

OpenText Service Management highlights

Elevate service experiences, accelerate service delivery, and reduce costs



OpenText™ Service Management is comprehensive service management software that delivers efficient IT Service Management (ITSM), IT Asset Management (ITAM), and Enterprise Service Management (ESM). Powered by built-in AI and analytics, it elevates service experiences, accelerates service delivery, and reduces costs.

- Choose from a range of out-of-the-box processes—including incident, problem, change, request, release, service catalog, service-level, and knowledge management—based on ITIL best practices.
- Shift from slow, error-prone manual tasks to AI-driven automation that enables high-speed service fulfillment and issue resolution.
- Meet user expectations for anytime, anywhere service access through a self-service portal, mobile app, knowledge articles, generative AI assistance, and properly routed tickets.
- Replace complex, over-customized deployments with easy-to-update alternatives that can run anywhere—saving you time, effort, and money.



Manage the entire service lifecycle

Comprehensive service management

Cover all service phases, from plan to build to run. A modern user interface makes your work easy. You can automate processes, workflows, and tasks; resolve issues quickly; and respond to service requests efficiently.

Modern service desk with live support and collaboration

Create a more engaging service desk experience. Agents can interact with users over the phone, via chat, or using Live Support, a dedicated user interface optimized for service desk agents that offers real-time solutions. And users can crowdsource knowledge, proactively collaborating with their peers to get questions answered.

IT benefit

Empowers agents to tackle and resolve more issues, faster—delivering a better experience for all users.

Business benefit

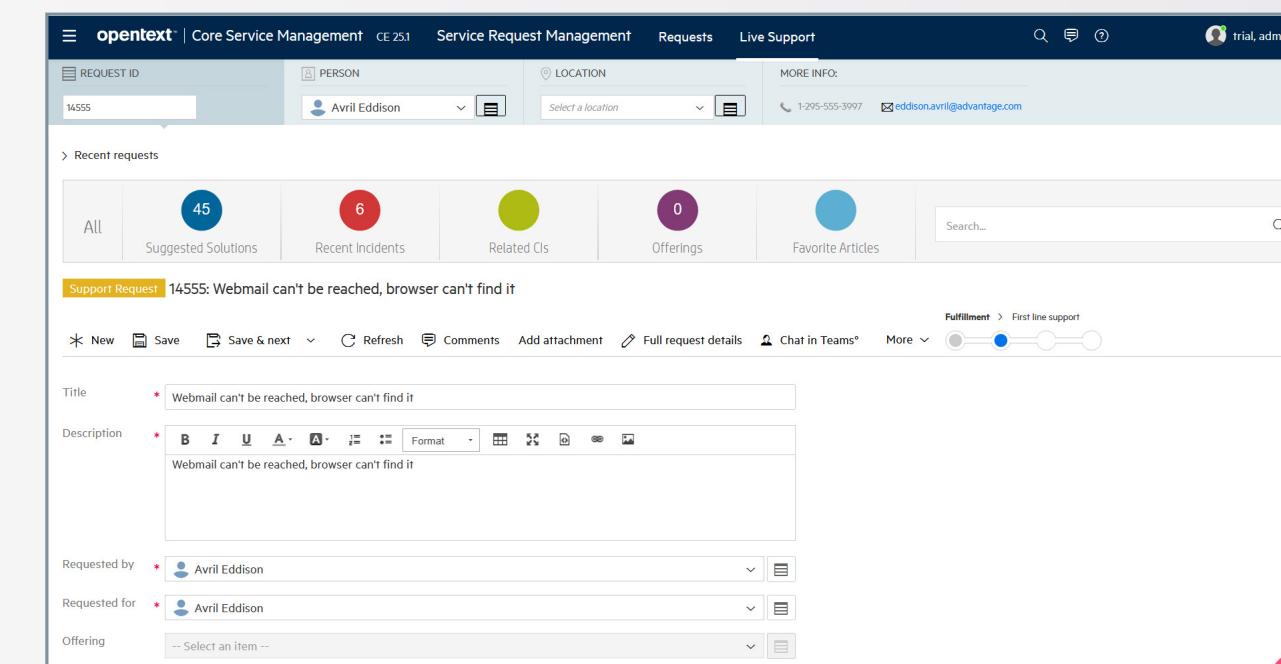
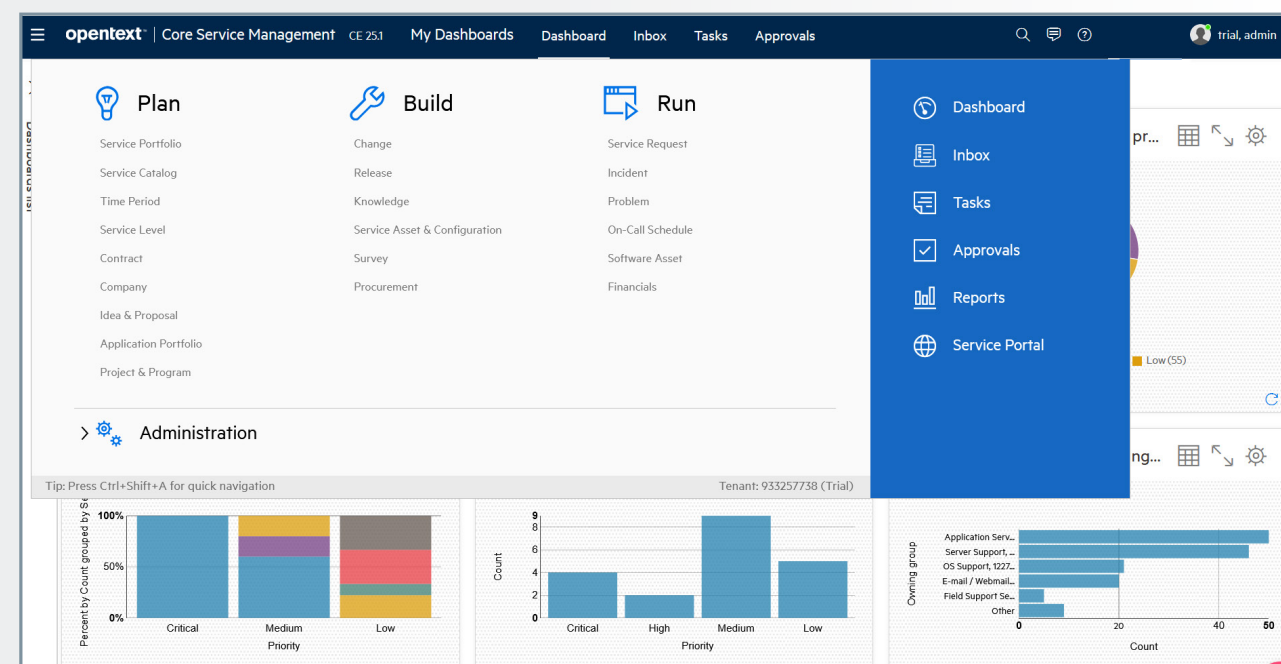
Improves productivity across the enterprise.

IT benefit

Helps resolve issues faster with insights into the caller's recent requests and proactive solution suggestions.

Business benefit

Optimizes phone and chat experiences when users prefer human assistance for complex requests.



Elevate the user experience

Self-service and request fulfillment

Deliver enterprise-wide service and support from a fully integrated, intelligent, role-based self-service portal. Opening requests is easy. Users can use natural language, submit error-message screenshots, or chat with a generative AI virtual agent from their desks or mobile devices.

Generative AI virtual agent

Unburden your service desk agents and boost user satisfaction with 24x7 self-service support. Receive instant help from a private generative AI virtual agent that answers questions, fulfills requests, suggests solutions, and guides users through automation workflows.

IT benefit

Decreases incident volumes and scales support.

Business benefit

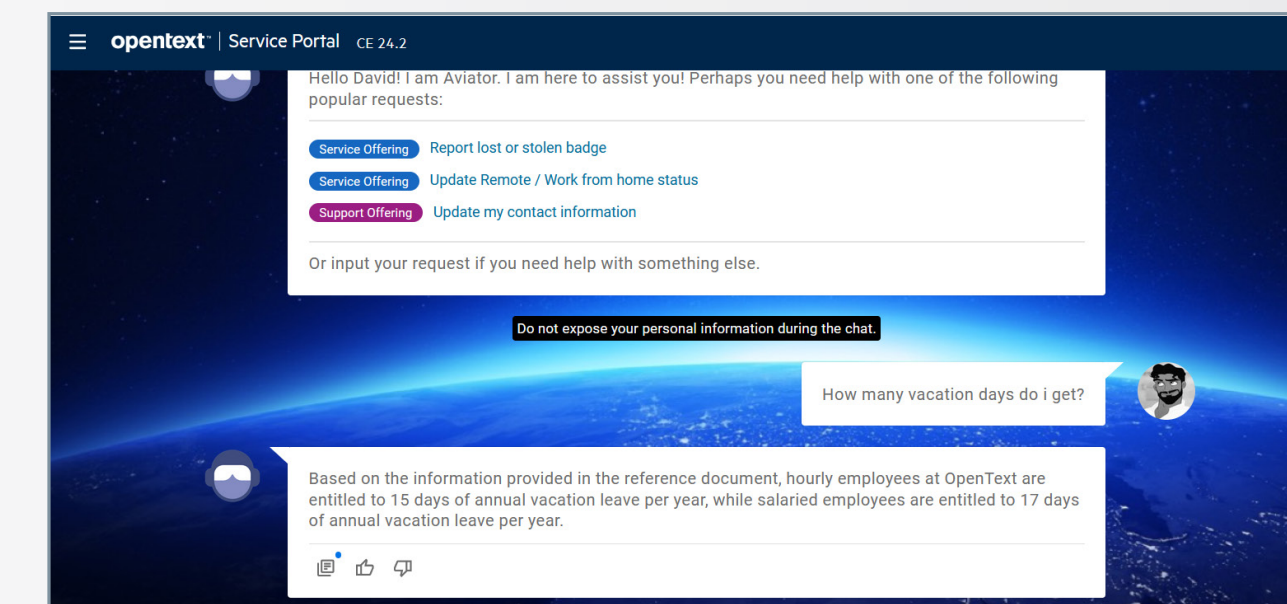
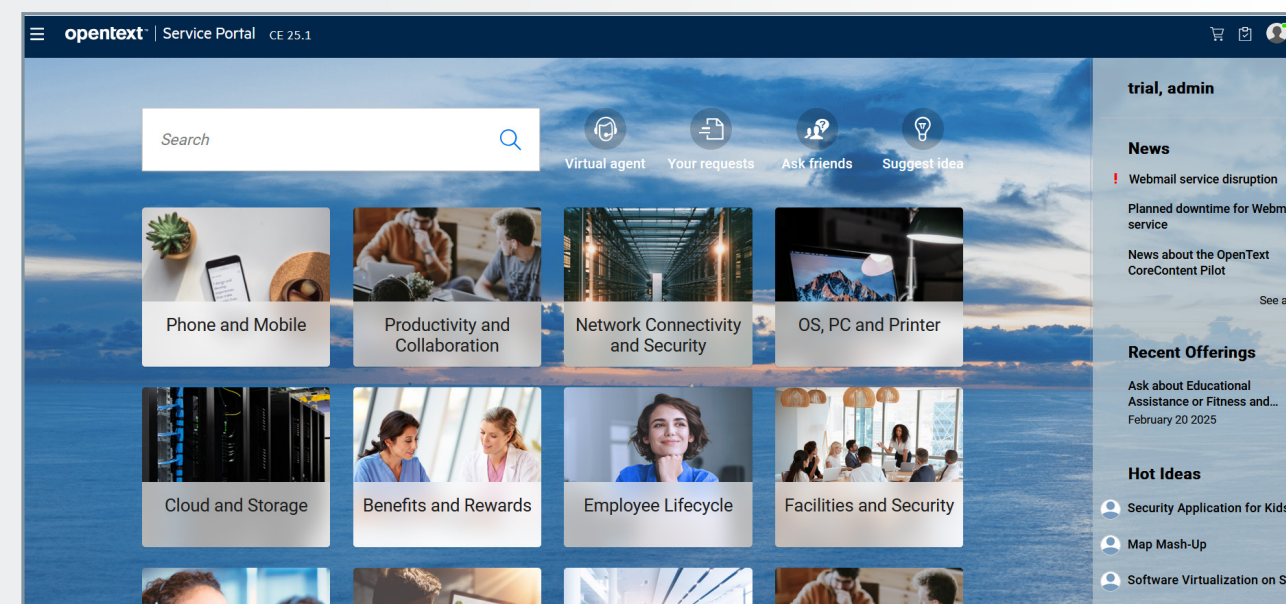
Meets expectations for easy, personalized, no-wait self-service.

IT benefit

Frees agents from repetitive tasks, improves support scalability, and cuts costs. For tickets involving agent support, drives faster resolution with ticket summaries and suggested solutions.

Business benefit

Empowers users to resolve requests on their own anytime, with easy access to answers and guided automation.



Smart search

Get fast answers from global searches, thanks to AI and machine learning. Results come from multiple data sources—including incident, problem, and change management; knowledge-management databases; or Microsoft SharePoint. Users and agents can easily search using natural language rather than IT keyword search terms.

Smart ticket

Allow users to upload screenshots of errors when opening tickets. OCR technology automatically updates ticket descriptions with text generated from the screenshots, triggering additional capabilities such as CI matching, proactive solution matching, and automatic assignment using AI. Users can also approve workflows, accept resolutions, or add comments to tickets by replying to notification emails, without logging into the service portal or mobile app.

IT benefit

Provides quick answers for incoming requests and issues.

Business benefit

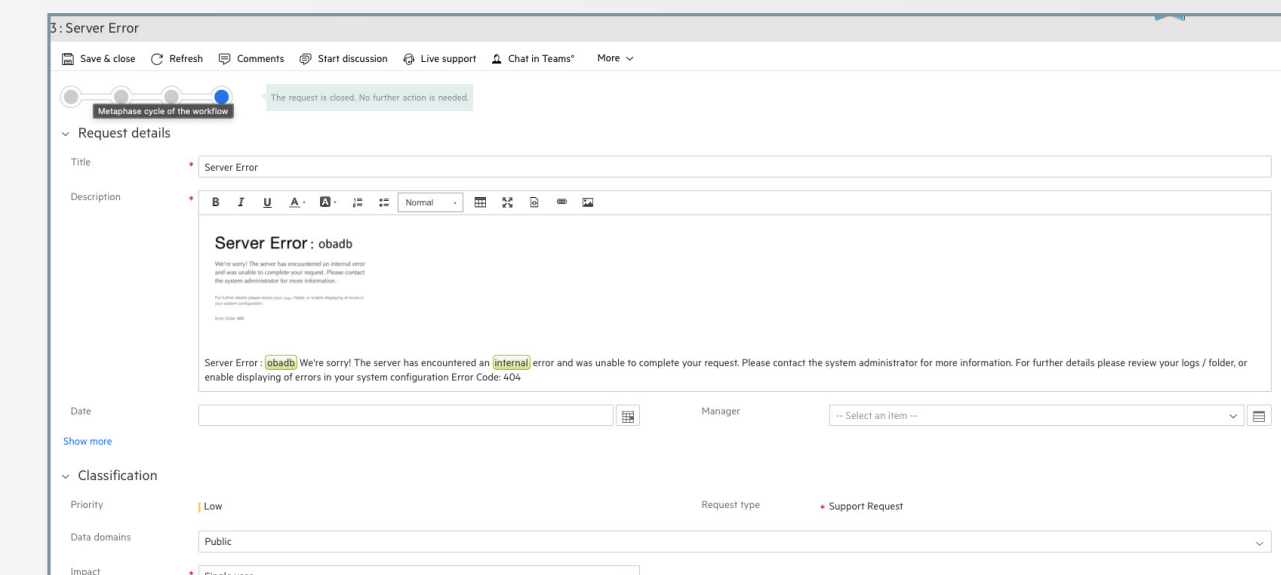
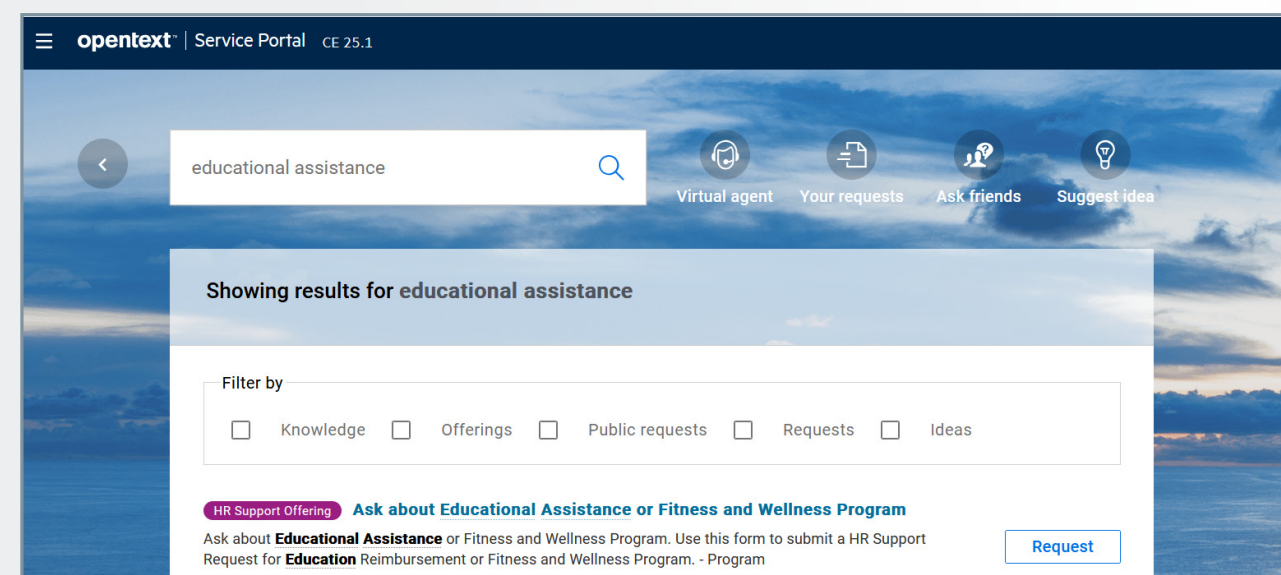
Makes it easy for users to proactively find answers to their questions.

IT benefit

Streamlines service processes, shortens ticket-handling times, and speeds up issue resolution.

Business benefit

Allows users to work the way that's most convenient for them.



Inline translation

Empower service portal users to open a request using their local language—for example, Chinese. The service desk agent can then handle the ticket using the UI in another language—for example, English. The translation occurs automatically, inline and on-the-fly, for both agent and user. Note: Google Translator is required.

IT benefit

Makes it easy for agents and users to communicate clearly and accurately.

Business benefit

Allows agents to deliver superior service with a single solution, unrestricted by language.



Increase service management productivity

Intelligent analytics

Manage services proactively and avoid recurring incidents by finding root causes with analytics based on AI and machine learning. By identifying patterns and trends in user surveys and service management data, you can continually improve your services.

Reporting and dashboards

Choose from more than 100 out-of-the-box, ready-to-go IT service management performance and productivity reports—or build your own—to quickly create interactive, role-based, real-time dashboards.

IT benefit

Supports proactive problem solving and data-driven decisions.

Business benefit

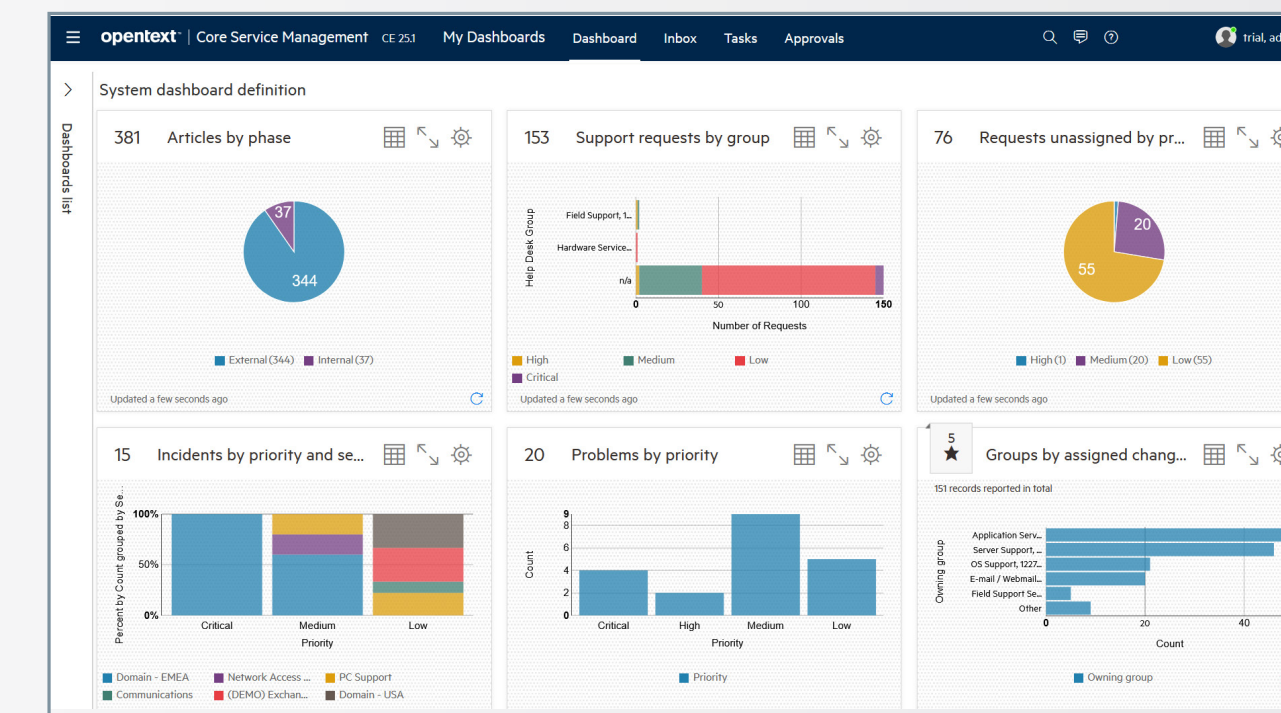
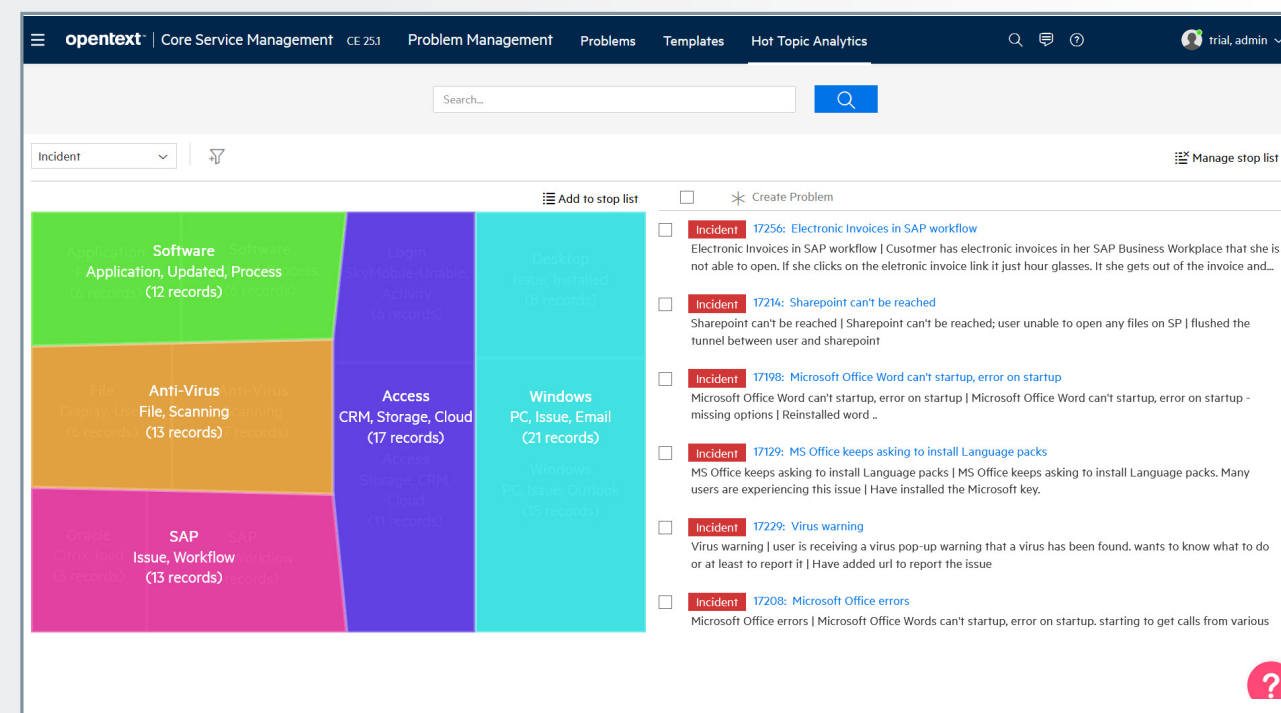
Reduces service disruptions and their associated costs.

IT benefit

Provides the insights needed to make informed, timely decisions.

Business benefit

Provides the information needed to make better decisions, faster.



Incident and problem management

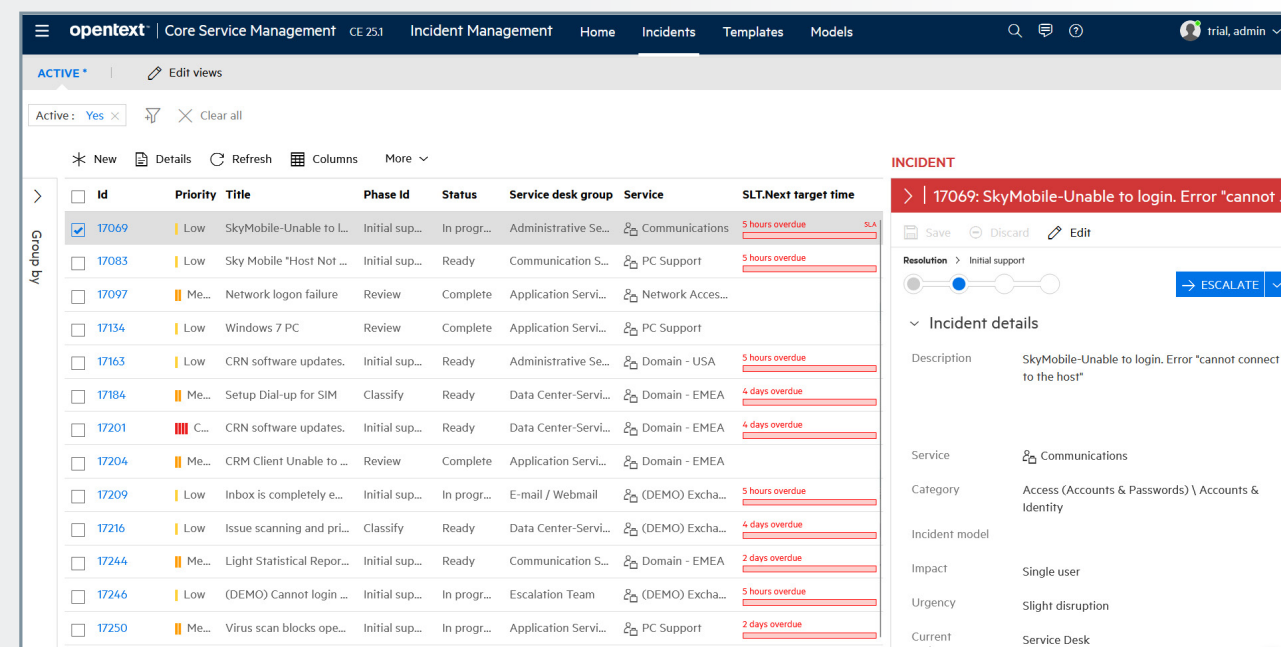
Resolve issues faster with automatic ticket categorization, routing, and agent-to-agent chat. Based on AI, hot topic analytics helps you find root causes quickly and identify trends to proactively prevent future issues.

IT benefit

Accelerates mean-time-to-restore services and drives continual service improvement.

Business benefit

Builds a responsive service desk that resolves issues and requests quickly.



Change and release management

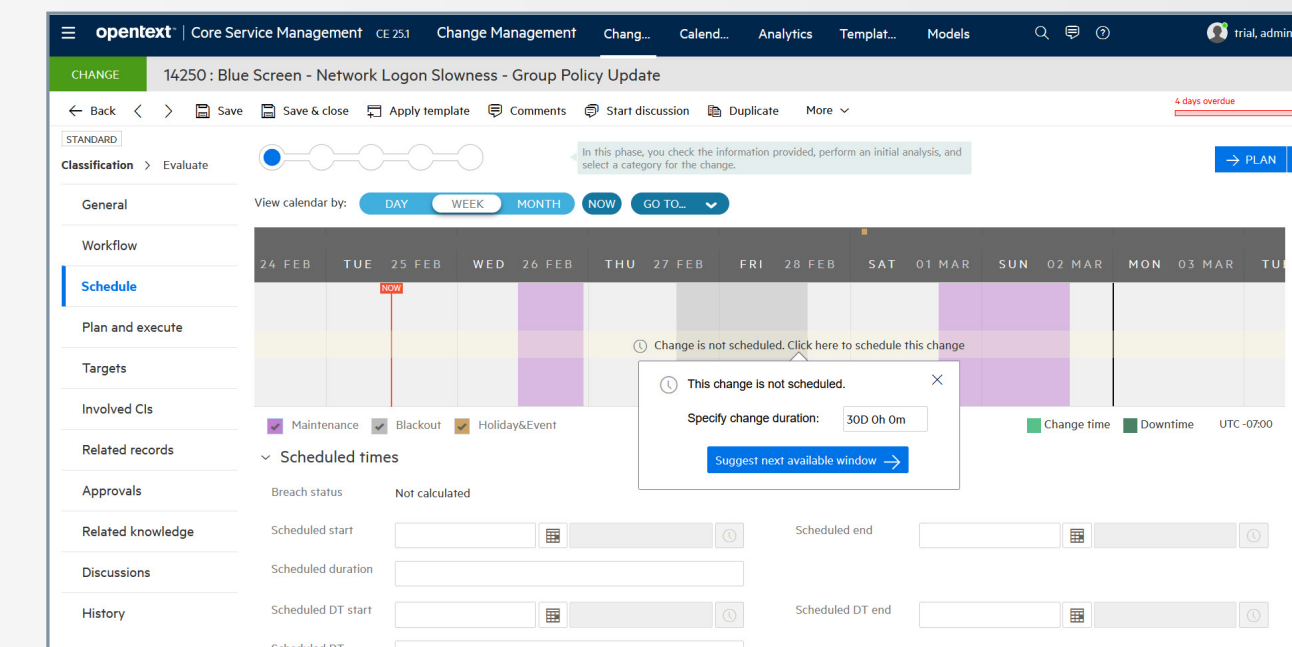
Control change risk with AI, machine learning, and automation. Execute changes and releases automatically. And use automated discovery to gain clear visibility into your IT assets, understand the impact of changes, and identify potential collisions. Equipped with this knowledge, you can facilitate compliance and avoid changes that introduce unintended risk.

IT benefit

Allows IT to pivot with ease and keep the business running smoothly.

Business benefit

Improves enterprise productivity by minimizing service disruptions.



Change analytics

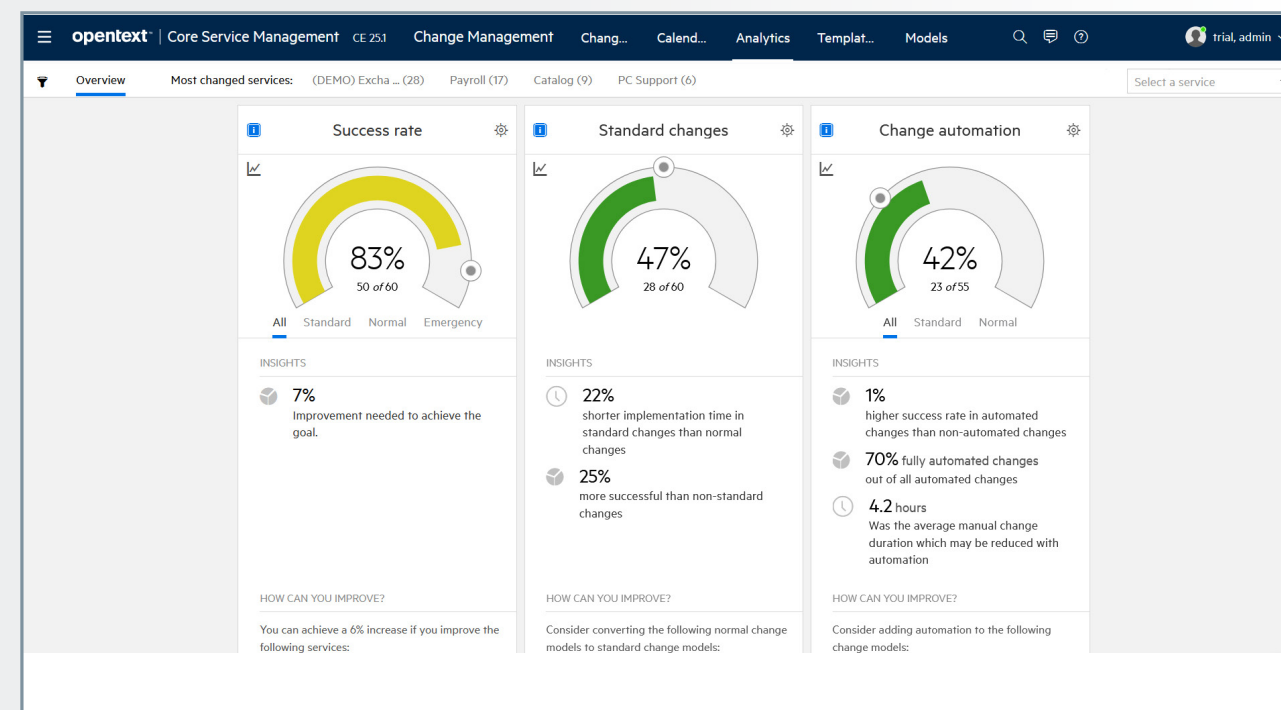
Gain insights based on accurate change management data, including suggestions for improvements. View graphical analyses of change management KPI performance—for example, change success rates and levels of automation. Customize your analysis with different criteria, such as service name, change, and time.

IT benefit

Improves change success rates and reduces unplanned downtime.

Business benefit

Minimizes the risk of unplanned service outages.



Request fulfillment

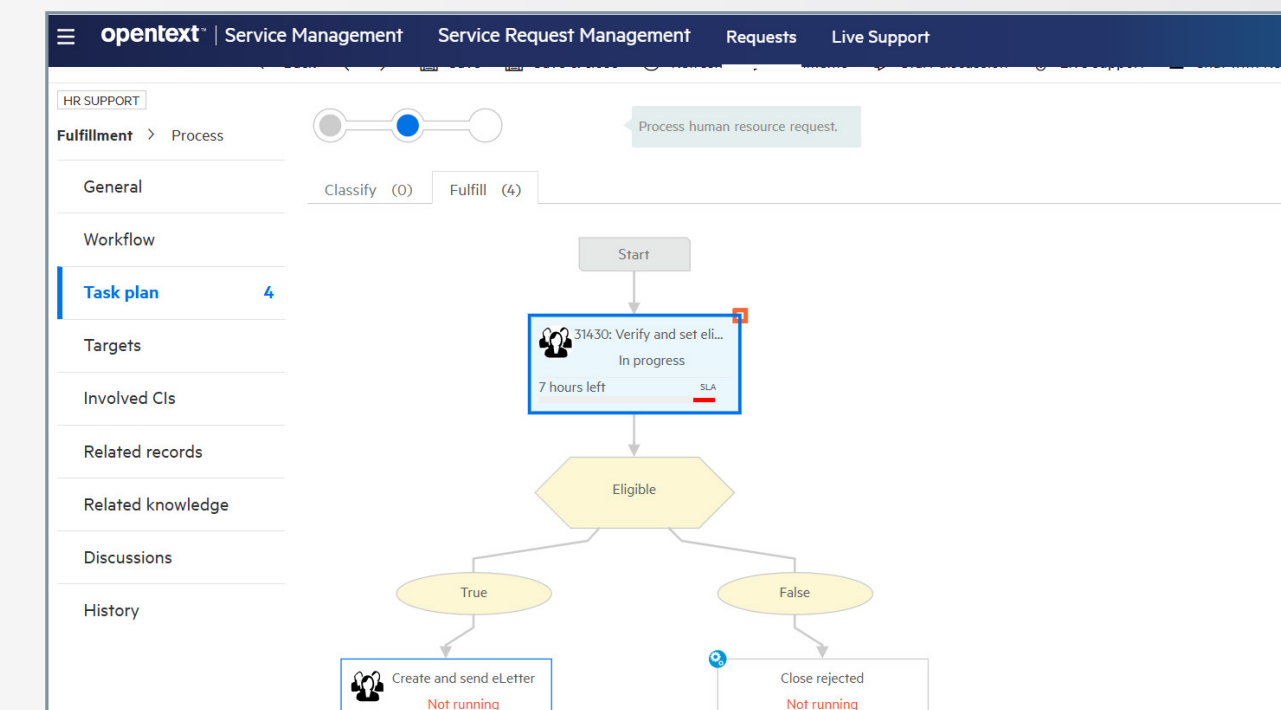
Manage service requests throughout their lifecycle—from the initial request to its closure. Fulfillment plans include task plans, which can include both manual and automatic tasks.

IT benefit

Improves agent efficiency and productivity.

Business benefit

Gives users quick, easy access to standard services.



Knowledge management

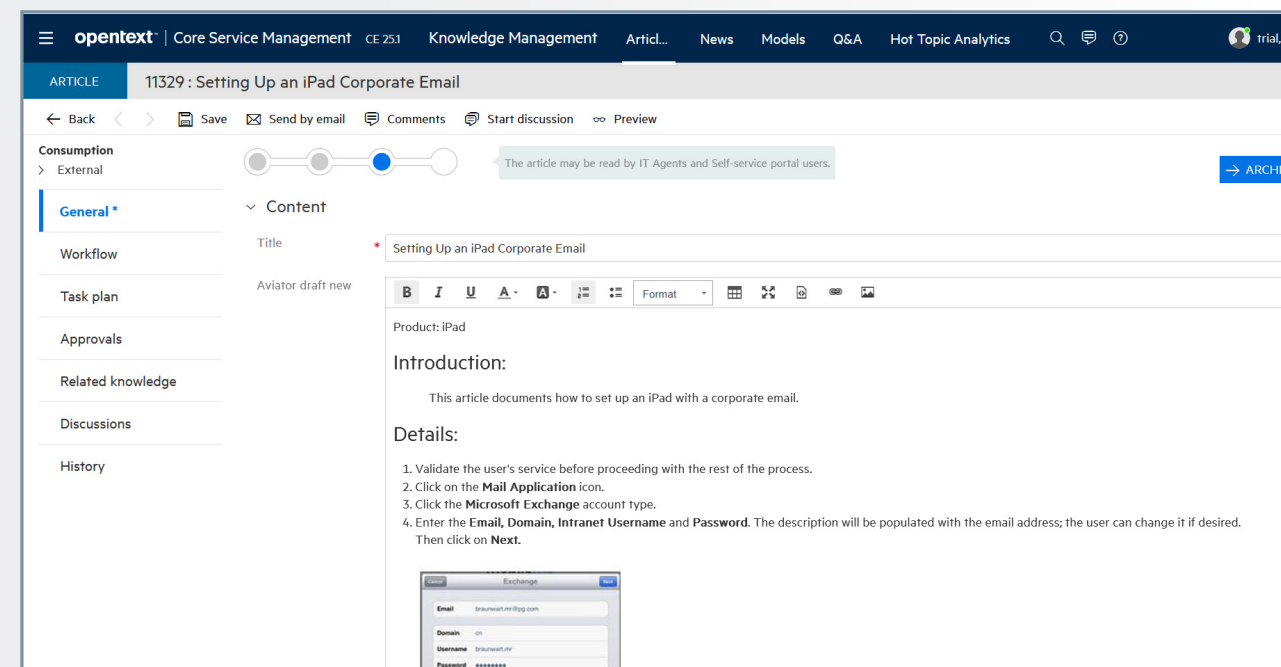
Create, maintain, share, and use knowledge to enable self-service support. Build knowledge based on roles—making it available to all users or limiting it to service desk personnel only.

IT benefit

Offloads the burden of recurring incidents and requests from the service desk.

Business benefit

Gives users instant access to the information they need to get back to work.



Service-level management

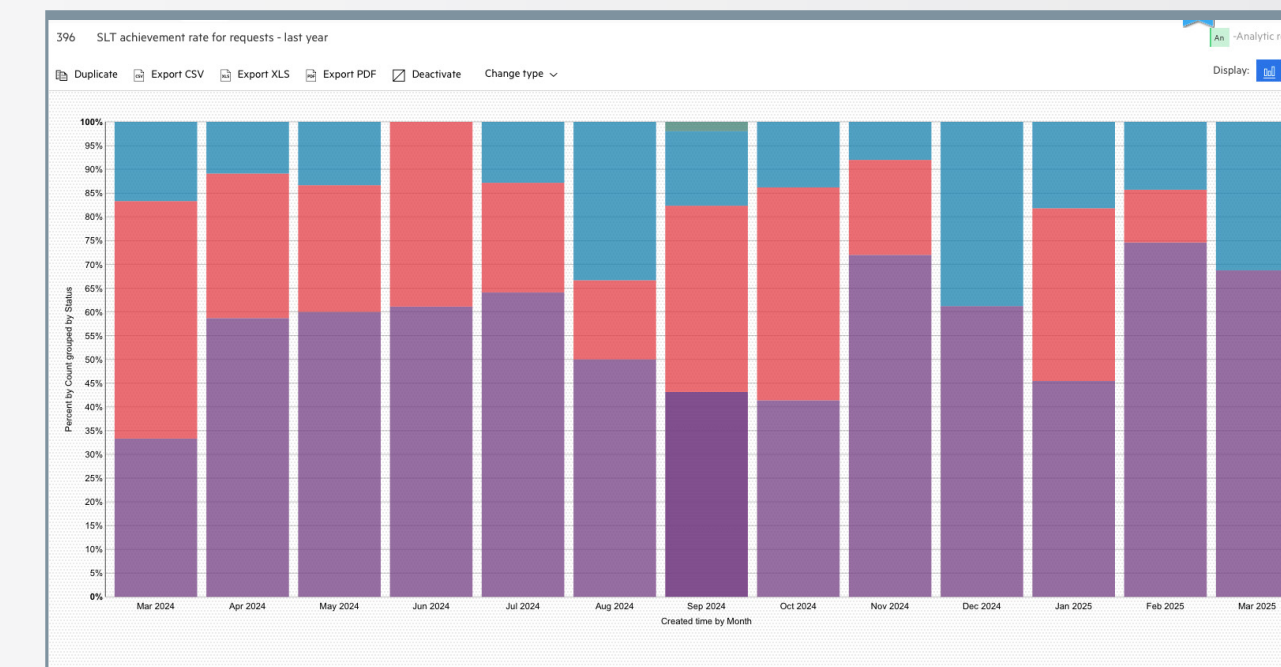
Track and measure how well your organization is meeting service-level targets and fulfilling agreed-on service levels. With clear and instant visibility into service performance, you can prioritize work queues, review response times, and reset your targets.

IT benefit

Demonstrates value to users and business stakeholders.

Business benefit

Aligns IT services with business needs.



Understand service context and impact

IT and software asset management

Manage investments, software licenses, contracts, and other assets for better decision-making and cost reduction. Gain full visibility into your assets, from procurement through disposal. Keep track of software licenses to improve usage, decrease IT spending, and support compliance.

IT benefit

Optimizes resource usage and holds costs down.

Business benefit

Limits financial and legal risk.

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17291	Adobe Ltrative Suite 6...	Adobe	License Suite License Premium L...	2
17292	Oracle10gR2 Database E...	Oracle	Database 10g R2 Enterprise Edition	120
17293	Oracle WebLogic Server ...	Oracle	WebLogic Server Standard Edition	10
17294	Acrobat X Std License	Adobe	Acrobat Standard X	200
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17297	Office std 2016	Microsoft	Office 2016 Standard device-based	30
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Overview

License metric: Computer
License model: Acrobat Pro X
Publisher: Adobe
Owner: Ed Thomas
Total rights: 200
Asset tag: SACM-L-4392603
Perpetual

Service asset and configuration management

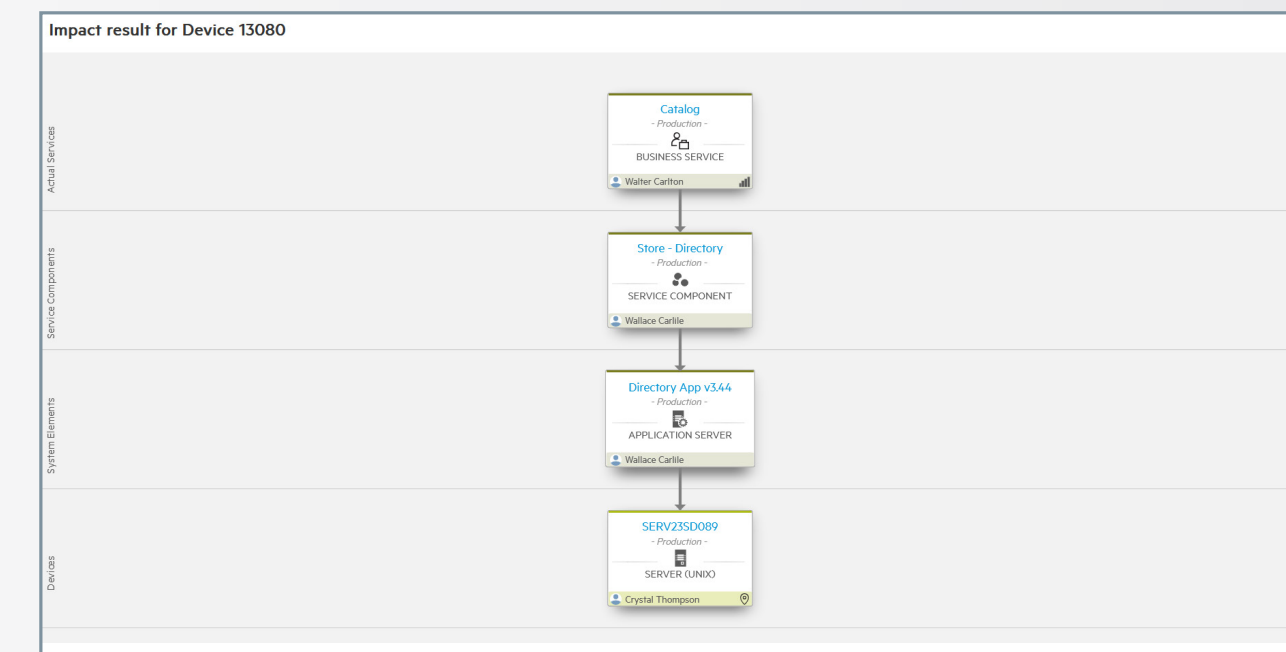
Get accurate, up-to-date configuration data and service context to support ITSM processes with native service asset and configuration management (SACM). Collect, reconcile, and manage data for all configuration items—and understand all relationships—with automated discovery. Easily map inventory and infrastructure dependencies to business services for a real-time view of your hybrid environment.

IT benefit

Provides a single source of truth for robust planning and increased transparency.

Business benefit

Delivers reliable services and strengthens policy compliance.



Fast, automatic CI detection

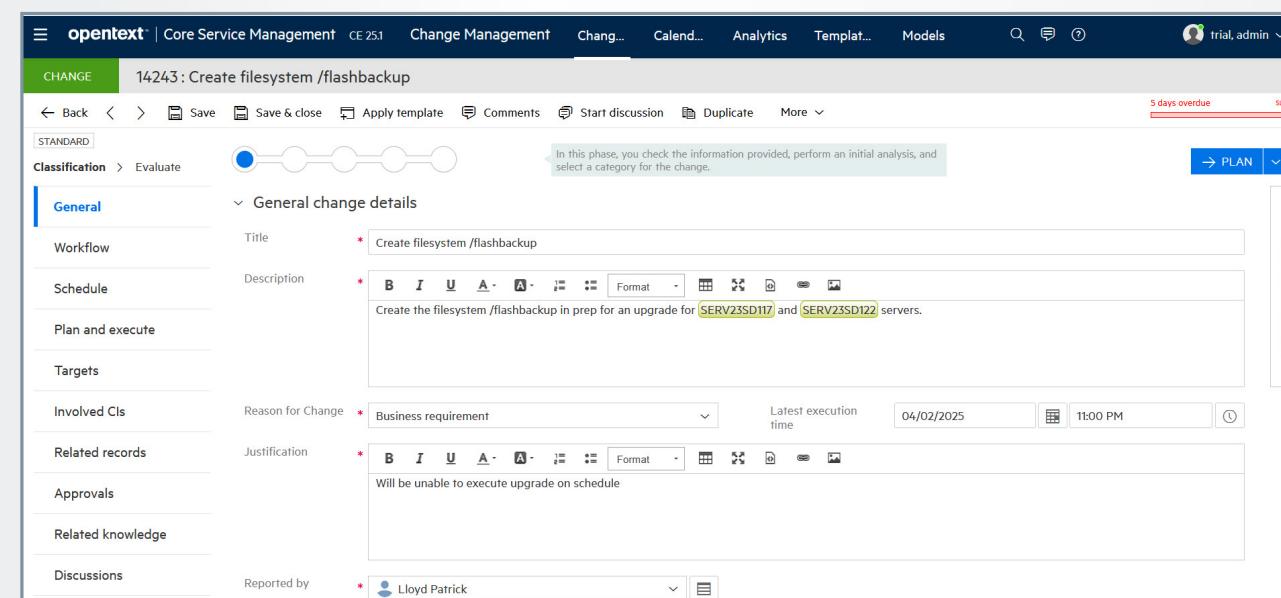
Automatically recognize assets—along with their configurations and interdependencies—that will be impacted by incoming changes, incidents, or service requests.

IT benefit

Removes the need to search for the critical asset and configuration information required to resolve issues quickly.

Business benefit

Makes it easy to report issues without searching through confusing technical data.



Simplify service management

Automated processes, workflows, and tasks

Automate processes, workflows, and tasks using out-of-the-box best practices based on ITIL. Easily remediate incidents and execute changes ranging from simple access requests to comprehensive workflows (such as detect-to-correct). Automate the fulfillment of IT services across environments—new and traditional, public and private cloud—to unify and accelerate service delivery.

Process and workflow design (codeless configuration)

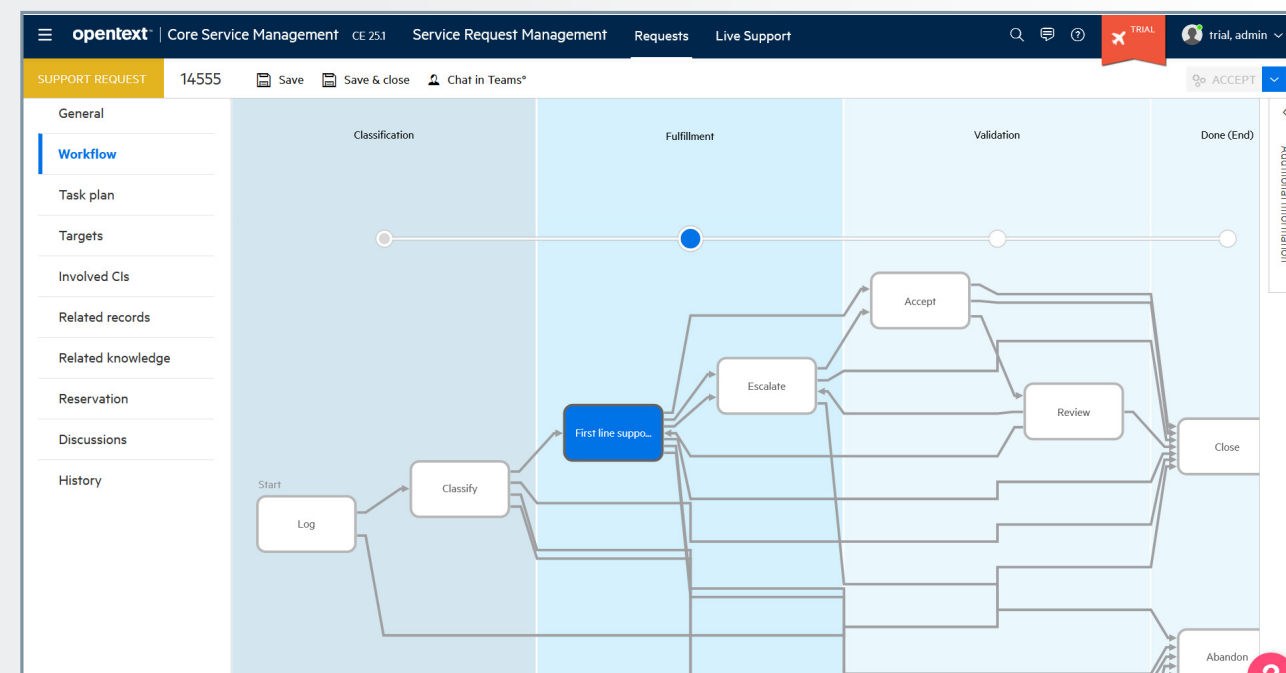
Configure existing workflows and tasks or extend your service management solution and create new user-defined, process-based applications without writing any code. This will simplify the upgrade process and provide instant access to new features.

IT benefit

Reduces risk and inefficiencies related to manual repetitive work.

Business benefit

Drives down operational costs.

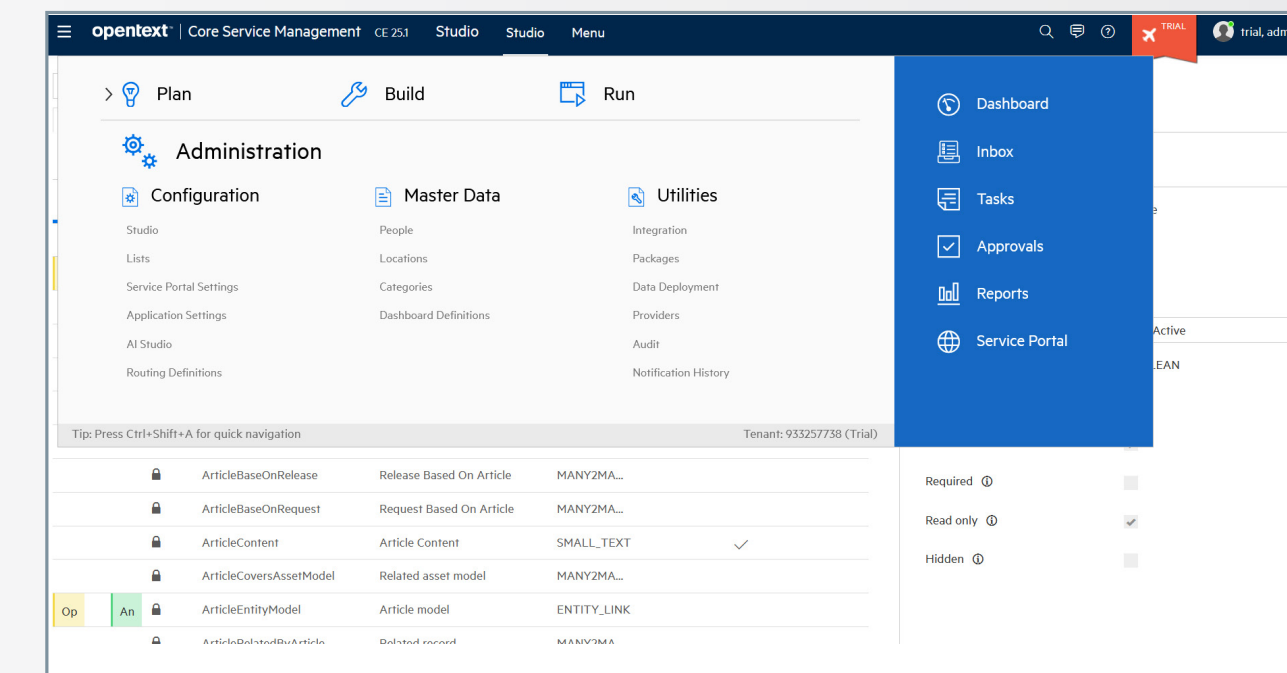


IT benefit

Removes the usual upgrade, customization, and maintenance complexities.

Business benefit

Allows the organization to quickly and economically adapt to changing service demands.



Runs anywhere

Enjoy the flexibility of running your service management solution wherever you need to—on premises or in private or public clouds such as AWS, Microsoft Azure, Google Cloud, and SaaS.

IT benefit

Meets your evolving IT needs with flexible deployment options.

Business benefit

Offers freedom of choice for easy alignment with corporate strategies.



Manage your service strategy

Idea and proposal management

Collect feedback from your service consumers to help generate and develop new service ideas. You can then turn these ideas into substantive proposals, build on them via social collaboration, and add them to your service management portfolio.

Service portfolio and catalog management

Manage your services and related investments throughout their entire lifecycle—from idea to service pipeline, service catalog, and service retirement.

IT benefit

Expedites continuous service improvement.

Business benefit

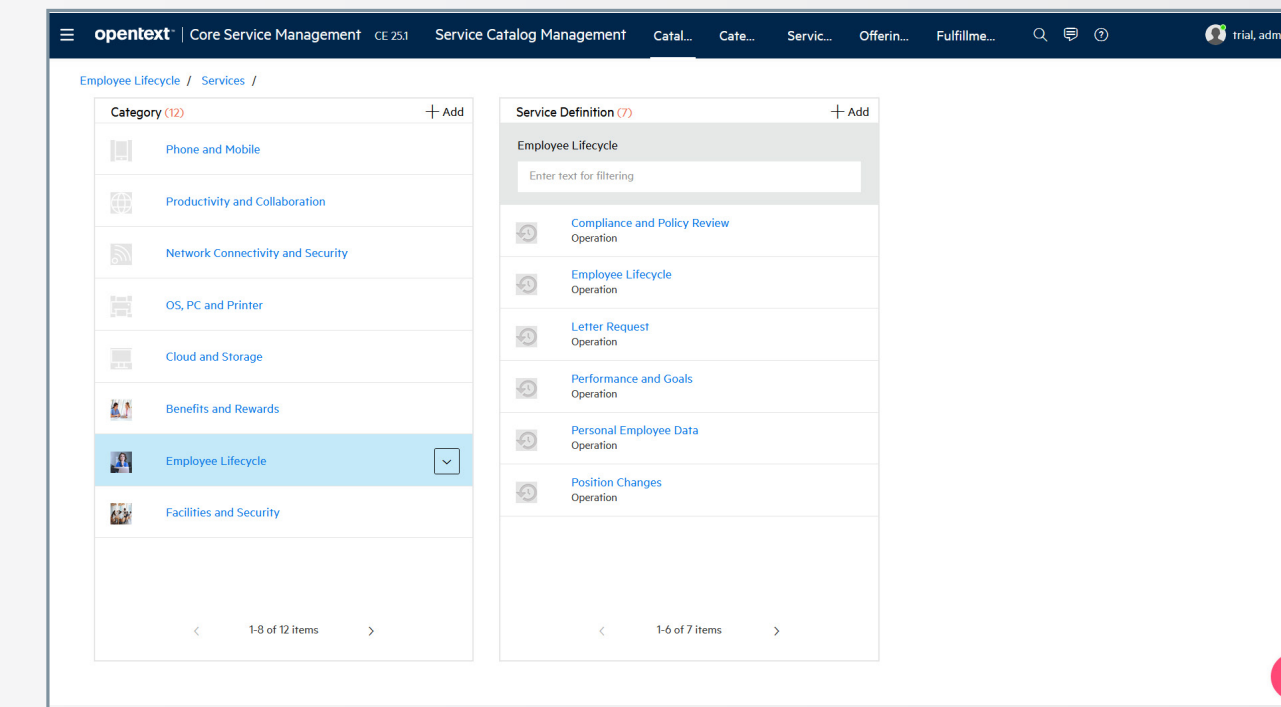
Drives and demonstrates innovation.

IT benefit

Optimizes the allocation of capabilities and resources.

Business benefit

Achieves proper alignment between service offerings and business needs.



Application portfolio management

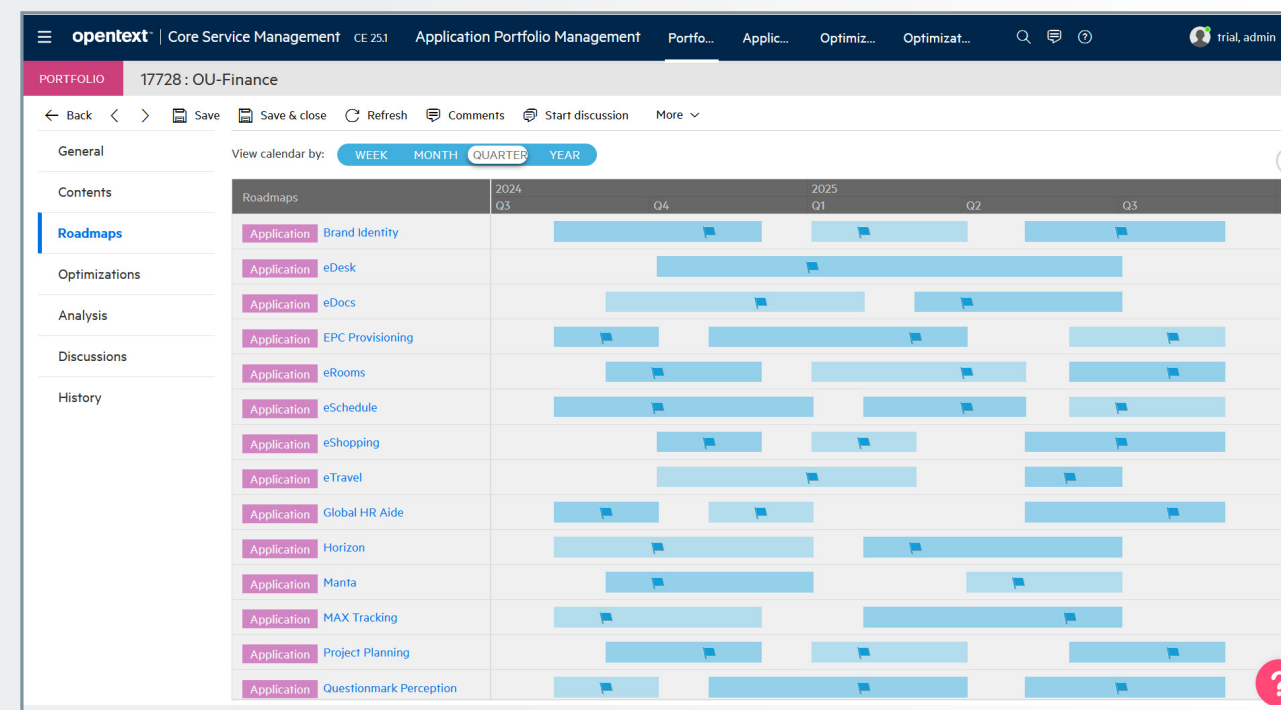
Gain a comprehensive overview of all your applications and determine which ones need to be modernized—for example, identifying which ones are suitable for the cloud.

IT benefit

Gives IT a clear way to assess and prioritize application optimization.

Business benefit

Serves as a solid foundation for application transformation strategies.



Project and program management

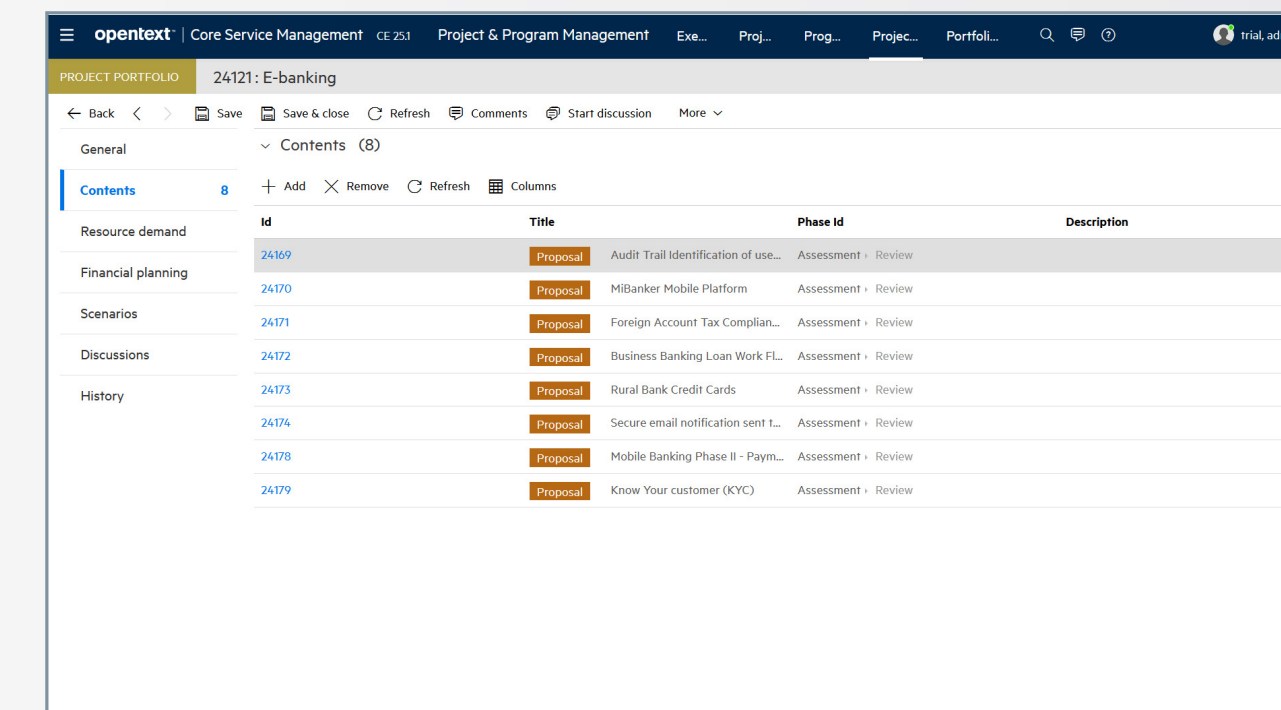
Track and manage the progress and health of your IT projects and programs. With information about resource demand, financial implications, and business value at your fingertips, your decision-making abilities are significantly enhanced.

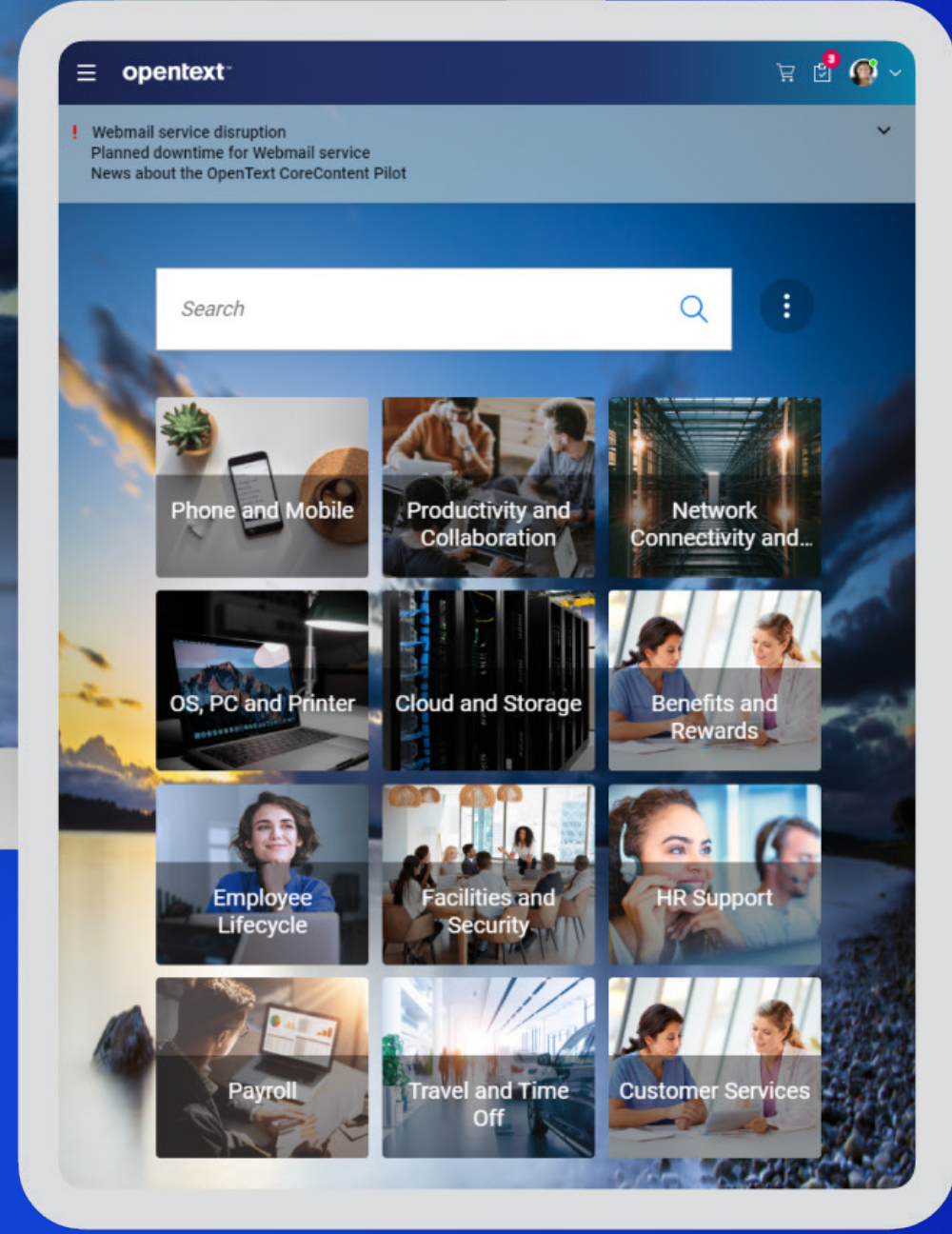
IT benefit

Optimizes resource and budget plans for new or changed services.

Business benefit

Maximizes the business return of your services.





OpenText Service Management ›

About OpenText

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