

SOLUTION OVERVIEW

# IT Operations Aviator for ITSM

Transform Tier 1 support with private generative AI



## Elevate the user experience

Empower users to self-resolve common requests



## Cut support costs

Free up overburdened agents



## Keep enterprise content private

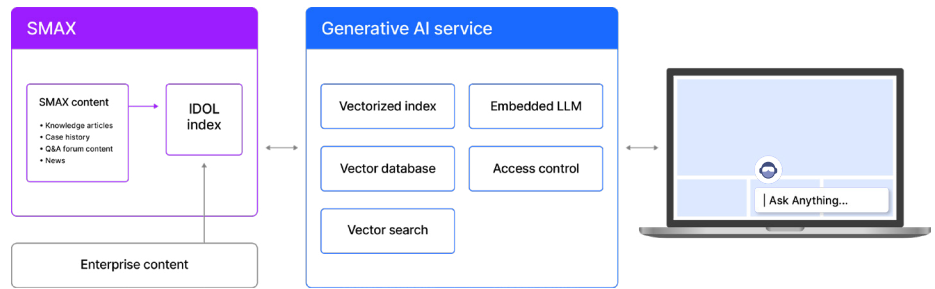
Deploy a private LLM

**In today's experience economy, IT Service Management (ITSM) is about delivering smart solutions to elevate the user experience. But growing user demands, tasks, and risks eat up all your time. Clumsy chatbots, clunky services, and overburdened support agents result in poor user experiences.**

As a result, employees are turning to public generative AI chatbots for help. But when employees start using general-purpose large language model (LLM) services, proprietary data can easily enter the public domain. Work-related LLM interactions must never be at risk of exposure and such services must interact with enterprise content repositories in a secure way.

IT Operations Aviator is a generative AI service that runs on a private LLM. Aviator helps users get the answers they need, when they need them without tapping support staff or compromising data privacy.

Integrating with and learning from your enterprise content, Aviator responds to user questions with contextually relevant answers. It also incorporates [OpenText™ IDOL](#) (an advanced data indexing and analytics platform,) [OpenText™ SMAX](#) (an IT service management solution), and [OpenText™ Core](#) (an enterprise content management solution).



## Elevate the user experience

Empower users to resolve common issues, from IT to HR, on their own. Aviator serves up human-like, contextually relevant answers tailored to specific roles, locations, or departments. Users can ask the smart chatbot questions at any time from the convenience of a self-service portal.

## Cut support costs

Free up overburdened agents by putting Aviator to work on Tier 1 support tasks. Aviator can summarize enterprise knowledge, answer frequently asked support questions, and even automate service requests. With a smart chatbot learning from your content to cover repetitive, mundane service requests, IT staff can now focus on higher-value automation projects.

## Keep enterprise content private

Use a generative AI service that runs on a private LLM, integrates with your content, and enforces access control. Your proprietary information remains secure as a result.

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Aviator is a private LLM-powered generative AI service, hosted and operated by OpenText, that is secure and enterprise-ready. You have full control over it. The LLM connects with and learns from your enterprise data so that answers to user questions are contextually relevant. Thanks to access controls, users only get information that aligns with their roles, locations, and departments.

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Learn more about OpenText Aviator solutions

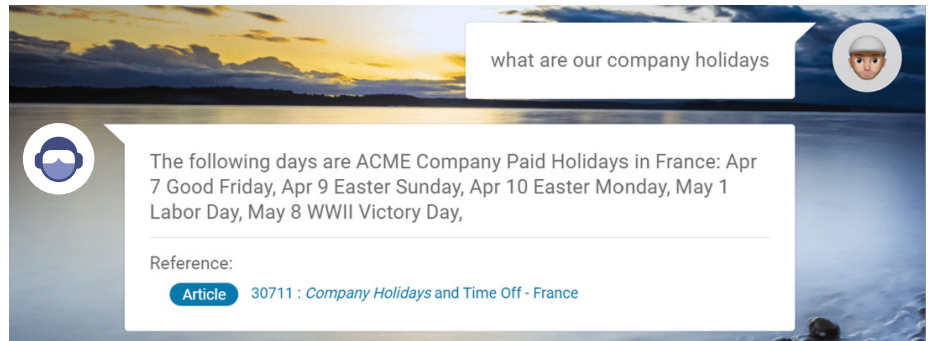
Learn more about OpenText SMAX

## OpenText IT Operations Aviator

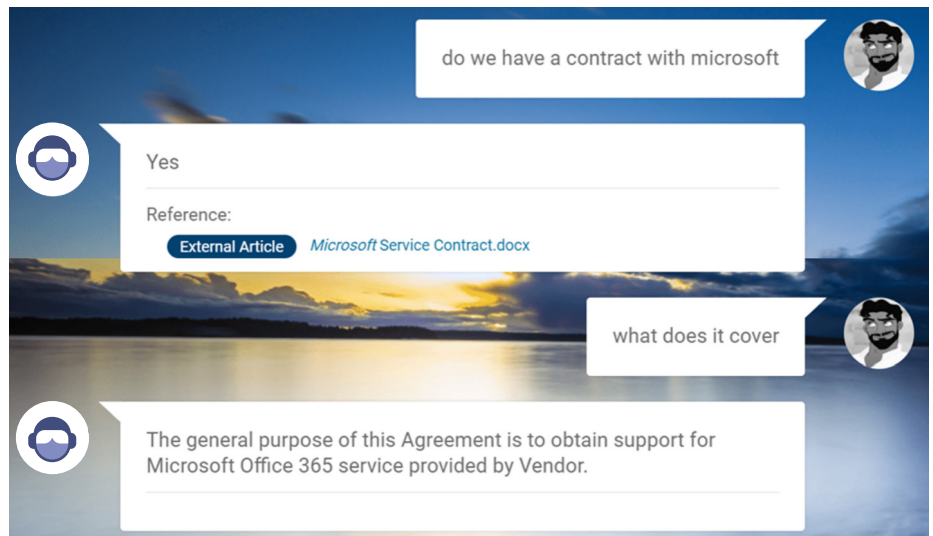
A private, secure generative AI service that runs on a large language model operated and hosted by OpenText.

## OpenText SMAX

A modern solution that uses AI and analytics to deliver a smarter approach to IT service management, IT asset management, and enterprise service management.



Aviator uses access control rules to only share information that is relevant to the employee's location.



Aviator summarizes information related to contracts on demand.

## About OpenText

OpenText, The Information Company, enables organizations to gain insight through market leading information management solutions, on premises or in the cloud. For more information about OpenText (NASDAQ: OTEX, TSX: OTEX) visit: [opentext.com](https://opentext.com).

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