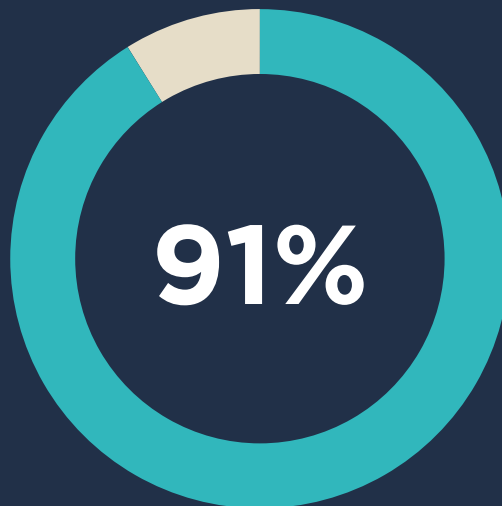


What can OpenText Service Management do for your organisation?

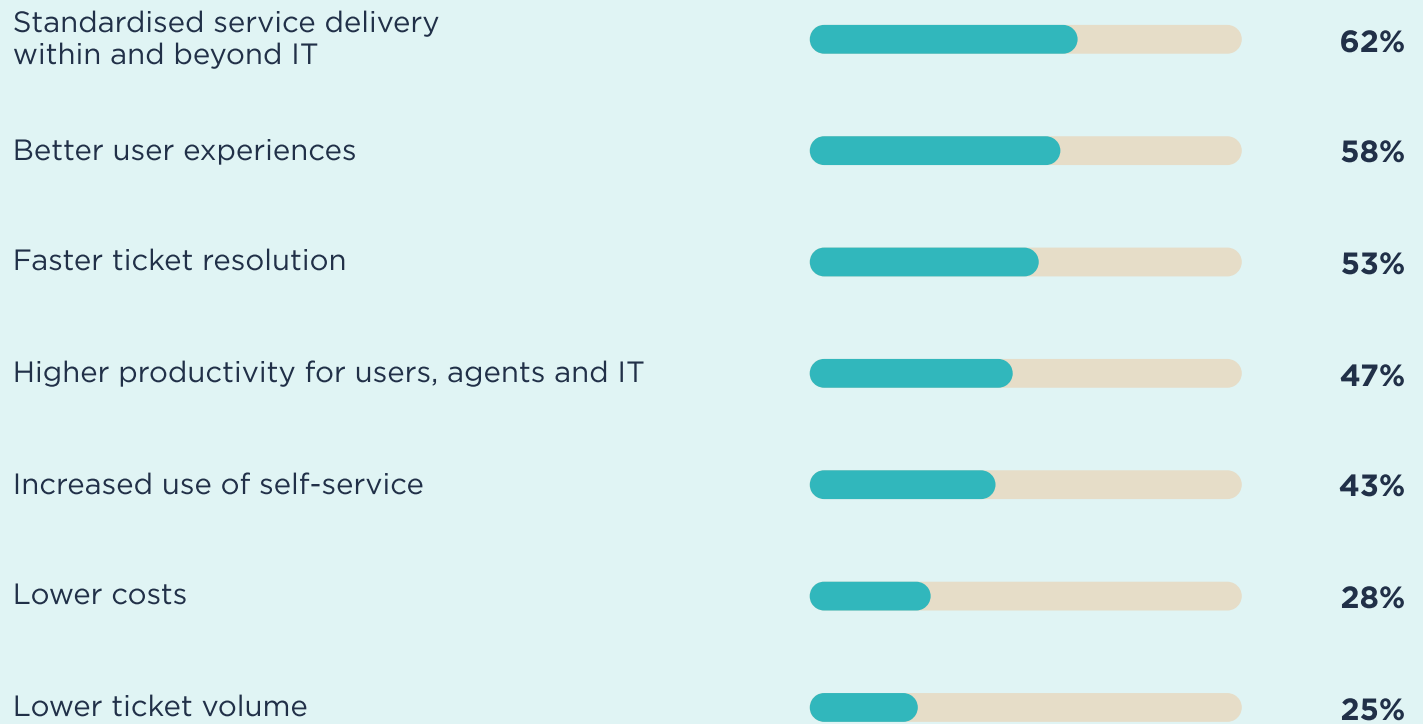
Real results from existing customers



of surveyed customers report **positive business value**
with OpenText Service Management

Outcomes achieved

How day-to-day work changed after implementation.



Average improvements



25%

Self-service



23%

Resolution time



17%

Ticket volume

What customers have achieved

Documented results from the OpenText platform.

Norsk helsenett

National health IT, Norway

33,000

users

550,000

tickets per year

250+

services in the catalogue

SICK Sensor Intelligence

Manufacturing, 12,000 employees

12

departments on
the platform

90%

of tickets go
through the portal

50%

routed directly
to the right group

OpenText

Own organisation, 22,000 employees

80%

resolved at first contact

40%

handled through self-service

3 months

to a live platform

“

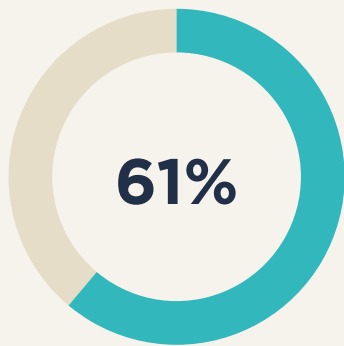
OpenText Service Management gave us the clarity and automation we needed to move from scattered processes to a unified, data-driven service organisation.

IT Vice Director

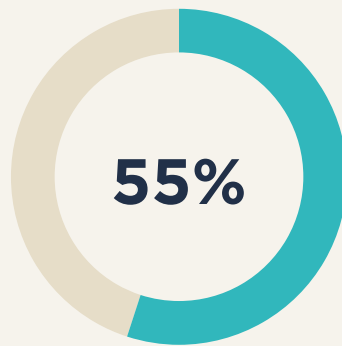
Large financial services company

Why they chose OpenText

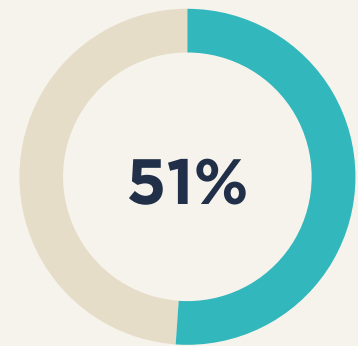
Customers' own reasons after comparing several vendors.



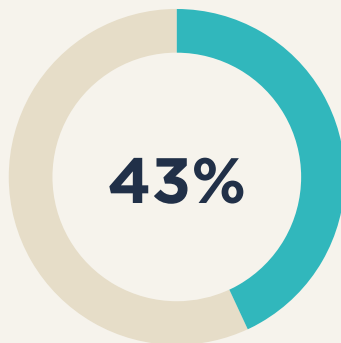
One platform for both IT and the wider business



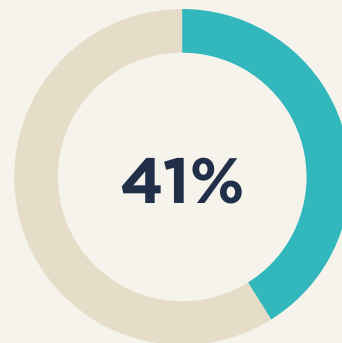
Scalability for future needs



Strong vendor relationship and support



Easy implementation and upgrades with little customisation



Lower costs for operations, maintenance and licences

The leading reason was breadth – one platform that supports both IT and the wider business. The same argument recurs in Nordic tenders.

What Swedwise adds

The platform delivers the numbers. We build the foundation they rest on.



Independent CMDB and Discovery with OpenText

The data model is decoupled from the tool. With Universal Discovery and CMDB, we have the expertise to map your entire environment and federate data from any platform – OT, ServiceNow, Jira, BMC Helix.



Nordic hosting

Your data stays in the Nordics. SaaS from data centres in Norway through our partner Orbify, with the deployment model of your choice.



Breadth across business areas

Four business areas, many industries. Integration, content, customer communications and service management under one roof – we see how everything connects.

See the possibilities in your service management

Swedwise helps you create greater flexibility, control and value in your service management. Talk to us about your needs and opportunities.

swedwise.com

