

ROCK YOUR ENTERPRISE SERVICES WITH MICRO FOCUS SMAX ON MICROSOFT AZURE



AND DO SO BY PARTNERING WITH PERFORMANCE TECHNOLOGIES

WHY SHOULD WE CONSIDER & DEPLOY ENTERPRISE SERVICE MANAGEMENT

Because it helps leadership to answer “30.000 ft.” questions such as *what services* does our organization provide and to whom, *which resources* deliver each service, and *how well* are we performing vis-à-vis our own standards.

At the same time, ESM offers (1) day-to-day operations management benefits for horizontal & line execs and administrators, (2) superb tools for employees who support internal and external “customers”, and (3) the self-service features that allow users to get useful information and solutions quickly.

THE SOLUTION IN A NUTSHELL

— **Micro Focus SMAX Platform:** Provides an industry leading service management platform of particular interest to the Greek market, thanks to support for “native tongue” intelligence features.

— **Provided by Performance Technologies:** An outfit with extensive experience in service management and cloud solutions, with enterprises of all sizes in the local market.

— **On Microsoft Azure:** The market leading cloud platform that needs no introduction.



Enterprise Service Management that will delight leadership, employees, *and* your customers.



Performance delivers SMAX ESM solution for the Greek market *on Azure*.

Micro Focus SMAX is an acclaimed Service Management platform that—uniquely—provides native Greek AI out-of-the-box, and is deployed on Azure by Performance Technologies, a leading integrator of enterprise service automation, delivery, and management solutions.



ΑΡΤΙΦΙΣ
ΙΑΛΙΝΤΕ
ΛΙΤΖΕΝΣ



MICROFOCUS SMAX

Best in class ESM platform: Micro Focus SMAX offers a unique and comprehensive mix of features, intelligence, deployment flexibility, and immense experience built-in. SMAX will serve as a capable platform for you to manage any, and all, services your organization offers to internal and external users & stakeholders.

GREEK LANGUAGE AI

Services need Language: AI is close to useless for services if it lacks native NLP. Micro Focus SMAX includes real-life AI tools for the Greek language, and is, thus, uniquely able to deliver the full spectrum of intelligence benefits to users, employees, and management.

AI Expertise included: Our engineers and experts will help you deploy practical AI features with efficiency.

TRUSTED PARTNER

SM Experience: Performance has extensive experience in service management and automation solutions, for a multitude of markets.

Cloud Expertise: Our know-how is second to none when it comes to virtualization and cloud deployments.

Pragmatic: Finally, we have been offering enterprise grade solutions, for years, in a very demanding Greek Market.

HOLISTIC SERVICES POV

End-to-end: Allows you to track service delivery from systems and employees, to user & customer experience.

Full life-cycle: We help you design, deploy, and manage enterprise services based on industry best-practices, and practical experience.

IT, AI, and Humans: Helps you align all your resources whether they be automata, human, or a combination.

PLUS EXCEPTIONAL MICROSOFT AZURE BENEFITS

Hosting Micro Focus SMAX on Microsoft Azure offers an end-to-end solution—from infrastructure, to application and management—that is second to none. You no longer have to worry about administrative overhead, operating systems, storage, high availability, networking and security. SMAX *also* supports native Azure Kubernetes Service so you only need deploy the worker nodes, while all master nodes are handled by AKS.

LEARN MORE

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