



WHITLOCK



Micro Focus SMAX is the only Enterprise Service Management (ESM) tool built with machine learning and analytics and gives customers the option to easily switch from SaaS to On-Premise to Cloud. Finally, there is a flexible, modern, codeless ESM application that is designed to ensure investment protection and affordability. However, an instance of SMAX alone is not enough. Planning, configuration, integration, support, and ongoing operations are all critical components of a successful implementation of any off the shelf software solution. That's what Whitlock does best! Whitlock provides the fastest time to value, eases the ongoing operation, and provides a mechanism to ensure a constant pursuit of value.

How do we accomplish this?

VALUE FIRST WORKSHOP

We provide a framework to ensure all aspects of the plan have been well thought out and each of the stakeholders understands and agrees to the commitment required to achieve a successful deployment

VALUEOPS WORKSHOP

We help establish a modern, practical continuous improvement process and culture for enhancement and enable the tool to help manage it.

SPEED TO GO-LIVE

No company has more industry experience with best practice planning, configuration, and integration services to ensure a timely and successful Go-Live.

INVESTMENT PROTECTION

We transform organizations struggling with heavy and expensive customizations and upgrades, to the "new way" – simple, efficient deployment and upgrades.

SUPERIOR SUPPORT & ENABLEMENT

Whitlock FirstCall service provides a team of US based senior support engineers who assist with Level 1 Incident and Request remediation and provide escalation management to Micro Focus for problems that can't be resolved at Level 1.

ADMINISTRATION-AS-A-SERVICE

Whitlock TotalCare Service provides a team of Senior US based Micro Focus Administrators who manage incidents, requests, moves/adds/changes, enhancements, and update readiness.

WHAT DO CUSTOMERS GET AT **NO ADDITIONAL COST** WHEN THEY BUY SMAX FROM WHITLOCK?

- ValueFirst Workshop
- ValueOps Workshop
- Q/A time with an expert, weekly 1 hour for 4 weeks
- Best Practices Checklist
- FirstCall Support Services

[MORE INFORMATION →](#)

MICRO FOCUS SMAX

CONTINUED

SMAX ESSENTIALS PACKAGE

While SMAX is designed for fast, easy adoption, there is still a need for essential configuration and integration work in order to meet the minimum operational objectives for an initial go-live. For that reason we offer SMAX Essentials.

- ValueFirst Workshop
- ValueOps Workshop
- Basic configuration for Incident and Request Management
- Core integrations (email, alerting, LDAP)
- As-built documentation

SMAX PROFESSIONAL PACKAGE

Customers looking for a more comprehensive deployment of ITIL processes might be interested in starting with our Professional Package.

- ValueFirst Workshop
- ValueOps Workshop
- Basic configuration for Incident, Request, Change, Knowledge, and Problem Management
- Core integrations (email, alerting, LDAP) + 3 additional
- As-built documentation

Staffing an ESM solution with consistent, knowledgeable resources can be challenging for customers. To assist with the day-to-day management of SMAX, Whitlock offers Administration-as-a-Service, via TotalCare, to cover temporary gaps or to provide full-time ongoing coverage.

SMAX ADMINISTRATION-AS-A-SERVICE POWERED BY WHITLOCK TOTALCARE

- Enhanced Level 1 Support
- Administrative moves, adds, changes
- Enhancements
- Update readiness
- Knowledgeable engineers who are always available



**VOLUME BASED UNIT PRICING
AVAILABLE UPON REQUEST!**