

Observability and Service Management

Pricing Guide

February 2026

Software-as-a-Service (SaaS) Pricing for G-Cloud 15

Contents

OpenText Enterprise Service Management	2
OpenText [™] Service Management.....	2
OpenText [™] Asset Management.....	4
OpenText [™] Universal Discovery and CMDB.....	5
OpenText [™] Automation Center.....	6
OpenText [™] Cloud Management	7
AIOps and Observability	8
OpenText [™] AI Operations Management	8
OpenText [™] Application Observability	9
OpenText [™] Network Operations Management Observability	10

OpenText Enterprise Service Management

OpenText's ESM solutions—delivered through the OpenText Service Management platform—combine **ITSM**, IT Asset Management (**ITAM**), **Universal Discovery** and **CMDB**, **Cloud Management**, and **Operations Orchestration** into a single, analytics-driven environment. They include out-of-the-box workflows for incident, request, problem, change, service catalogue, and knowledge management, with codeless extensibility to support both IT and non-IT workflows. These solutions empower organisations to enhance user experiences, automate service delivery, manage enterprise assets, and extend structured service processes to any business function.

OpenText™ Service Management

OpenText Core Service Management Express is the entry-level edition of the ITSM platform, delivered as a SaaS service. It provides standard service management capabilities with essential features, security, backups, maintenance, and service-level objectives. Express is designed for organisations that need **core IT service management with lower complexity** and without the full suite of extended capabilities.

OpenText Core Service Management Premium is the full featured service management suite, including advanced **ITSM**, **ITAM**, **ESM**, analytics, automation, and codeless extensibility. It includes all standard service features plus higher level capabilities such as extended workflows, stronger analytics, multitenant options, and deeper platform services. Premium is intended for organisations seeking **comprehensive, enterprise-grade service and asset management in a unified platform**.

OpenText Service Management Aviator is a **secure, private generative-AI virtual agent** built to enhance ITSM and ESM by delivering intelligent, context-aware automation across service workflows. It leverages enterprise-specific knowledge—indexed from your OpenText Service Management instance—to provide **natural-language answers**, enable **self-service**, support **service desk agents**, and assist **IT operations teams** with faster troubleshooting.

OpenText Core Service Management (Service Management Automation X)

OT Service Management (SMAX) uses a flexible, unit-based SaaS licensing model, designed to simplify entitlement management and give IT organizations predictable costs with the agility to scale. In SaaS, SMAX is offered in two editions—Express and Premium—each of which can be consumed through a pool of license units.

Unit-Based Licensing:

OpenText prices SMAX SaaS using “units,” which can be converted into distinct types of users depending on operational needs:

- 1 SMAX unit = 1 named user
- 2 SMAX units = 1 concurrent user

This allows enterprises to mix named and concurrent users dynamically without SKU complexity. Units also include entitlements to key supporting components such as UCMDB Foundation and basic connectors for integration.

SMAX SaaS is sold in two main editions:

SMAX Express – Provides full core ITSM capability (incident, change, request, portfolio, knowledge, etc.)

and

SMAX Premium – Includes everything in Express plus advanced modules such as Contract Management, Idea & Proposal Management, Application Portfolio, Project/Program, and Financial Management.

Description	SKU	Unit price per month	Additional information
OpenText Core Service Management Express Foundation 20 Unit (OpenText Core Service Management Express)	SA-AB922	£1108.73	-
OpenText Core Service Management Express 1 Unit (OpenText Core Service Management Express)	SA-AB923	£55.44	Requires SA-AB923
OpenText Core Service Management Non-Production Tenant Add-On (OpenText Core Service Management Add-On)	SA-AB924	£401.48	Requires SA-AB923
OpenText Core Service Management Premium Foundation 50 Unit (OpenText Core Service Management Premium)	SA-AB918	£3,466.25	
OpenText Core Service Management Premium 1 Unit (OpenText Core Service Management Premium)	SA-AB919	£69.33	Requires SA-AB918
OpenText Core Service Management Aviator Add-On Capacity Query Pack (OSM Aviator)	SA-AC294	£305.36	10,000 queries per month to the Aviator Service.

OpenText[™] Asset Management

OpenText Asset Management X (AMX) is a comprehensive **IT Asset Management (ITAM)** and **Software Asset Management (SAM)** solution designed to manage the full lifecycle of IT hardware, software, financials, contracts, and procurement across the enterprise. Delivered as SaaS, on-prem, or cloud-native, AMX provides a unified platform to track assets, optimise spend, ensure license compliance, and improve operational visibility.

OpenText Core Asset Management (Asset Management X (AMX)) on OpenText Public Cloud (SaaS)			
Description	SKU	Unit price per month	Additional information
OpenText Core Asset Management Foundation 5 Unit (OpenText Core Asset Management)	SA-AB868	£1,785.65	
OpenText Core Asset Management 1 Unit (OpenText Core Asset Management)	SA-AB869	£55.32	Requires SA-AB868
OpenText Core Asset Management Software Asset Management 1 Unit (OpenText Core Asset Management)	SA-AB870	£0.28	Requires SA-AB868
Software Asset Management and Universal Discovery (UD) Asset Discovery and CI Management 1 Unit	SA-AB872	£1.12	Requires SA-AB868

OpenText™ Universal Discovery and CMDB

OpenText Universal Discovery and CMDB (UCMDB) provides automated discovery and a centralized configuration management database that maintains accurate, real-time information about all configuration items (CIs) across hybrid IT environments. It continuously identifies hardware, software, cloud services, and their relationships, ensuring that IT operations, asset management, and service management teams work from a single source of truth.

Universal Discovery supplies the automated inventory and dependency data, while the **CMDB** organises this data into a structured, relationship-driven model used by ITSM, ITAM (AMX), and ESM for impact analysis, troubleshooting, compliance, and service delivery.

Available as a standalone solution, Universal Discovery and CMDB SaaS or as part of OpenText Service Management, Asset Management or Hybrid Cloud Management.

Universal Discovery (UD) **Premium Discovery** will provide full discovery of one server (including the discovery of inventory information, software utilization, **full Spiral "Active" discovery for dependency mapping**, Hybrid-Cloud discovery, event-based Discovery, advanced service modelling, and Oracle LMS verified discovery and audit reports).

Customers wishing to import data into UCMDB from **any source (3rd party or non-SaaS OpenText)** without subsequent discovery should purchase the Asset Discovery and CI Management license (SAAB882) which allows for importing and management of up to 20 Node CIs and their relationships per license, or the raw import of 1,000 CIs and relationships per license. **There is no charge for network and storage device discovery.**

OpenText Universal Discovery and CMDB (UCMDB)			
Description	SKU	Unit price per month	Additional information
OpenText Core Universal Discovery and CMDB Foundation 500 Unit (OpenText Core Universal CMDB)	SA-AC098	£2,104.13	
OpenText Core Universal Discovery and CMDB 1 Premium	SA-AB820	£4.38	Requires a minimum purchase of 100 Units 'Universal Discovery 1 Premium SaaS and a concurrent subscription to SA-AB918, or SA-AB922, SA-AB868.
OpenText Core Universal Discovery and CMDB Asset Discovery and CI Management Add-On 1 Unit	SA-AB882	£0.88	
OpenText Advanced Discovery of Networks for Universal Discovery SaaS 1 Unit	SA-AC405	£2.29	There is a minimum quantity required of 1000 and requires SA-AC098.

OpenText™ Automation Center

OpenText Automation Center is an enterprise-scale IT automation and orchestration platform that automates end-to-end IT processes across hybrid environments. Designed to eliminate manual, error-prone workflows, it centralizes automation for provisioning, patching, compliance, lifecycle management, and remediation. The platform unifies scripts, tools, and integrations into a single automation console, enabling IT teams to accelerate service delivery, strengthen governance, reduce security risks, and lower operational costs.

OpenText Core Automation Center			
Description	SKU	Unit price per month	Additional information
OpenText Core Automation Center Foundation 500 Unit SaaS	SA-AC349	£2,035.74	
OpenText Core Automation Center 1 Unit SaaS	SA-AC350	£3.66	Requires SA-C349
OpenText Core Automation Center Add-On 1 Unit SaaS	SA-AC351	£1.83	

OpenText™ Cloud Management

OpenText Cloud Management (HCMX) is a unified hybrid and multi-cloud platform that delivers end-to-end automation and governance for cloud services across AWS, Azure, GCP, on-prem, and container environments. It enables IT teams to design cloud services once and deploy them anywhere through reusable, cloud-agnostic blueprints—ensuring fast, consistent provisioning across all environments.

HCMX automates the full lifecycle of cloud services with integrated workflow orchestration, handling provisioning, updates, and deprovisioning without manual effort. Its centralized self-service portal gives users rapid access to approved cloud resources, while an integrated CMDB provides deep visibility into configuration items and dependencies—improving operational insight, troubleshooting, and service reliability.

OpenText Cloud Management (Hybrid Cloud Management X)			
Description	SKU	Unit price per month	Additional information
OpenText Core Cloud Management Foundation 200 Unit (OpenText Core Cloud Management)	SA-AC028	£2,158.11	
OpenText Core Cloud Management 1 Unit (OpenText Core Cloud Management)	SA-AC029	£9.12	

AIOps and Observability

OpenText™ AI Operations Management

OpenText™ AI Operations Management – Premium is a full-stack AIOps platform that unifies event, performance, and infrastructure monitoring across hybrid and multi-cloud environments. It automatically consolidates data from diverse IT tools, applies machine learning and analytics to reduce noise, and accelerates root-cause identification so teams can resolve issues faster and maintain service reliability. The platform integrates automated discovery, monitoring, and remediation to proactively detect problems and improve operational efficiency.

OpenText AI Operations Management Premium delivers all core AIOps capabilities with enhanced automation, deeper analytics, and broader observability through the Operations Bridge suite. As a SaaS offering, it provides enterprise-grade event consolidation, AI-driven correlation, and automated remediation, supported by the full set of premium components such as Operations Bridge Manager, SiteScope, Real User Monitor, and Application Performance Management. This tier is designed for organizations that need comprehensive, integrated monitoring and AI-powered operational intelligence across their entire IT estate.

OpenText™ AI Operations Management			
Description	SKU	Unit price per month	Additional information
Operations Bridge Premium Unit SaaS	SA-AB935	£9.12	Minimum quantity required of 2000 units
OpenText AI Operations Management Aviator Add-On Unit (Operations Bridge Suite Add-Ons)	SA-AC296	£1.83	Requires SA-AB935
Operations Bridge Analytics 1 Unit SaaS	SA-AC222	£5.41	Quantity must match SA-AB935
Operations Bridge Integration Hub 1 Instance SaaS	SA-AB936	£680.80	Requires SA-AB935

OpenText™ Application Observability

OpenText Application Observability is a modern, cost-effective, OpenTelemetry-based observability platform that collects and analyses application traces, logs, and metrics to help IT, DevOps, and SRE teams diagnose issues faster and improve user experiences. It simplifies monitoring for both cloud-native and traditional applications by offering vendor-neutral instrumentation, automatic data collection, and deep visibility into application performance across hybrid and multi-cloud environments. With proactive issue detection, detailed transaction insights, and unified telemetry data, organizations can rapidly pinpoint root causes, improve collaboration between development and operations, and avoid vendor lock-in through open standards.

OpenText Core Application Observability (Operations Bridge Application Observability) SaaS			
Description	SKU	Unit price per month	Additional information
Pro Base Unit	SA-AC252	£9,618.86	Provides 5 days raw data retention, 12 months aggregated data retention. Base Unit provides 45TB ingestion volume.
Pro Incremental Unit	SA-AC253	£219.17	Incremental Unit has dependency of Base Unit and entitles additional 1TB ingestion volume.
Enterprise Base Unit	SA-AC254	£15,390.18	Provides 15 days raw data retention, 36 months aggregated data retention. Base Unit provides 45TB ingestion volume.
Enterprise Incremental Unit	SA-AC255	£343.53	Incremental Unit has dependency of Base Unit and entitles additional 1TB ingestion volume.
Service Add-On Unit	SA-AC256	£48.09	Remote Consulting hours. Cost per hour

OpenTextTM Network Operations Management Observability

OpenText Network Operations Management Observability provides unified, end-to-end visibility across hybrid, multivendor, and cloud network environments. It integrates fault, performance, configuration, and compliance data into a single, cloud-delivered observability platform, enabling network teams to detect issues faster, correlate real-time changes with performance, and maintain continuous service health. With capabilities such as spiral topology discovery, automated configuration monitoring, and in-depth traffic and log analysis, it reduces downtime, strengthens security, and accelerates troubleshooting across 3,500+ device types and 250+ vendors.

Network Operations Management Suite on SaaS			
Description	SKU	Unit price per month	Additional information
OpenText Core Cloud Network Observability 1 Unit	SA-AC323	£7.63	Minimum required 1000 units

Company Details

Contracting Company Name: Micro Focus Software UK Ltd (now an OpenText company)

Place of Registration: England and Wales

Registered Number: 10355616

Registered Address: 420 Thames Valley Park Drive,
Thames Valley Park, Reading, Berkshire, England,
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