

It's time to simplify your IT service management



Solve IT service management (ITSM) challenges and leave complexity behind with OpenText™ Service Management. Our smart, simple solution is designed to cut through ITSM complexity, not add to it, while also avoiding the burden of high costs.

Here are five reasons to make the switch:

- 1 Effortless upgrades, zero maintenance.** Reduce total cost of ownership (TCO) by leaving lengthy installations, ongoing maintenance, and complex upgrades behind. Deploy with SaaS and shift all that work to us. You'll benefit from newly released features right away.
- 2 Transparent, affordable pricing.** All the capabilities you need are included as core components, not extras. No expensive add-ons or unexpected renewal rates to surprise you. Flexible options allow changing license allocations or adding capabilities.
- 3 Superior user experiences with generative AI.** A smart virtual agent empowers users to resolve service requests on their own.
- 4 Greater IT and agent productivity.** Boost productivity with generative AI that expedites ticket handling and suggests solutions, analytics that detect CIs and change risks, and codeless configurations that reduce custom complexity.
- 5 Seamless integrations.** Achieve end-to-end service automation with technology-agnostic orchestration and easy out-of-the-box integrations for external applications.

Achieve your ITSM goals with lower costs and less complexity

- Deploy a modern ITSM solution in just a few weeks.
- Start each quarter with the latest release.
- Provide superior user experiences with generative AI.
- Enjoy fast time to value (TTV) and low total cost of ownership (TCO).

Our ITSM solution stands out with key features that include:

Private generative AI. Deliver conversational support in natural language based on generative AI that runs on a private large language model (LLM), works with domain-specific knowledge, and incorporates built-in safeguards to ensure responses are unbiased and appropriate.

Users can chat with a smart virtual agent from the convenience of a service portal or mobile app. Service desk agents can seek assistance by asking the virtual agent to summarize incoming requests and suggest solutions. The result is higher productivity for all.

Codeless configurations. Shift away from custom coding that slows you down and burdens you with heavy technical debt at upgrade time. Configure tasks and workflows in a no-code design studio without relying on IT developers.

Out-of-the-box ITIL-certified processes. Tap into best-practice templates that include incident, problem, change, release, configuration, knowledge, service request, service level, survey, and service catalog management.

Built-in AI and analytics. Improve agent productivity with CI detection, change analytics, and pattern clustering to identify recurring trends.

Deep discovery. You can't manage what you can't see. Reduce service disruptions and improve change impact with an optional add-on for discovering all your hardware and software, both on cloud and off.

[Read stories about how customers simplified their ITSM ›](#)

[Learn more about the OpenText ITSM solution ›](#)

“We much prefer to work with repeatable, out-of-the-box functionality and built-in integration capabilities than create custom workflows—that’s why we chose [OpenText].”

Onno Van Der Dussen
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Achmea