaborate on questions and answers by crowd-sourcing knowledge with peer-to-peer social collaboration.

ITIL-ALIGNED FOR ITSM

Service desk functionality includes a comprehensive set of ITIL aligned ITSM processes including Service Request Management, Incident Management, Knowledge Management, Problem Management, Change Management, Release Management, Service Level Management, Configuration Management and Catalog Management.

For the Business

CODELESS CONFIGURATION

Configure existing or build new workflows and tasks without writing any code. Define and edit an application's fields, forms, business rules, processes and notifications, as well as importing data and defining custom actions for the application with no coding.

HASSLE-FREE UPDATES

Codeless configuration means easier updates, with less effort and faster access to new features and capabilities, driving a low total-cost-of-ownership.

AUTOMATE PROCESSES, WORKFLOWS, TASKS

Easily remediate incidents, execute and verify changes ranging from simple access requests to comprehensive workflows such as detect-to-correct. Automate the fulfillment of IT services across new and traditional, and public and private cloud environments to unify and accelerate service delivery.

STUDIO AND EXTENSIBLE STUDIO APPS

Create user defined process-based applications and supporting tables through codeless configuration capabilities that are protected on updates. Business process owners can develop applications without help from IT personnel.

FLEXIBLE DEPLOYMENT OPTIONS

Run your service desk on-prem, SaaS or in the cloud with AWS, Microsoft Azure, and Google Cloud

OOTB INTEGRATIONS

Out-of-the-box integrations to OpenText ITOM and third-party products.

MARKETPLACE APPS

Marketplace provides a community for creating and sharing applications created with Studio to easily extend SMAX.

For Users

SINGLE, INTUITIVE SELF-SERVICE PORTAL

Employees can request support from a common service catalog for IT and non-IT services with personalized, no-wait self-service powered by machine learning

SMART SEARCH

Smart search globally searches within and outside of service management modules to offer self-service solutions to users, or to provide suggested solutions to service desk agents.

VIRTUAL AGENT

Smart virtual agent provides automated 24x7 assistance, complimented by integrated live-chat or email to enhance continuous customer support.

SMART TICKET AND SMART EMAIL

Smart ticket uses Optical Character Recognition and machine learning to automatically accept, classify and intuitively route service requests.

NATIVE MOBILE APPS

Native mobile applications on Android and iOS complement the web service portal with a streamlined, native, interface that focuses on key tasks that need to be managed on the go.

SOCIAL COLLABORATION

Social collaboration features include ability to vote, "ask a friend", or survey to help end-users source answers from the community and enhance end-user autonomy.

ON-THE-FLY TRANSLATION

On-the-fly translation provides end users with access to portal content and service desk updates in their preferred language.

Deployment Options, Licensing and System Requirements

SMAX is available in two suite editions (Express and Premium) with the features outlined in the table below. Customers can purchase units with the flexibility to use as either named-user and concurrent user licenses, and switch if your needs change (self-service portal and approver user licenses are included). For customers deploying via OpenText SaaS, both a standard and flex subscription model is offered. Learn more about our SaaS offering here.

SMAX is a multi-tenant solution and supports deployment of multiple tenants per installation that can be used for development, test, or production environments. Multiple tenant deployments can also be used by service providers to host environments for multiple customers within a single installation. The multi-tenant console and grid allow leveraged agents to view and edit records from multiple customers' SMAX tenants in a single user interface.

"The slogan for this project was 'zero customization' as the belief is that SMAX can accommodate any requirement."

ELCHIN MAHMUDOV
SMAX Technical Lead
Petroleum Development Oman

Connect with Us

Edition	SMAX Express	SMAX Premium
Edition use case	■ Service Management (IT and non-IT)	■ Service Management (IT and non-IT) ■ Asset Management (IT)
Features	■ Service Desk and Service Portal ■ Native mobile app ■ Smart analytics ■ Studio ■ Smart virtual agent ■ Service Level, Change, Release, Knowledge, Incident, and Problem Management ■ SACM ■ Universal CMDB ■ Vendor Management ■ Service Catalog Management ■ Service Portfolio Management	■ *SMAX Express* + ■ Contract Management ■ Procurement Management ■ Idea & Proposal Management ■ Application Portfolio Management ■ Project & Program Management ■ Financial Management
Delivery format	Containers	Containers SaaS
Public cloud support	AWS, Microsoft Azure, Google Cloud	AWS, Microsoft Azure, Google Cloud
OS & database support	Support Matrix	Support Matrix

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