SWEDWISE  opentext™

# OpenText
# SMAX

Smarter service
management for everyone

# OpenText SMAX is comprehensive service management software that delivers efficient IT Service Management (ITSM), IT Asset Management (ITAM), and Enterprise Service Management (ESM). Powered by embedded analytics and machine learning, it is easy to use, easy to extend, and easy to run anywhere.

SMAX helps you get more done, your way. Choose from a range of out-of-the-box processes—including incident, problem, change, request, release, service catalog, service-level, and knowledge management—based on ITIL best practices. Shift from slow, error-prone manual tasks to AI-driven automation that enables high-speed service fulfillment and issue resolution. And replace complex, over-customized deployments with easy-to-update alternatives that can run anywhere—saving you time, effort, and money.

SMAX—Driving greater productivity and faster issue resolution with AI-driven automation.
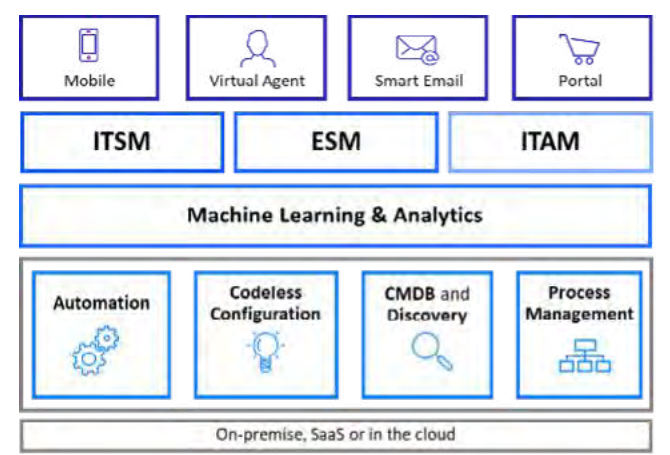
# Manage the entire service lifecycle

## Comprehensive service management

Cover all service phases, from plan to build to run. A modern user interface makes your work easy. You can automate processes, workflows, and tasks; resolve issues quickly; and respond to service requests efficiently. Built-in AI and machine learning make it possible.

**IT benefit—**

Empowers agents to tackle and resolve more issues, faster—delivering a better experience for all users.

**Business benefit—**

Improves productivity across the enterprise.

## Modern service desk with live support and collaboration

Create a more engaging service desk experience. Agents can interact with users over the phone, via chat, or using Live Support, a dedicated user interface optimized for service desk agents that offers real-time solutions. And users can crowdsource knowledge, proactively collaborating with their peers to get questions answered.

**IT benefit—**

Cuts average service desk call times by 20%.
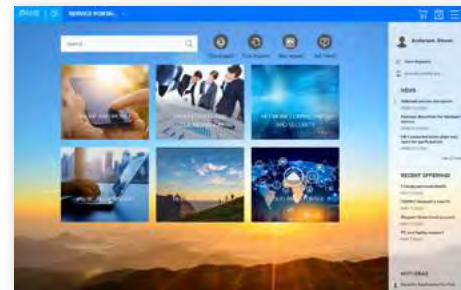
**Employee benefit—**

Boosts user satisfaction by promoting self-help and decreasing downtime.
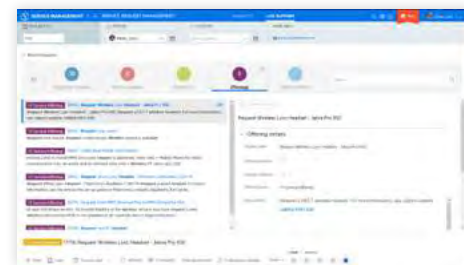
# Elevate the user experience

## Self-service and request fulfillment

Deliver enterprise-wide service and support from a fully integrated, intelligent, role-based self-service portal. Opening requests is easy. Users can use natural language, submit error-message screenshots, or chat with virtual agents from their desks or mobile devices.
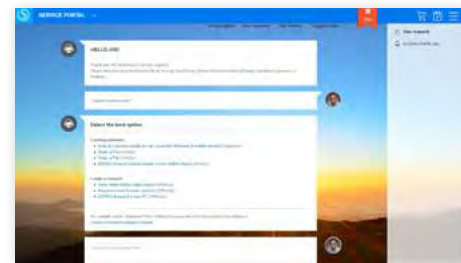
**IT benefit—**
Decreases incident volumes and scales support.

**Employee benefit—**
Meets expectations for easy, personalized, no-wait self-service.

## Smart search

Get fast answers from global searches, thanks to AI and machine learning. Results come from multiple data sources—including incident, problem, and change management; knowledge-management databases; or Microsoft SharePoint. Users and agents can easily search using natural language rather than IT keyword search terms.

**IT benefit—**
Provides quick answers for incoming requests and issues.

**Employee benefit—**
Makes it easy for users to proactively find answers to their questions.

## Virtual agent

Unburden your service-desk agents and boost user satisfaction with 24×7 self-service support. Now everyone can use natural language and their favorite mobile device to receive instant help from an intent-based conversational chatbot.
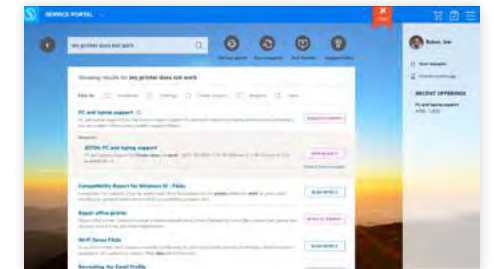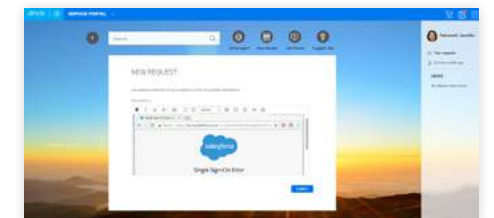
**IT benefit—**
Frees agents from repetitive tasks, improves support scalability, and cuts costs.

**Employee benefit—**
Offers anywhere, anytime self-help and faster problem resolution.

## Smart ticket and smart email

Allow users to open a ticket easily via email or by submitting the screenshot of an error message from their mobile device. AI and machine learning automatically analyze and categorize tickets for fast resolution. The system automatically learns from manual adjustments made by service desk agents.

**IT benefit—**
Streamlines service processes, shortens ticket-handling times, and speeds up issue resolution.

**Employee benefit—**
Allows users to work the way that's most convenient for them.

## Inline Translation

Empower service portal users to open a request using their local language—for example, Chinese. The service desk agent can then open the ticket using the UI in another language—for example, English. The translation occurs automatically, inline and on-the-fly, for both agent and user. Note: Google Translator is required.

**IT benefit—**

Makes it easy for agents and users to communicate clearly and accurately..

**Business benefit—**

Allows agents to deliver superior service with a single solution, unrestricted by language.

# Increase service management productivity

## Intelligent analytics

Manage services proactively and avoid recurring incidents by finding root causes with analytics based on AI and machine learning. By identifying patterns and trends in user surveys and service management data, you can continually improve your services.
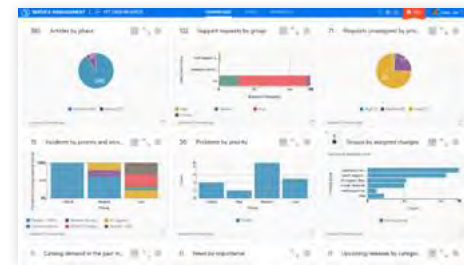


**IT benefit—**

Supports proactive problem solving and data-driven decisions.

**Business benefit—**

Reduces service disruptions and their associated costs.

## Incident and problem management

Resolve issues faster with automatic ticket categorization, routing, and agent-to-agent chat. Based on AI, hot topic analytics helps you find root causes quickly and identify trends to proactively prevent future issues.



**IT benefit—**

Accelerates mean-time-to-restore-services and drives continual service improvement.

**Employee benefit—**

Builds a responsive service desk that resolves issues and requests quickly.

## Reporting and dashboards

Choose from more than 100 out-of-the-box, ready-to-go IT service management performance and productivity reports—or build your own—to quickly create interactive, role-based, real-time dashboards.
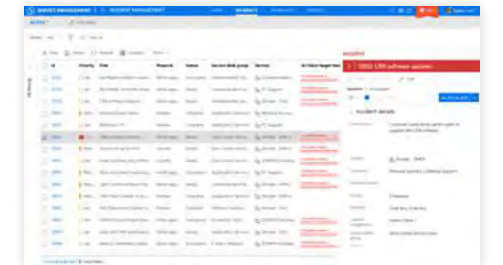


**IT benefit—**

Provides the insights needed to make informed, timely decisions.

**Business benefit—**

Provides the information needed to make better decisions, faster.

## Change and release management

Control change risk with AI, machine learning, and automation. Execute changes and releases automatically. And use automated discovery to gain clear visibility into your IT assets, understand the impact of changes, and identify potential collisions. Equipped with this knowledge, you can facilitate compliance and avoid changes that introduce unintended risk.
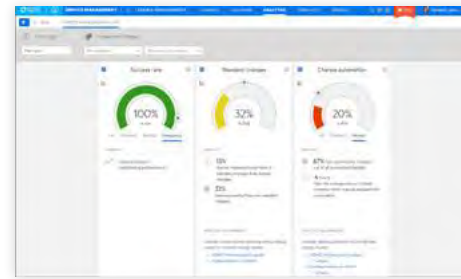


**IT benefit—**

Allows IT to pivot with ease and keep the business running smoothly.

**Business benefit—**

Improves enterprise productivity by minimizing service disruptions.

## Change analytics

Gain insights based on accurate change management data, including suggestions for improvements. View graphical analyses of change management KPI performance—for example, change success rates and levels of automation. Customize your analysis with different criteria, such as service name, change, and time.

**IT benefit—**
Improves change success rates and reduces unplanned downtime.

**Business benefit—**
Minimizes the risk of unplanned service outages.

## Knowledge management

Create, maintain, share, and use knowledge to enable self-service support. Build knowledge based on roles—making it available to all users or limiting it to service desk personnel only.

**IT benefit—**
Offloads the burden of recurring incidents and requests from the service desk.

**Employee benefit—**
Gives users instant access to the information they need to get back to work.

## Request fulfillment

Manage service requests throughout their lifecycle—from the initial request to its closure. Fulfillment plans include task plans, which can include both manual and automatic tasks.
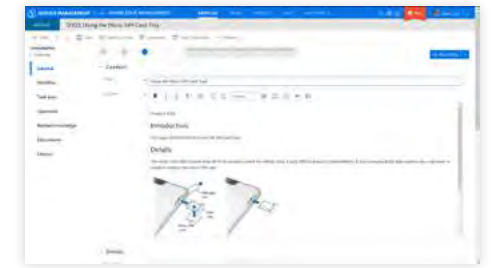
**IT benefit—**
Improves agent efficiency and productivity.

**Employee benefit—**
Gives users quick, easy access to standard services.

## Service-level management

Track and measure how well your organization is meeting service-level targets and fulfilling agreed-on service levels. With clear and instant visibility into service performance, you can prioritize work queues, review response times, and reset your targets.

**IT benefit—**
Demonstrates value to users and business stakeholders.

**Business benefit—**
Aligns IT services with business needs.

# Understand service context and impact

## Service asset and configuration management

Get accurate, up-to-date configuration data and service context to support ITSM processes with native SACM. Collect, reconcile, and manage data for all configuration items—and understand all relationships—with automated discovery. Easily map inventory and infrastructure dependencies to business services for a real-time view of your hybrid environment.

**IT benefit—**
Provides a single source of truth for robust planning and increased transparency.

**Business benefit—**
Delivers reliable services and strengthens policy compliance.

## Fast, automatic ci detection

Automatically recognize the assets—along with their configurations and interdependencies—that will be impacted by incoming changes, incidents, or service requests.

**IT benefit—**
Removes the need to hunt for the critical asset and configuration information required to resolve issues quickly.

**Employee benefit—**
Makes it easy to report issues without searching through confusing technical data.

## It and software asset management

Manage investments, software licenses, contracts, and other assets for better decision making and cost reduction. Gain full visibility into your assets, from procurement through disposal. Keep track of software licenses to improve usage, decrease IT spending, and support compliance.
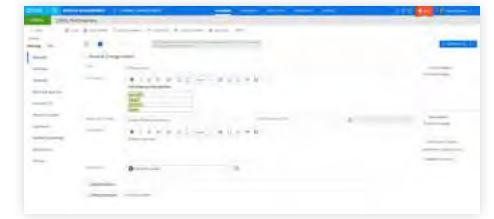
**IT benefit—**
Optimizes resource usage and holds costs down.

**Business benefit—**
Limits financial and legal risk.

# Simplify service management

## Automated processes, workflows, and tasks

Automate processes, workflows, and tasks using out-of-the-box best practices based on ITL. Easily remediate incidents and execute changes ranging from simple access requests to comprehensive workflows (such as detect-to-correct). Automate the fulfillment of IT services across environments—new and traditional, public and private cloud—to unify and accelerate service delivery.
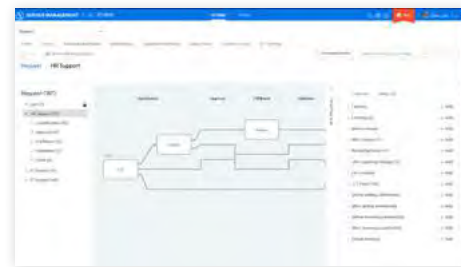
**IT benefit—**
Reduces risk and inefficiencies related to manual repetitive work.

**Business benefit—**
Drives down operational costs.

## Process and workflow design (codeless configuration)

Configure existing workflows and tasks or extend your service management solution and create new user-defined, process-based applications without writing any code. This will simplify the upgrade process and provide instant access to new features.
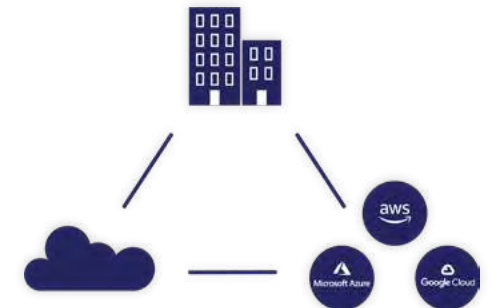
**IT benefit—**
Removes the usual upgrade, customization, and maintenance complexities.

**Business benefit—**
Allows the organization to quickly and economically adapt to changing service demands.

## Runs anywhere

Enjoy the flexibility of running your service management solution wherever you need to—on premises or in private or public clouds such as AWS, Microsoft Azure, Google Cloud, and SaaS. You can also choose the named, concurrent, or unit-based licensing option that works best for you.

**IT benefit—**
Meets your evolving IT needs with flexible deployment and software licensing options.

**Business benefit—**
Offers freedom of choice for easy alignment with corporate strategies.

# Manage your service strategy

## Idea and proposal management

Collect feedback from your service consumers to help generate and develop new service ideas. You can then turn these ideas into substantive proposals, build on them via social collaboration, and add them to your service management portfolio.



**IT benefit—**
Expedites continuous service improvement.

**Business benefit—**
Drives and demonstrates innovation.

## Application portfolio management

Gain a comprehensive overview of all your applications and determine which ones need to be modernized—for example, identifying which ones are suitable for the cloud.



**IT benefit—**
Gives IT a clear way to assess and prioritize application optimization.

**Business benefit—**
Serves as a solid foundation for application transformation strategies.

## Service portfolio and catalog management

Manage your services and related investments throughout their entire lifecycle—from idea to service pipeline, service catalog, and service retirement.



**IT benefit—**
Optimizes the allocation of capabilities and resources.

**Business benefit—**
Achieves proper alignment between service offerings and business needs.

## Project and program management

Track and manage the progress and health of your IT projects and programs. With information about resource demand, financial implications, and business value at your fingertips, your decision-making abilities are significantly enhanced.



**IT benefit—**
Optimizes resource and budget plans for new or changed services.

**Business benefit—**
Maximizes the business return of your services.

# IT Operations Aviator

**In today's experience economy, IT Service Management (ITSM) and Enterprise Service Management (ESM), which extends ITSM to non-IT services, are focused on elevating the user experience. But growing user demands, tasks, and risks eat up all your time. Clumsy chatbots, clunky services, and overburdened support agents result in poor user experiences.**

Generative AI, a type of artificial intelligence that can create new content, has a big role to play in elevating user experiences. By providing contextual responses to user requests in natural language, generative AI speeds up response times, improves service quality, and frees up support staff to focus on more complex issues.

IT Operations Aviator is a generative AI chatbot that runs on a private LLM hosted and operated by OpenText. Aviator helps users get the answers they need, when they need them, without agent support or compromising the privacy of proprietary data. When using our private generative AI chatbot service, you don't have to worry about your data entering the public domain or interacting with external tools.

Aviator seamlessly integrates with OpenText's IT service management solution, SMAX, and accesses data that is indexed on your SMAX instance (tenant), including enterprise knowledge you have shared with SMAX. Aviator uses a Retrieval Augmented Generation (RAG) architecture that relies on indexing and retrieval of data from a custom, private data store. It can generate new text by selecting and modifying existing knowledge, rather than creating new content from scratch. When users ask a question, Aviator finds and shares the right information based on semantic matching. Access control filtering ensures that users are granted access only to information for which they have user rights.

**Elevate the user experience**
Empower users to self-resolve common requests

**Cut support costs**
Free up over-burdened agents

**Keep data private**
Deploy a private large language model (LLM)

# IT Operations Aviator

## Elevate the user experience

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## Cut support costs

Free up overburdened agents by putting Aviator to work on Tier 1 support tasks. Aviator can summarize enterprise knowledge, answer frequently asked support questions, and guide users through automated services. With a smart chatbot handling repetitive, mundane service requests, IT staff can finally focus on higher-value automation projects.

## Keep data private

Use a private generative AI service and gain full authority over your proprietary data. Protected by encryption and data access controls, data remains secure within your environment and is not shared externally.

## Transform your ITSM

Aviator is use-case specific. It works with curated, domain-specific knowledge to respond to user requests with reliable, enterprise-relevant answers. There are no data latencies, as Aviator works with near real-time data.

Aviator is embedded in SMAX. You don't need to worry about integrating your ITSM with external generative AI services or building and maintaining your own generative AI tool.

Aviator is private. You decide what data to share with Aviator. Only indexed data, which is encrypted and stored in your SMAX instance, is available to the Aviator service. Aviator also enforces data access controls based on entitlement rules within SMAX—so users have access only to information that aligns with their roles, locations, and departments.
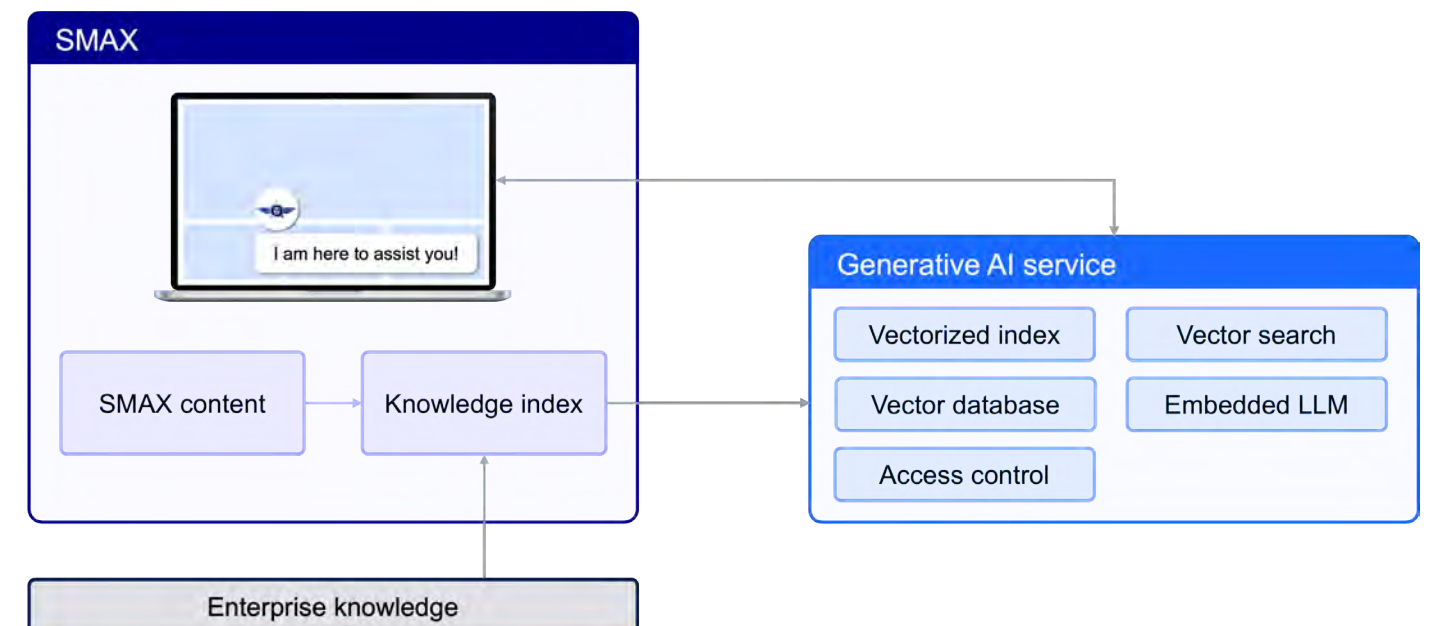
# IT Operations
# Aviator
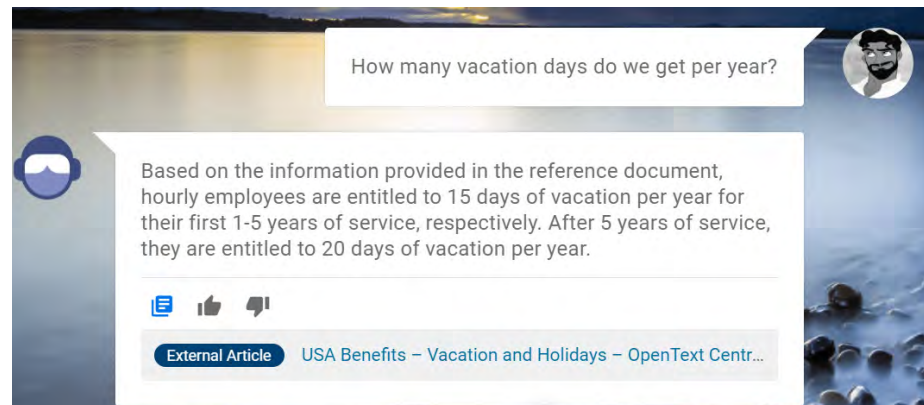


Aviator uses access control rules to share only information that is relevant to the employee's location.
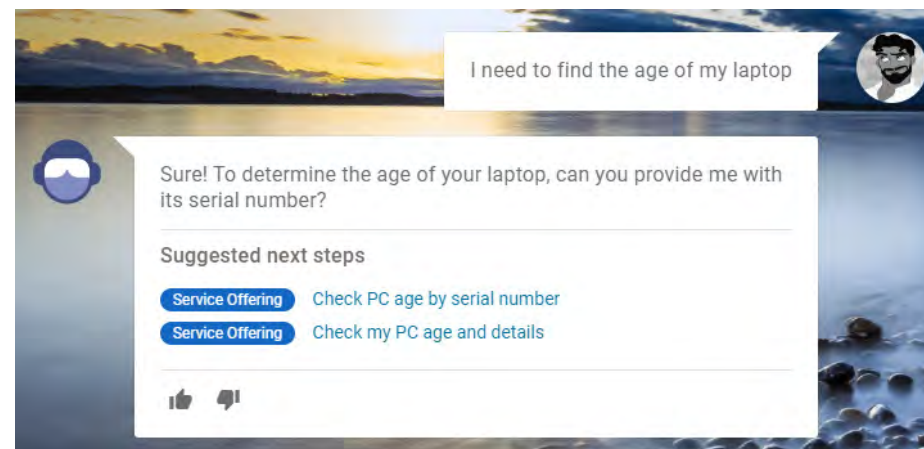


Aviator assists a user by suggesting next steps that are relevant to the request.

# Modernize your ITSM

## SMAX with Swedwise

As a certified OpenText partner, Swedwise offer specialist consulting services and licensing with the SMAX solution.

Our in-depth knowledge of ITSM solutions based on ITIL's processes, as well as order portals for services such as HR, equipment, operations, and finance and more. Together with our partners, we support the digital transformation of various public and private organisations in the Nordics.

**opentext™** | Silver Partner
| IT Operations Management

**Learn more ›**