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IT Operations Aviator

Transform service management with private generative AI

🚀 **Elevate the user experience**
Empower users to self-resolve common requests

$ **Cut support costs**
Free up over-burdened agents

🔒 **Keep data private**
Deploy a private large language model (LLM)

In today's experience economy, IT Service Management (ITSM) and Enterprise Service Management (ESM), which extends ITSM to non-IT services, are focused on elevating 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.

Generative AI, a type of artificial intelligence that can create new content, has a big role to play in elevating user experiences. By providing contextual responses to user requests in natural language, generative AI speeds up response times, improves service quality, and frees up support staff to focus on more complex issues.

IT Operations Aviator is a generative AI chatbot that runs on a private LLM hosted and operated by OpenText. Aviator helps users get the answers they need, when they need them, without agent support or compromising the privacy of proprietary data. When using our private generative AI chatbot service, you don't have to worry about your data entering the public domain or interacting with external tools.

Aviator seamlessly integrates with OpenText's IT service management solution, SMAX, and accesses data that is indexed on your SMAX instance (tenant), including enterprise knowledge you have shared with SMAX. Aviator uses a Retrieval Augmented Generation (RAG) architecture that relies on indexing and retrieval of data from a custom, private data store. It can generate new text by selecting and modifying existing knowledge, rather than creating new content from scratch. When users ask a question, Aviator finds and shares the right information based on semantic matching. Access control filtering ensures that users are granted access only to information for which they have user rights.

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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 guide users through automated services. With a smart chatbot handling repetitive, mundane service requests, IT staff can finally focus on higher-value automation projects.

Keep data private

Use a private generative AI service and gain full authority over your proprietary data. Protected by encryption and data access controls, data remains secure within your environment and is not shared externally.

Aviator is a private, enterprise-relevant generative AI solution that gives you the power to transform your ITSM. Choose Aviator for these reasons:

- **Aviator is use-case specific.** It works with curated, domain-specific knowledge to respond to user requests with reliable, enterprise-relevant answers. There are no data latencies, as Aviator works with near real-time data.

- **Aviator is embedded in SMAX.** You don't need to worry about integrating your ITSM with external generative AI services or building and maintaining your own generative AI tool.

- **Aviator is private.** You decide what data to share with Aviator. Only indexed data, which is encrypted and stored in your SMAX instance, is available to the Aviator service. Aviator also enforces data access controls based on entitlement rules within SMAX—so users have access only to information that aligns with their roles, locations, and departments.
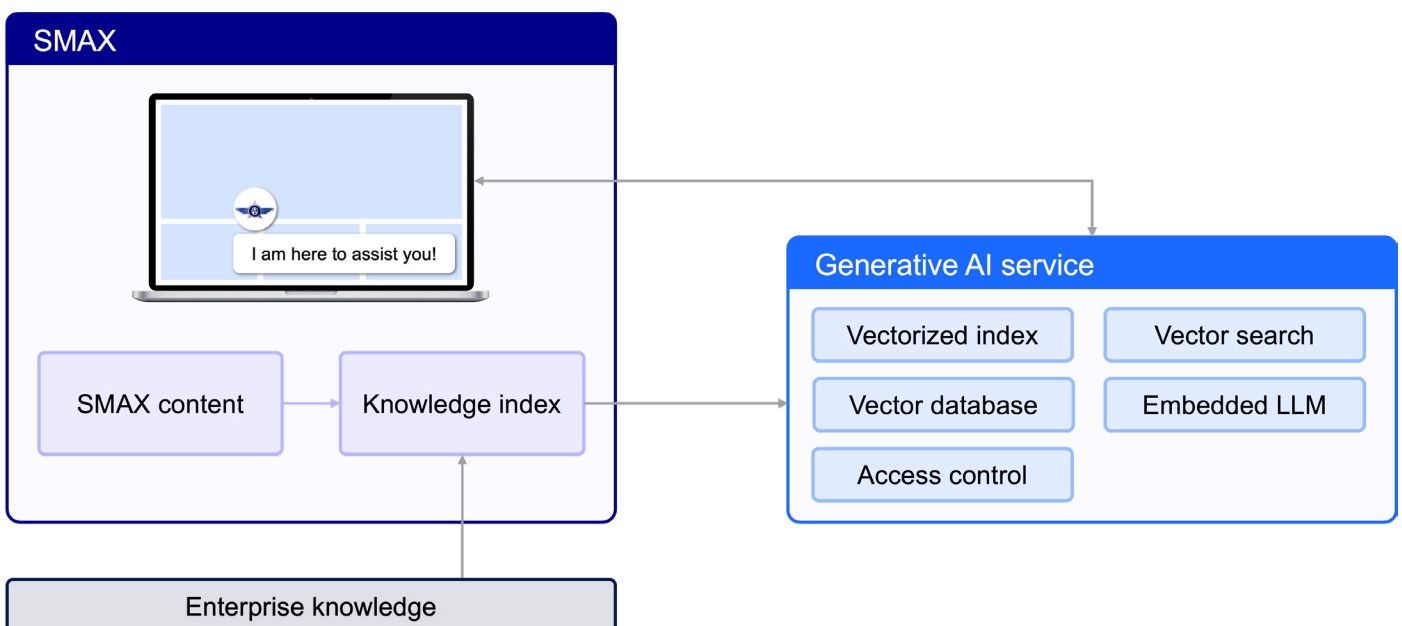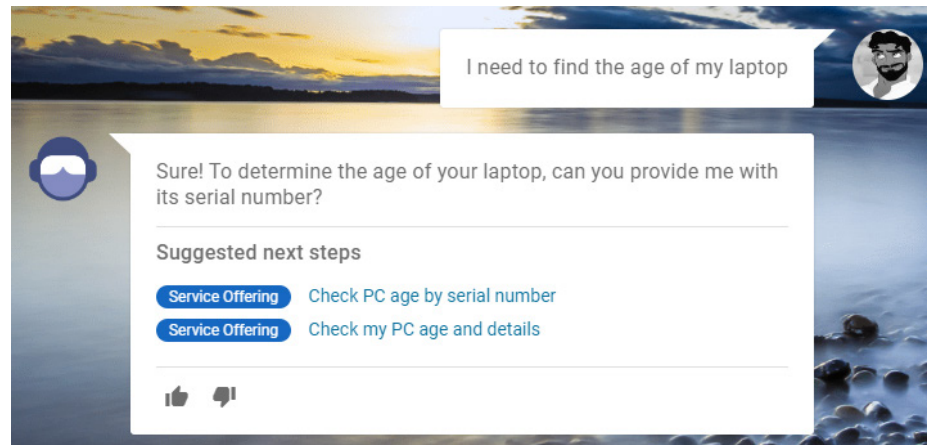
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OpenText IT Operations Aviator

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 share only information that is relevant to the employee's location.

Aviator assists a user by suggesting next steps that are relevant to the request.

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**.

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