Service Management

Elevate service experiences, improve IT efficiency, and reduce costs with smarter service management

Benefits

- Elevate user experiences
- Deliver services faster
- Save your budget
- Extend services beyond IT

Cut through service management complexity and avoid high costs with OpenText™ service management solutions. Powered by generative AI, codeless configurations, and ITIL best practices, they simplify IT service management (ITSM), enterprise service management (ESM), and IT asset management (ITAM) to deliver the seamless experiences your employees expect.

The term service management typically brings the IT service desk to mind, but it has a broader meaning in modern organizations. It involves helping employees navigate a complex landscape to get the services they need, whether IT-related or not. It also encompasses integrating services across teams, processes, and systems to deliver seamless service experiences. Additionally, it requires effectively managing valuable assets to improve service levels, while reducing costs and ensuring compliance. Our service management solutions addresses all these needs.

Elevate user experiences, improve productivity, and cut costs

OpenText Service Management helps deliver consistent user experiences across business functions—from IT and HR to finance, facilities, and customer support.

Users can submit requests through either a self-service portal or mobile app. A single catalog simplifies finding and requesting services across various departments. A generative AI (GenAI) virtual agent, IT Operations Aviator,

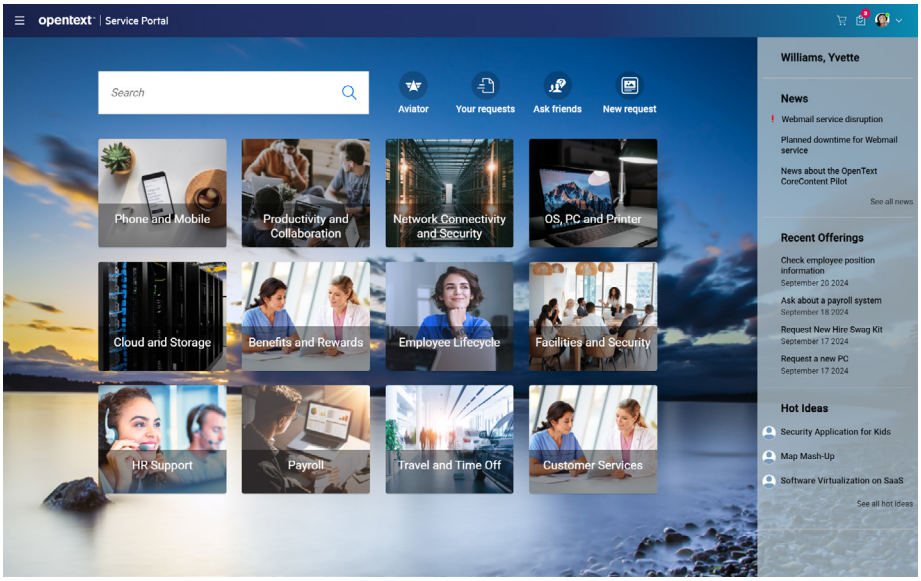
powered by a private large language model (LLM), responds to user questions in natural language, enabling users to resolve requests independently.

Service desk agents can also seek assistance by asking the virtual agent to summarize incoming requests and suggest solutions. Aviator works with domain-specific knowledge and incorporates built-in safeguards to ensure responses are unbiased and appropriate.

To meet service request needs efficiently, IT teams can easily configure tasks and workflows without writing any code using a low-code/no-code design studio. ITIL 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 help standardize your ITIL framework.

Additionally, IT asset management is an integral part of OpenText's service management offerings, helping you understand your hardware and software inventory and how they work together to deliver services.

When it comes to upgrades, codeless configurations simplify the process, ensuring that SaaS users are always on the latest version. Flexible, transparent licensing options eliminate surprise costs, and combined with easy upgrades, result in low total cost of ownership (TCO).



ITSM, ESM, and ITAM use cases

OpenText Service Management is designed to address a broad range of use cases. Here are some examples:

HR service management, fitness reimbursement

A user asks Aviator, the generative AI virtual agent, for details about the company fitness reimbursement process. Aviator explains the steps and requirements for submitting a reimbursement request. It also provides a link to the internal benefits page for further information. The user then asks a specific question regarding eligible fitness programs. Aviator, leveraging information from the benefits page, responds accurately and helpfully.

HR service management, medical leave of absence

A user submits a request for medical leave by selecting the "Leave of Absence" service offering from the self-service portal. Generative AI runs a privacy analysis on the request and automatically assigns the ticket to a "HR private" group. This ensures that only a select group of HR agents can view and handle the ticket, maintaining the confidentiality of the request.

Learn more

Service management by OpenText ›

OpenText IT Operations Aviator ›

Support request management

A service desk agent is handling an escalating support request. Since the ticket has been open for a while and managed by multiple agents, the agent asks Aviator to summarize the ticket. Aviator provides a brief description of the ticket along with progress updates, including summaries of chats between the user and agents. The agent also asks Aviator to suggest a solution to help resolve the ticket more quickly.

Knowledge management

A service desk agent resolves a support request and posts the solution in the resolution area. Since many users are experiencing the same issue, the agent marks the ticket as a knowledge candidate. Aviator automatically creates a knowledge article, drawing knowledge from resolved incidents. The agent then reviews the Aviator-generated article. Following best practices for knowledge management, the article will undergo further review before being published.

Incident management

An incident manager is alerted to an event and creates a new incident in OpenText Service Management. Based on the incident description, the service management tool automatically recognizes the involved configuration items (CIs). The tool also suggests entries for populating fields such as the incident model, based on machine learning from previous tickets.

The manager moves the ticket to the next step by following the task plan according to the out-of-the-box ITIL best-practice template for incident management. The manager also visualizes the incident's impact on business services by drilling into the visual Show Impact view.

Change management

A change practice manager uses the Change Calendar view to review all planned changes. This calendar alerts the manager to any changes scheduled outside of maintenance windows or those that are planned too close together. The system is smart enough to detect collisions and suggest the next available slot.

The manager then assesses the impact of the change, examining the topological view of the involved CIs in the native CMDB. Additionally, the manager reviews the change analytics dashboard, which displays the success rate of the change and provides improvement suggestions, including opportunities for automation to enhance the process.

Software asset management

A software asset manager runs a compliance report to assess current software usage by location and cost center. This report helps optimize license allocation by identifying under-licensing and over-licensing. By doing so, the manager ensures the organization remains compliant and avoids the risk of audit penalties.

Hardware lifecycle management

An IT asset manager reviews all the involved CIs for a critical business service. The manager ensures that all hardware components have maintenance contracts. For contracts that are soon to expire, the manager sets up automatic renewals. Additionally, the manager reviews assets nearing retirement to prepare for new asset purchases.

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