

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 business service desks via mobile devices, smart virtual agent, smart email, or through an intuitive web-based self-service portal. As a cloud-native and built on containers technology, the solution can be delivered as a service (SaaS), in the public cloud or on-premise. The supported public cloud includes AWS, Microsoft Azure, and Google, with managed Kubernetes. Customers can easily move the solution from one environment to another as business conditions change.

SMAX provides automation capabilities for tasks, workflows and processes, is an entirely codeless application and customers can quickly create new workflow-based apps without coding. It has embedded CMDB and tight integration with market-leading Universal Discovery. Configuration management helps link the definition of services and infrastructure, with real-time discovery, to services and assets.

SMAX is built on a machine learning and analytics platform which brings

intelligence to processes and data, and drastically improves users self-efficiency and accelerates resolutions, for example through smart virtual agent, smart ticket or smart search.

SMAX combines three key applications 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. ESM is based on out-of-the-box content such as HR workflows, ideation and proposal management, and portfolio optimizations.

Quick View

- Out-of-the-box, best practice, Service Management processes designed for analytics and machine learning
- Modern, comprehensive, and easy-to-use self-service and smart virtual agent to reduce ticket traffic and improve customer satisfaction
- Codeless configuration of out-of-the-box and user-defined processes, enabling seamless upgrades reducing TCO
- Choice of delivery method with either self-managed in private or public cloud, or delivered as a service (SaaS)

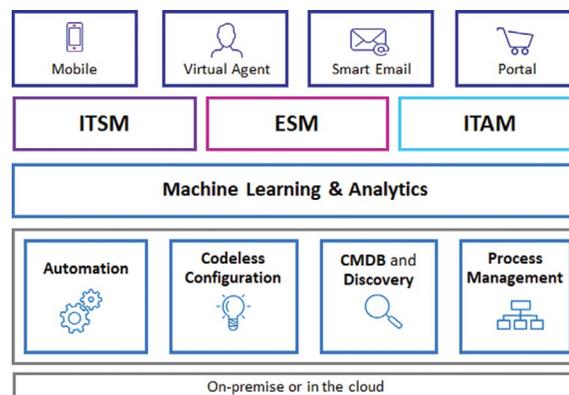


Figure 1. SMAX functional architecture

Customers can find more ESM apps at the Micro Focus® [marketplace](#).

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.

Smart virtual agent provides intent based 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.

Marketplace provides a community for creating and sharing applications created with Studio to easily extend SMAX.

Flexible Deployment Options

SMAX is built on a container deployment foundation which includes in-place-updates with

minimal downtimes, built in scalability to handle demands of your business, and utilizes reusable micro-services and REST APIs. This containerized architecture also provides deployment flexibility allowing a customer to deploy on bare metal, virtual machines or on public or private cloud. For those customers wanting to reduce their maintenance requirements, they can leverage managed Kubernetes services from AWS, Azure and Google cloud.

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.

Choice of Delivery Models

SMAX offers flexible delivery methods and is also available via SaaS with Micro Focus (US and Canada) and regional service providers globally. The upfront capital costs typically associated with IT investments are reduced by leveraging Micro Focus to maintain and deploy your SMAX instance using infrastructure located at an AWS data center facility.

Freeing customers from the responsibility of day-to-day operation and maintenance, SMAX SaaS from Micro Focus provides:

- a staffed and maintained 24x7 service operations center (SOC), which is the single point of contact for issues related to SMAX infrastructure
- related 24x7 infrastructure and support, including quarterly application updates
- planned monthly four-hour maintenance windows with advanced customer notifications

- enterprise-class levels of availability, disaster recovery, backup, retention and security policies with annual ISO 27001 process certification and a 99.9% service level availability
- two SMAX tenants, including non-production and production as part of the standard service
- access to customer success management service to support them through their SMAX experience
- visibility of availability, outages and planned maintenance through the SMAX Service Health page

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, for agents working on tickets, self-service portal and approver-users are included.

Edition	SMAX Express	SMAX Premium
Edition use case	<ul style="list-style-type: none"> ■ 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 ■ Smart virtual agent ■ 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	Containers	Containers SaaS
Public cloud support	AWS, Microsoft Azure, Google Cloud	AWS, Microsoft Azure, Google Cloud
OS & database support	Support Matrix	Support Matrix

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