

Service Management Automation X (SMAX)

Service Management Automation X (SMAX) is the first software solution for IT and Enterprise Service Management and IT Asset Management built from the ground up to include machine learning and analytics. Out of the box integrations include the market leading UCMDB and Discovery. It can be deployed on premise or in the cloud—or moved from one to the other as business conditions change—with equally flexible licensing options.

Product Highlights

SMAX provides an engaging and innovative user experience for interacting with IT and other service desks via mobile devices, chatbots, smart email, or through an intuitive to use web based self-service portal. The solution is built on top of the ITOM Platform which allows it to run in different environments ranging from bare metal to virtual, and public cloud AWS and Microsoft Azure solutions. Based on container technology, customers can easily move the solution from one environment to another as business conditions change. The ITOM Platform brings a number of shared services into SMAX and other ITOM solutions such as identity management, license and access management, DevOps lifecycle, task automation, Discovery and UCMDB, machine learning and analytics, dashboard functionality and reporting.

SMAX combines three key application areas into a single solution: IT Service Management (ITSM), IT Asset Management (ITAM), and

Enterprise Service Management (ESM). ITSM and ITAM are delivered out-of-the-box in SMAX and can be easily extended in a codeless manner also using SMAX Studio. ESM is based on out-of-the-box content, such as HR workflow management, ideation and proposal management, and portfolio optimization. These can as well be easily extended or complemented with brand new content using SMAX Studio.

Quick View

- Out-of-the-box, best practice, Service Management processes designed for big data analytics and machine learning from the beginning
- Modern, comprehensive, and easy-to-use self-service to reduce ticket traffic and improve customer satisfaction
- Codeless configuration of out-of-the-box and user-defined processes, enabling seamless and less expensive updates
- Automation, multi-tenancy and deployment flexibility to shorten implementation times and lower TCO
- Shared, built for purpose, micro-services across IT Operations Management

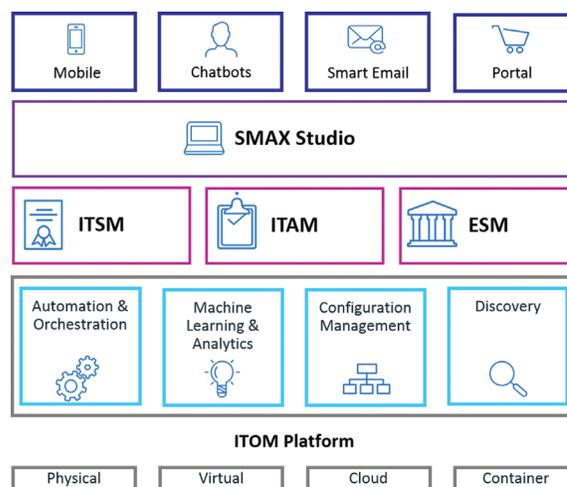


Figure 1. SMAX functional architecture

Key Benefits

- Low ticket volumes and faster resolution times
- Improved end-user autonomy and satisfaction
- Increased service quality and number of service levels met
- Low total-cost-of-ownership
- Quick time to value and continuous delivery

Key Features

Smart Self-Service with Social Collaboration

Service Portal is a centralized location for all employee requests related to IT or their line of business. Its easy-to-use interface enables users to independently request support, search a self-help knowledge base, and browse a service catalog.

Smart search globally searches within and outside of service management modules to offer self-service solutions to users, or to provide suggested solutions to service desk agents.

Smart ticket uses Optical Character Recognition and machine learning to automatically accept, classify and intuitively route service requests.

Virtual agents provide automated 24x7 assistance, complimented by integrated live-chat or email to enhance continuous customer support.

Social collaboration features include ability to vote, "ask a fiend", or survey to help end-users source answers from the community and enhance end-user autonomy.

On-the-fly translation provides end users with access to portal content and service desk updates in their preferred language.

Native mobile applications on Android and iOS complement the web service portal with a streamlined, native, interface that focuses on key tasks that need to be managed on the go.

Catalog aggregation allows end-users to use the SMAX Service Portal to request catalog offerings that are defined and fulfilled in Micro Focus® Service Manager along with the SMAX defined and fulfilled offerings through a single user interface. IT can capture all of the business demand, report on SMA status for all services and strengthen the governance.

Modern User Experience for Automated Enterprise Applications

Service desk functionality includes a comprehensive set of ITIL aligned Service Management applications including Service Request Management, Incident Management, Knowledge Management, Problem Management, Change Management, Release Management, Service Level Management, Configuration Management and Catalog Management.

Enterprise Service Management includes applications for IT Asset Management, Project Management, Human Resource workflow, Application and Service Portfolio Management, Financial Tracking, Ideation and Proposal management.

Asset management provides the capabilities for Service Asset and Configuration Management, Vendor Management, Contract Management, Procurement and Software Asset Management.

Live Support provides the service desk agent with key information and tools that can help to efficiently process new service and support requests and inquiries received by telephone.

Analytics –Based Service Desk

Change Analytics feature offers insights based on the available data, and suggestions for improvements in change management.

Hot Topic Analytics uses advanced search and analytics capabilities to enable agents to view and analyze patterns in incidents, requests, and other records and to create knowledge articles or problem records based on those patterns.

ChatOps provides collaboration between people and tools by providing commands to search, view and update incidents, additionally view suggested knowledge articles that include hyperlinks to the full knowledge article in the knowledge management module. It uses collaboration tools such as Microsoft Teams, Slack, and Mattermost to link SMAX with those tools through a command line interface.

Codeless Configuration and Easy Upgrades

Studio enables the creation of user defined process-based applications and supporting tables through codeless configuration capabilities. It is easy to use so that business process owners can develop applications without a help from IT personnel.

Codeless configuration allows to define and edit an application's fields, forms, business rules, processes and notifications, as well as importing data and defining custom actions for the application. Codeless enables easy upgrades and gives customers almost instant access to new features and capabilities, driving a low total-cost-of-ownership.

Flexible Deployment Options

SMAX can be deployed on bare metal, virtual machines or in the cloud. AWS and Microsoft Azure are supported, and SMAX is available through AWS Marketplace. A number of service providers world-wide offer SMAX as a service. Consuming SMAX through public cloud or third-party hosting assured the data sovereignty and security required by native countries, regions or industries. SMAX is built on ITOM Platform which enables automated deployment based on container deployment

foundation and pre-integrated use cases. It includes in-place-updates with minimal down-times, built-in scalability with auto-scaling and reusable micro-services and REST APIs.

SMAX is a multi-tenant solution and supports deployment of multiple tenants per installation that can be used for development, test, or production environments. Multiple tenant deployments can also be used by service providers to host environments for multiple customers within a single installation. The multi-tenant console and grid allow leveraged agents to view and edit records from multiple customers' SMAX tenants in a single user interface.

Learn More At
www.microfocus.com/itsm

System Requirements

SMAX is available in two suite editions (Express and Premium) with the features outlined in the table below. Customers have a choice between named-user and concurrent user licenses, without limits for self-service and approver-users.

Edition	SMAX Express	SMAX Premium
Edition use case	Service Management Enterprise Service Management	<ul style="list-style-type: none"> ■ Service Management ■ Enterprise Service Management ■ Asset Management
Features	<ul style="list-style-type: none"> ■ Service Desk and Service Portal ■ Native mobile app ■ Smart analytics ■ ChatOps ■ Studio ■ Service Level, Change, Release, Knowledge, Incident, and Problem Management ■ SACM ■ Universal CMDB ■ Vendor Management ■ Service Catalog Management ■ Service Portfolio Management 	<ul style="list-style-type: none"> ■ SMAX Express + ■ Catalog Aggregation ■ Contract Management ■ Procurement Management ■ Idea & Proposal Management ■ Application Portfolio Management ■ Project & Program Management ■ Software Asset Management ■ Financial Management
Delivery format	CDF	CDF
Public cloud support	AWS, Microsoft Azure	AWS, Microsoft Azure
OS & database support	Support Matrix	Support Matrix

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