



# Transitioning from Service Manager to SMAX

Technology is evolving. User experience is evolving. Requirements are evolving. Is your service management?

**This document is for Micro Focus Service Manager customers considering the move to a modern service management solution. It describes the key benefits of transitioning to Micro Focus SMAX and the options for getting there.**

## Why Evolve?

The service desk, along with business and user expectations about it, has changed. As a result of organizations moving towards digitization, and the way in which users engage with technology and services in non-work contexts, there has been a shift in how employees and IT work together. Classically deployed, stable legacy service management architectures cannot meet the resulting new requirements. But modern IT service management (ITSM) tools—with built-in automation, containerization, cloud, machine-learning, and AI capabilities—can.

As your organization considers a digital transformation strategy that will enable it to operate with greater ease, efficiency, productivity, and overall agility—while keeping users happy and engaged—your IT service management must adopt these modern capabilities.

You will gain this and more, when transitioning from Service Manager to SMAX.

## Why SMAX?

SMAX was built for Service Manager customers. When you transition, you can continue to create business value at scale and simplify the work, cost, and use of service management with out-of-the-box (OOTB), extensible, ITIL best practices for key ITSM processes. SMAX, however, is entirely codeless—no more scripting, no development skills needed for common configuration and process changes. And accessing the latest technologies—with a choice of on premises, cloud, or SaaS—is simple via regular releases.

Your investment in Service Manager is protected as it's easier, faster, less expensive, and safer to move to SMAX than it is to implement

another solution. And from there you can more easily extend your solution into other areas of the business. Moving to SMAX means a simplified way of working.

## Service Manager to SMAX—Key Benefits for Your Transition

**Get to—and Stay on—the Latest Release**  
Having fast, easy access to the latest technologies is critical for staying competitive—whether you are changing or creating new offerings for your users or adapting to external pressures, such as a pandemic. As you evaluate the move to a modern service management solution, you need to consider not only the end solution but also the journey to get there.

Micro Focus paves the path to modernization by supporting and guiding you with tools and best practices. For customers who use Connect-It for integrations, it may simply be a matter of rewiring to your existing applications or services.

Once you have transitioned to SMAX—which was designed for quarterly releases—it's simpler to take advantage of the latest updates and stay current. Many solutions (even SaaS options) require or allow coding, which complicates the upgrade process. But SMAX upgrades are seamless. You won't be restricted by the typical cost and effort of updates. Instead you can:

- Configure without code to easily update, extend, and maintain your service management environment.
- Employ a modern container-based infrastructure for faster time to value with a future-proof solution.

- Constantly access and benefit from innovative capabilities, without worrying what the next upgrade is going to break.
- Choose SMAX on SaaS and automatically be on the latest release.

### **Configure without Code to Safely and Easily Extend OOTB Best Practices**

Security, sovereignty, and changing business conditions are driving a greater need for flexibility. Along with time to value and TCO (total cost of ownership) priorities, you need resilience and agility more than customizations that instantly introduce technical debt and slow or block your ability to react and innovate.

But how do you escape the resource-intensive workflow implementation cycles, be agile enough to quickly adapt to change, build resiliency, and optimize service management without the complexity of brittle custom code, multiple manual workflows, or awkward integrations?

Codeless is the new way of working. With SMAX's codeless configuration, you can easily extend OOTB processes to meet evolving needs—or build your own processes using SMAX Studio. This self-managed approach allows you to change your service management environment without significant impact, using a smaller, less technical team. Backed by SMAX OOTB best practices, based on thousands of Service Manager implementations, you can implement and extend with ease and speed.

With codeless configurations and OOTB best practices, you can:

- Easily configure without code and extend your process, removing IT as a bottleneck and building a more nimble service desk.
- Free yourself from needless tool customizations and technical debt with workflows that are completely protected when updates occur.
- Adopt and adapt starting with OOTB, rather than redesign.
- Use a consistent shared data model to simplify reporting, integrations, and enterprise service management (ESM) use cases.
- Deliver intelligent IT and ESM with OOTB best practices designed around included smart features such as AI and virtual agents.
- Quickly adapt to change without the need for a team of programmers.

### **Take Advantage of Choice and Flexibility for Now—and Next**

Beyond tool capabilities, organizations must have the flexibility and options to deliver and use their technology in a way that supports their evolving needs. Micro Focus is uniquely positioned to facilitate your evolution with SMAX.

When you move from Service Manager to SMAX—either self-managed or delivered as a service—a simpler, more flexible pricing model lets you leverage your license investment. You also gain the deployment flexibility you need for business resilience. SMAX's container-based technology allows you to move between deployment options as your business requirements change. Now you can:

- Choose from a range of deployment options—including SaaS (with either Micro Focus or one of our global partners), cloud (AWS, Azure, and Google Cloud, along with their key services) or on premises.
- Easily change platforms without vendor or service provider lock-in.
- Enjoy a simple license model with flexible options that improve predictability and tracking.

- Extend service management processes to the enterprise without restrictive license requirements.

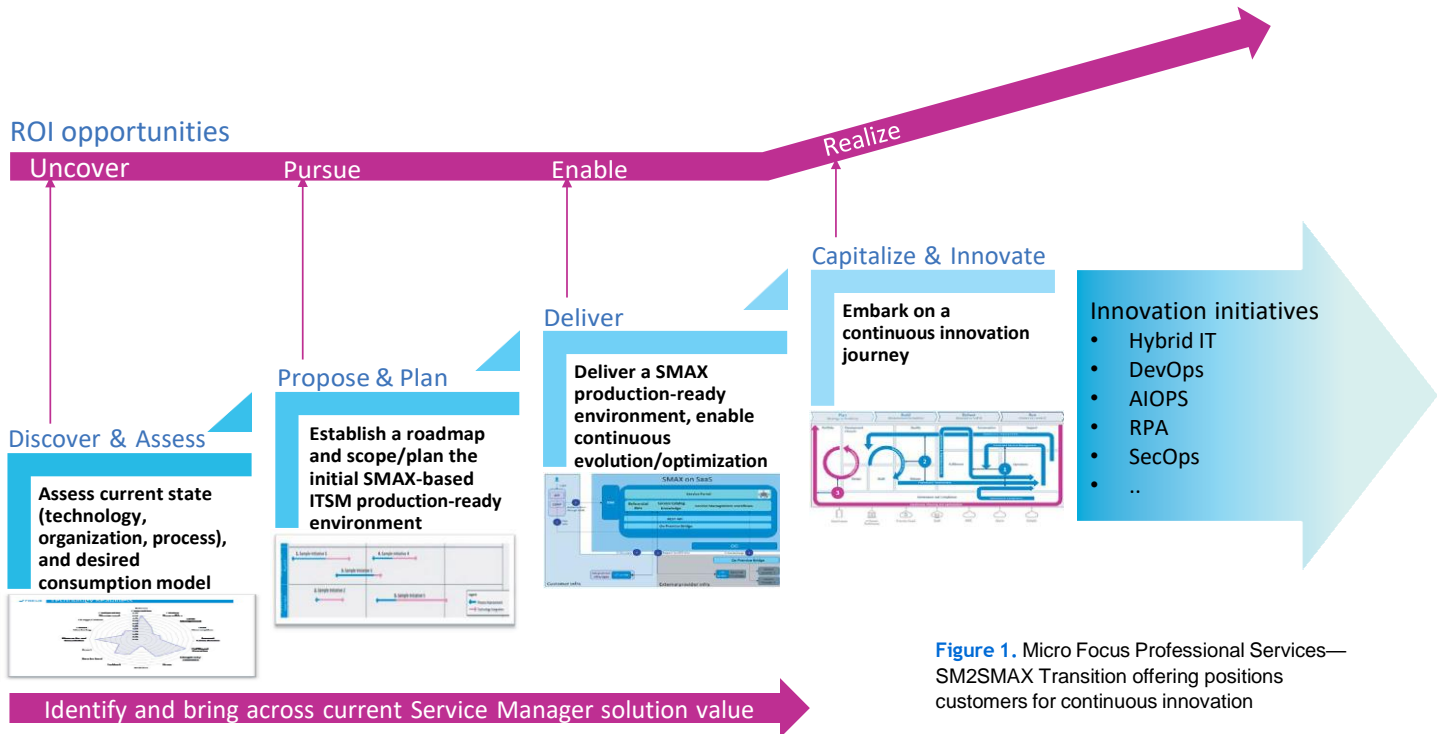
### **Lower Your Short- and Long-Term Costs**

Your ability to access the latest technologies should not be constrained by high costs of maintaining and extending your environment. With SMAX, your TCO will be lower than it is with other solutions.

Micro Focus has developed calculators to help you understand the cost of change related to the overall value you will derive from SMAX. The savings start during the transition process, when you won't incur the overlapping support costs of maintaining two solutions from different vendors. Micro Focus also offers free access to a hosted development tenant for three months—shortening your time to value. You can leverage your existing license investments when moving to SMAX. And by deploying and maintaining an environment that requires fewer people and less effort to update and manage, you can reduce overall TCO.

By leveraging SMAX's best practices OOTB or building your own apps with codeless configuration, you will be up and running faster and require fewer high-price, deep technical resources. You will significantly accelerate your time to value and drive down TCO as a result.

- Get three months of free access to a hosted development tenant.
- Pay the no or low SMAX license cost—rather than the high price of switching to a competitive product.
- Update your environment seamlessly and economically with codelessly configured workflows.
- Accelerate your time to value with OOTB best practices.
- Remove maintenance cost and complexity with native CMS.



**Figure 1.** Micro Focus Professional Services—SM2SMAX Transition offering positions customers for continuous innovation

**SMAX—Smarter for IT.  
Smarter for Employees.**

When you transition Service Manager to SMAX, you will find it easier to:

- Configure without code, so you can quickly extend your processes or create new ones.
- Avoid costly customizations and remove update complexity with OOTB best practices.
- Extend ITSM to ESM by using fit-for-purpose business apps from

Micro Focus Marketplace or developing your own codeless apps.

- Empower business process owners to manage their non-IT services—without an army of consultants.
- Run your service desk the way you want, where you want—SaaS, on premises, or in the cloud with AWS, Azure, or Google Cloud Platform.
- Control the service lifecycle with OOTB ITIL-aligned ITSM and IT Asset Management processes.

- Execute service asset and configuration management with native federation to UCMDB.
- Manage the asset lifecycle with hardware and software asset management.
- Elevate the employee experience through modern intuitive interactions and self-service.
- Manage your service management—not just report on it. With AI embedded in SMAX, data is analyzed and indexed to give you contextual information to act upon.

“Moving from Service Manager to SMAX gave us extensive out-of-the-box functionality to ease support and maintenance, and a path towards a mobile platform providing more access options and flexibility.”

**ELCHIN MAHMUDOV**  
SMAX Technical Lead  
Petroleum Development Oman

Contact us at:  
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### Enhanced Capabilities

- Automated fulfillment and accurate answers
- AI-based conversational virtual agent
- Automatic intent creation and maintenance for the virtual agent
- Native mobile apps
- Live Support
- Advanced change scheduling
- Proactive change optimization suggestions
- Built-in application portfolio management, demand management, and idea management

### Not Ready to Move Just Yet?

If you're not quite ready to move to SMAX, Micro Focus will still support you and has options for you to consider:

- Stay with Service Manager  
If Service Manager continues to be the best fit for your organization today, Micro Focus will continue to support you with regular releases and support offerings. You will also be well positioned for a transition to SMAX when the time is right.

- Service Manager + SMAX working together (*Dual Mode*)  
When you upgrade to the Service Management Automation (SMA) suite license, you can take advantage of SMAX's added value for key service management processes. This dual mode allows you to run the SMAX Service Request Management, Service Catalog, and Knowledge Management while using case exchange with Service Manager for the remaining ITSM processes.
- Service Management Automation (SMA) Service Portal with Service Manager (*Mixed Mode*)  
Give your users a modern self-service portal experience, including a mobile app, with no additional licenses required to work with the Service Manager backend.

### Learn More

<https://content.microfocus.com/l/sme-evolution>

### Try SMAX

Free trial in hosted environment. Start today!

**The demand on IT is always changing and growing. If your solution is agile and resilient, you can meet it head on.**