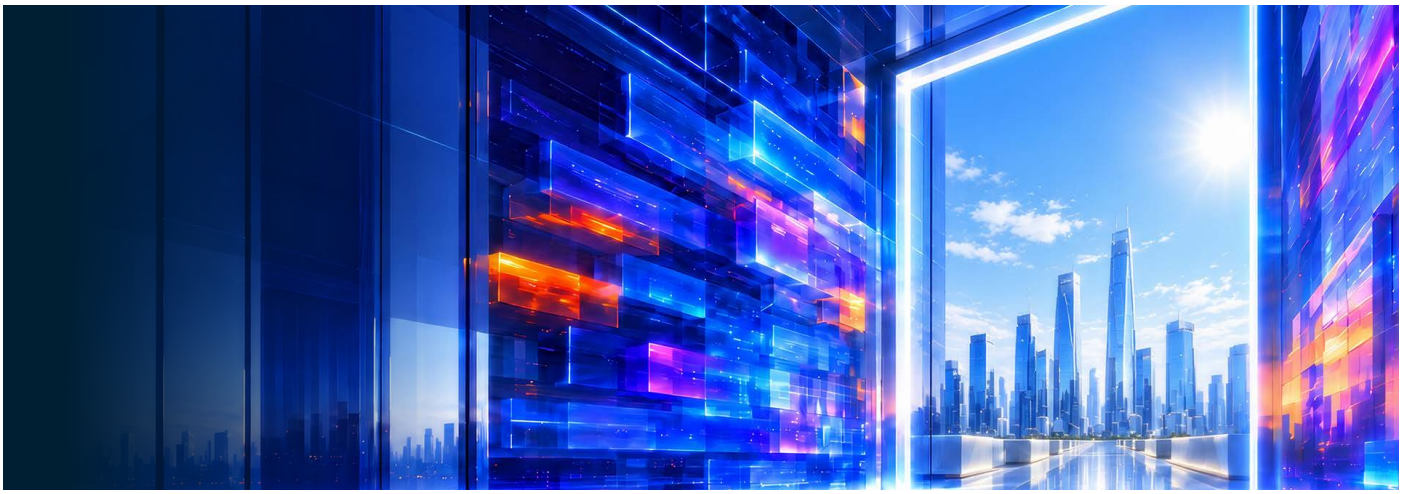
OpenText runs on OpenText: AI-powered enterprise service management

How trusted knowledge, automation, and AI can scale service delivery across the enterprise



Key results

- OpenText Service Management deployed for HR and IT in five months
- ~20,000 employees supported across 42 countries
- 600+ services and support offerings deployed across 11 departments
- 55,000 fewer IT help desk tickets and US$1 million in operational savings in the first year

For OpenText, being client zero means putting our own solutions to work in a complex global enterprise, validating their impact firsthand, and proving value through best practices.

This perspective has become increasingly important as CIOs face growing complexity, increasing security demands, pressure to reduce costs, and rising expectations around employee experiences.

At OpenText, those challenges were no different.

Employee support was scattered across departments, and some teams were still working manually. Without a unified service platform, there was no consistent experience, no reliable way to measure performance, and no realistic way to scale automation.

Creating a single service experience across the enterprise

To address these challenges, OpenText standardized service delivery on OpenText™ Service Management, creating a unified platform for IT, HR, finance, facilities, legal, marketing, procurement, and other business functions.

In just five months, OpenText completed the implementation across IT and HR, including process optimization, testing, training, and full-scale adoption. Over the next five months, an additional nine departments were onboarded, extending the transformation across 11 departments.

“We didn’t start small, we went all in by design,” said Stephanie Moss, senior director cloud services at OpenText. “From day one, employees had a single destination for services and support, eliminating fragmented experiences and the need for incremental rollouts.”

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Today, OpenText supports approximately 20,000 employees across 42 countries through a single service portal. The primary legacy ITSM tool was retired, and over 600 service and support offerings were made available through the new platform. The transformation resulted in 55,000 fewer IT help desk tickets and delivered US$1 million in operational savings in its first year.

“Looking back, it’s remarkable how much time we were spending on manual tasks,” said Moss. “With automated approvals and workflows now in place, we’ve established an efficient, scalable support model that allows us to drive continuous improvement.”

The foundation came first: Discovery, CMDB, and trusted knowledge

To make enterprise service management successful, two things had to be true.

First, OpenText needed a real-time, accurate view of service dependencies and relationships across the enterprise. That visibility was established through integration with OpenText™ Universal Discovery and CMDB. Today, more than two million configuration items are automatically discovered and tracked, enabling teams to quickly assess the impact of incidents and changes.

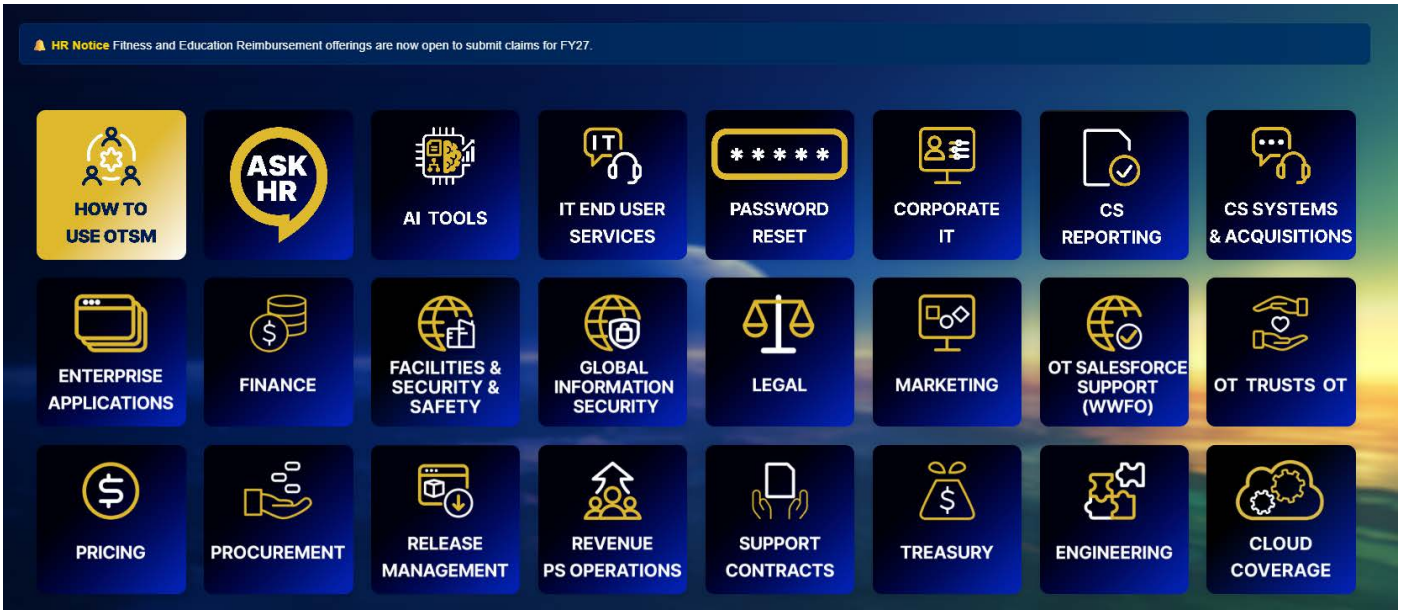
Building on this operational truth, OpenText Service Management standardized and automated core ITIL processes, including incident, problem, and change management, in addition to service request fulfillmen.

Second, OpenText prioritized the creation of a trusted knowledge foundation. Every department conducted a knowledge assessment to identify and address content gaps.

“One guiding principle throughout the rollout was ensuring that our content, including knowledge articles and supporting policy documents, was accurate and up to date,” said Moss. “Creating a reliable knowledge foundation was critical as we prepared to expand the use of AI.”

OpenText also wanted the teams closest to the business to play an active role in shaping and maintaining the employee experience. Because OpenText Service Management is no-code, each function designs and owns its own services without custom development.

“The result was greater accountability, stronger engagement, and real pride in the services teams deliver,” said Moss.



IT results at a glance

- 64% increase in monthly changes completed
- 100% success rate for emergency changes
- 26% fewer incidents
- 53% reduction in problem cases
- 80% faster ticket creation and processing
- 50% more efficient audits

Strengthening operational performance across IT service management

A core objective of the deployment was to streamline incident, problem, and change management, enabling teams to increase service delivery capacity while maintaining operational control.

Since deploying OpenText Service Management, the IT team has handled 64% more changes each month compared to the previous 12-month period, while maintaining a high change success rate. Emergency changes achieved a 100% success rate.

Additionally, incidents decreased by 26%, problem cases by 53%, and ticket creation and processing by 80%.

“Being able to report by service and impacted system, understand dependencies through relationships, and empower lead investigators to own and update their tickets in OpenText Service Management has made a real difference,” said Moss. “And now our audit cycles are 50% more efficient because the evidence already lives in the ticket.”

HR results at a glance

- 95% CSAT, up from 85%
- 20% fewer tickets, eliminating 20,000 manual requests annually
- 5,000 hours saved annually, equivalent to 625 workdays
- 2.5 FTEs redirected to higher-value work

Automating high-volume services: HR leads enterprise service transformation

From benefits and payroll to recruiting, learning, compliance, and employee support, HR manages some of the organization’s most frequently used services.

“HR has always been a steward of well-governed content,” said Andrea Morrison, vice president of global HR operations at OpenText. “When you’re supporting employees across countries, you need clear, accurate, and accessible policies and information. That commitment to trusted content made HR a natural place to lead the adoption of AI-assisted service management beyond IT.”



Key success factors

- Secure CIO executive sponsorship
- Establish operational truth with real-time discovery and CMDB
- Establish a trusted knowledge foundation
- Standardize the platform and empower departments to own services
- Start with high-volume processes to deliver immediate impact

“By using OpenText inside OpenText, we’re proving how organizations can prevent or resolve more employee needs before a ticket is ever created. That’s how we move toward our ambition of reducing tickets by 90%.”

Shankar Gomathi, senior vice president of product management, OpenText

Products deployed

OpenText Service Management ›

OpenText Service Management Aviator ›

OpenText Universal Discovery and CMDB ›

For the HR team, the service management transformation had three goals: centralize services, increase self-service adoption, and reduce ticket volume. The team achieved all of this, and more.

CSAT, a key measure of employee satisfaction, went from 85% to 95%, and self-service reduced ticket volume to roughly three tickets per employee annually.

To support these outcomes, the team streamlined and automated high-volume processes.

One workflow tells the story on its own: Fitness reimbursement used to mean forms, manual checks and several approval steps. Automating that single process cut overall HR ticket volume by 20%, removed up to 20,000 manual requests a year and saved around 5,000 hours, the equivalent of 625 workdays. HR redirected 2.5 full-time roles to higher-value work, and employees now get approval in minutes rather than days.

“When you make it easy for employees to use a benefit, they’re more likely to use it,” said Morrison. “Since automating the process, almost all employees are taking advantage of the fitness reimbursement program.”

Scaling service delivery with AI

OpenText first deployed OpenText™ Service Management Aviator™, the AI agent built directly into OpenText Service Management, for service agents, enabling them to resolve issues more efficiently through AI-generated ticket summaries, solution recommendations, and faster access to relevant knowledge.

Building on that success, OpenText is now rolling out Aviator to all employees, making support more accessible through both the service portal and Microsoft Teams, where employees already work every day.

“Our goal is to make employee support immediate and simpler by combining AI with trusted enterprise knowledge and a foundation of operational truth,” said Shankar Gomathi, senior vice president of product management at OpenText. “By using OpenText inside OpenText, we’re proving how organizations can prevent or resolve more employee needs before a ticket is ever created. That’s how we move toward our ambition of reducing tickets by 90%.”

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