

OpenText Service Management

Cut costs, remove complexity, and elevate every service experience with AI-powered service management built for fast deployment and easy upkeep



Benefits

- Elevate user experiences
- Boost agent efficiency
- Reduce operational complexity
- Cut service management costs

Analyst-recognized

OpenText Service Management is ranked in the top three for strength of current offering in the latest [Forrester Wave™ for ESM](#) ›

For today’s CIOs, effective service management requires balancing costs, complexity, and employee experience. They’re not just looking to reduce license costs, they want meaningful cost savings through reduced complexity and operational efficiency.

Employee experience is a top priority, too, as CIOs are evaluating service quality from the employee’s perspective. They’re asking: How much effort does it take for users to find and access services? How quickly can they resolve issues on their own? And how easily can they track the status of their requests?

OpenText™ Service Management is a service management platform that uses AI and automation to streamline how organizations deliver services across IT and non-IT functions. With OpenText™ Aviator™ as its virtual agent, it enhances user experiences, boosts agent efficiency, and drives low total cost of ownership with fast deployment and minimal maintenance.

Elevate user experiences with AI-assisted self-service

One service desk for users

A single, user-friendly service portal or mobile app gives employees easy access to both IT and non-IT services. Users can submit requests, find answers, and resolve issues easily and quickly. Integrated features, such as FAQs, news, knowledge articles, and Aviator, work together to deliver a seamless, intuitive experience.

AI-powered self-service

With Aviator, users can resolve many requests on their own. AI-driven assistance provides instant answers to common questions, often eliminating the need to open a ticket.

Omnichannel support

Users can reach support through multiple channels, including email, mobile, and collaboration tools. User review and approval before ticket closure helps ensure issues are fully resolved, resulting in better service experiences.

OpenText Aviator

OpenText Aviator is a generative AI virtual agent embedded in OpenText Service Management. Designed around core enterprise principles of privacy, security, and relevance, Aviator runs on a private LLM by default and is governed by OpenText Service Management access controls.

Aviator retrieves content and generates outputs from your organization's approved and trusted knowledge sources, grounding its responses in your own tickets, policies, and documentation.

For employees, Aviator delivers intuitive self-service—answering how-to questions, suggesting next steps, and guiding them through automated workflows—so they can resolve issues quickly on their own. For support agents, Aviator accelerates ticket handling by summarizing cases, recommending solutions, and assisting with knowledge article creation. Aviator can also be embedded directly into workflows to power AI-driven processes, either with human-in-the-loop oversight or as fully autonomous steps.

Every Aviator agent can be enabled or disabled at any time, and their actions can be tracked for full transparency and control.

Boost agent efficiency with AI and automation

AI-powered agent support

From summarizing tickets to suggesting solutions, drafting knowledge articles, and assessing change risk, Aviator helps agents resolve tickets faster, create reusable knowledge, and improve change success. In addition, built-in AI and analytics help agents categorize, prioritize, prevent, and resolve issues using capabilities such as automatic CI detection, incident models, and early problem identification through pattern analysis across structured and unstructured data.

Automated service fulfillment

Automate service delivery across the entire lifecycle, from initial request and routing to approval, and closure. You can support both simple tasks and complex workflows with best-practice templates, including ITIL®-certified options for IT services, ensuring agents deliver consistent, repeatable, and high-quality services.

Reduce operational complexity with a codeless platform

Codeless configurations

Eliminate the need for a large team to manage maintenance, upgrades, and new service rollouts with fully configurable automation—no coding required. Configurations persist through upgrades, removing the burden of complex upgrade cycles while keeping you current with every release.

Out-of-the-box intake forms and templates

Prebuilt intake forms and best-practice templates automate processes, workflows, and tasks right out of the box for both IT and non-IT teams—accelerating setup, standardizing services, and ensuring consistency. Out-of-the-box content supports business functions that include HR, facilities, finance, legal, and procurement. For IT teams, the processes are [ITIL® certified](#) and cover core practices such as incident, problem, change, release, knowledge, and service request management.

Real-time service view with native CMDB

Keep track of services and related configuration items with native configuration management database (CMDB). By maintaining an accurate, up-to-date single source of truth for service dependencies, teams can resolve incidents faster and assess change risk based on a clear understanding of what's actually affected.

Seamless integrations

Prebuilt connectors simplify integration with popular third-party security, cloud, collaboration, software development, and HR applications, eliminating the need to switch between apps and interfaces. If a specific integration isn't available, a generic API connector enables quick, configurable integration.

Cut service costs with transparent pricing and a low-maintenance solution

One service platform for all

Unify services across the organization on a single platform and eliminate tool sprawl. Consolidation lowers operational costs, simplifies maintenance and upgrades, and drives a lower total cost of ownership.

Asset visibility tied to cost and risk

Optimize your hardware and software inventory from purchase to disposal, including maintenance, lifecycle planning, and license compliance. By tying assets to business services and departments, you gain a clear understanding of where spend and risk are concentrated. This level of visibility makes it easier to identify issues such as end-of-life hardware supporting critical business services, as well as underused software licenses tied to specific teams or services.

Predictable, transparent licensing

Enjoy flexible licensing that covers all essential ITSM and ESM capabilities. You can change license allocations or add capabilities without costly surprises. AI and other key features come standard, not as expensive add-ons.

OpenText Service Management Express (SaaS)

- Unlimited ITSM, including change, incident, knowledge, problem, request, service request, service level, and survey management
- Aviator virtual agent
- Service portal and mobile app
- Reports and dashboards
- Integration platform
- Studio for configuring and creating workflow apps
- Starter workflow apps on [Marketplace](#)
- Out-of-the-box ITSM and ESM best-practice templates
- Built-in AI and analytics
- Multi-region data residency
- 99.9% uptime SLA
- Private generative AI virtual agent (Aviator)

OpenText Service Management Premium (SaaS)

- Everything under OpenText Service Management Express (SaaS)
- IT asset and procurement management
- Idea and proposal management
- Vendor management

Deployment options

OpenText Service Management runs on premises, in the cloud (with AWS, Microsoft Azure, or Google Cloud), or as SaaS in the OpenText public cloud.

[Learn more about OpenText Service Management >](#)

Why OpenText Service Management?

- AI-powered service management makes IT and non-IT services easy to find, use, and support—driving higher agent productivity and better user experiences.
- Codeless configurations simplifies deployment, maintenance, and upgrades by eliminating technical debt and reducing reliance on large teams.
- Simplified operations, together with transparent, affordable licensing, deliver a lower total cost of ownership.

