

ITSM SaaS for FedRamp® at a Glance:

- + Managed by a dedicated U.S.-based OpenText SaaS operations team.
- + Includes native CMDB and add-on license for CMDB.

SMAX SaaS tools and solutions to help government organizations achieve their security goals. SaaS support includes onboarding, 24x7 expert technical support, coordinated upgrades and patching, and 99.9% availability.

Using ITSM best practices and capabilities, SMAX SaaS streamlines and automates service requests, incident management, and problem management. It also provides a self-service portal for users to request services and report issues.

Capabilities and Features

SMAX SaaS for U.S. federal agencies comes with comprehensive capabilities that include:

- v Service portal. Empowers users to open requests, get answers, and resolve issues from a personalized self-service SR portal.
- v Studio. Enables process owners to create and manage workflows across IT and non-IT requests.

templates for incident, problem, change, service request, service-level, survey, vendor, service catalog, and service portfolio management.

and ISO27001:2013, ISO27034-1, and

- v Native CMDB. Keeps track of services and changes, incidents, and requests.
- v Built-in AI and analytics. Boosts productivity with virtual agents, knowledge articles, suggested solutions, and predictive change-risk analytics.

and SaaS for U.S. federal agencies is a security standards and is available at

### Value and Flexibility

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