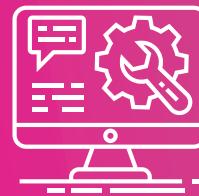


Transform Your IT Support

Streamline Operations with MCdesk's Innovative ITSM Solution



Modern enterprises require agility, speed, and seamless connectivity from their IT teams. However, legacy IT service management (ITSM) practices often hinder progress, such as outdated systems, fragmented tools, and manual workflows. This results in:

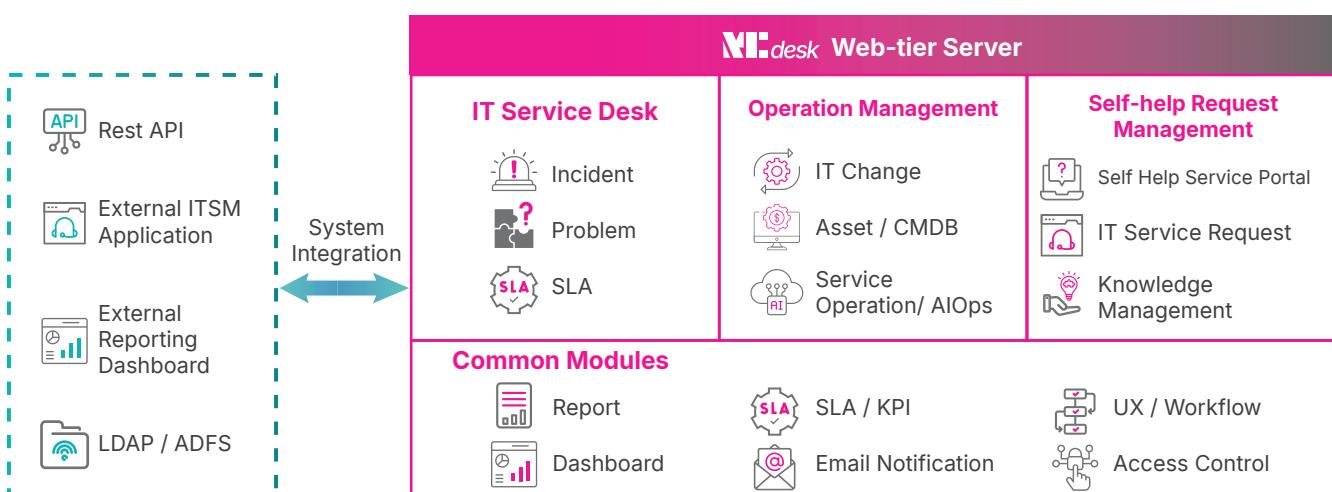
- Slow Response Times:** Manual ticketing systems and rigid processes delay issue resolution, frustrating users and negatively impacting productivity.
- Poor User Experience:** Clunky interfaces and outdated portals make service requests cumbersome, further diminishing productivity.
- High Costs:** Traditional ITSM platforms can be costly to maintain and customize, often proving incompatible with emerging technologies.

As the demand for high-quality, responsive IT services escalates, with the IT service desk at the forefront, driving smarter, faster, and more connected service delivery.

Introducing MCdesk - The Future of IT Support

MCdesk is a cutting-edge AI-powered ITSM Platform designed to optimize resources and centralize the monitoring of IT assets and services while ensuring regulatory compliance. From incident resolution to asset lifecycle management, we help you reduce costs, boost productivity, and deliver exceptional service. Embrace the future of ITSM with MCdesk and overcome the challenges of legacy systems.

- Increase productivity with easy-to-use **Graphical User Interface (GUI)**, **Self-Service Portal** and flexible-designed **dashboard**
- Provide efficient resolutions of issue with comprehensive **CMDB synchronization**
- Enhance judgment with **AI-driven data analytics**





Easy to Deploy and Streamlined User Experience

Streamline your IT processes with **MCdesk's intuitive no-code workflow engine**. This user-friendly tool empowers IT teams to design and implement customized workflows quickly, enhancing operational efficiency and user satisfaction. It provides a mobile-friendly self-service platform so that users can get help anytime.

GUI-based Workflow Engine

The screenshot shows a workflow diagram titled 'Request for Account Creation'. It starts with a 'Request' node, followed by a 'Deploy' node, then a 'Notifier' node, an 'Approval Group' node (with 'Approved' and 'Rejected' paths), and finally a 'Ticket' node. Each node has specific actions and conditions associated with it.

Fast deployment without coding required; streamline workflows and reduce the manual and repetitive tasks by automating key processes

Dashboard

The dashboard includes several charts: 'Incident Category' (bar chart showing Network, Hardware, empty, Software, Database, Inquiry/Help), 'Chart for monthly checking' (donut chart showing categories), 'Quick View by Incident Status' (bar chart showing Resolved, Closed, On Hold, In Progress, New), and 'Incident Line Chart' (line chart showing incident counts over time with categories Low, Medium, High).

Provide real-time visibility of ticket status, display metrics on user satisfaction and resolution times, providing insights into service performance

Self-Service Portal

The portal features a search bar, 'HOW CAN WE HELP?' section, 'Quick links' (Request Something, Get Help, Knowledge Base), 'Popular topics', 'Recommended for you', and a 'My active items' section showing Tasks, Requests, and Surveys. The 'Support resources' section lists various items with details like name, status, and count.

Allow users to access FAQs and guides, automatically logging requests for efficient tracking. Streamline user requests for IT services, enhancing efficiency and user satisfaction.

MCdiscovery

The tool displays a table of discovered assets, including columns for Asset ID, Asset Name, IP Address, Port, Status, and more. It shows a list of Microsoft devices like 'Windows 10 Pro', 'Windows 10 Pro', 'Windows 10 Pro', etc., with their respective details.

Give a real-time view of all IT assets. Scan your network to find devices, applications, and services with agent and agentless discovery.

Supports

- Windows
- Linux/ Unix
- SNMP/ Network Device
- Application/ Database



Effective Incident, problem and change Management

Experience swift issue resolution with **a centralized help desk** that enhances your incident management capabilities with comprehensive CMDB synchronization. MCdesk ensures that IT teams can efficiently address user concerns while implementing strategies to identify and eliminate recurring problems, fostering a more reliable IT environment.

Incident Management

The interface shows a list of incidents with the following data:

Number	Urgency	Created time	Opened at	Updated time	Short description	Priority
INC200800001	3 - Low	2023-08-20 14:57:24	2023-08-20 14:57:24	2023-08-20 13:00:13	Test incident for demo	5 - Planning
INC200800006	3 - Low	2023-08-19 12:00:03	2023-08-19 12:00:03	2023-08-19 12:00:03	Printer issue	5 - Planning
INC200800006	1 - High	2023-08-07 16:58:17	2023-08-07 16:58:17	2023-08-07 21:42:08	Forward issue	1 - Critical
INC200800010	3 - Low	2023-08-01 11:31:00	2023-08-01 11:31:00	2023-08-01 11:31:00	Malfunction	5 - Planning
INC200800011	1 - High	2023-07-31 14:41:45	2023-07-31 14:41:45	2023-07-31 14:36:33	Office 365 license issue	1 - Critical
INC200800031	2 - Medium	2023-07-28 17:42:29	2023-07-28 17:42:29	2023-07-28 17:42:29	Antivirus software falsely flagged a file	2 - High
INC200800030	2 - Medium	2023-07-28 17:43:35	2023-07-28 17:43:34	2023-07-29 00:30:01	Cloud storage sync failing	3 - Moderate
INC200800029	3 - Low	2023-07-28 17:42:30	2023-07-28 17:42:30	2023-07-29 17:24:52	Headset audio issues during virtual calls for support staff	5 - Planning
INC200800028	2 - Medium	2023-07-31 17:41:35	2023-07-31 17:41:34	2023-07-31 17:41:35	Forward blocking legitimate traffic from specific IP address	3 - Moderate
INC200800027	2 - Medium	2023-07-28 17:40:36	2023-07-28 17:40:36	2023-08-01 16:40:10	User unable to access shared network folder	4 - Low

Streamline logging, categorizing, and resolving incidents to minimize disruption

Problem Management

The interface shows a list of problems with the following data:

Opened by	Created time	Updated time	Number	State	Short description	Priority
andy chan	2023-07-29 11:09:29	2023-08-15 11:33:04	PR0072900027	New	Legacy phone system hardware incompatibility w/...	5 - Planning
andy chan	2023-07-29 11:08:47	2023-07-29 15:33:31	PR0072900026	New	Antivirus signature database error in...	2 - Medium
andy chan	2023-07-29 11:07:45	2023-08-15 16:31:37	PR0072900025	New	Cloud sync algorithm flaws causing file inconsistencies	3 - Moderate
andy chan	2023-07-29 11:06:23	2023-07-29 11:06:23	PR0072900022	New	Overly aggressive firewall policy blocking legitimate traffic	3 - Moderate
andy chan	2023-07-29 11:00:47	2023-08-15 11:00:47	PR0072900021	New	Shared drive permission inheritance bugs in the system	4 - Low
andy chan	2023-07-31 10:05:21	2023-07-31 10:05:21	PR0072900020	New	Root Cause Analysis	1 - Critical
andy chan	2023-07-29 11:03:49	2023-08-15 11:03:49	PR0072900019	New	Software dependency conflicts after update	5 - Planning
andy chan	2023-07-29 11:02:08	2023-07-29 11:24:14	PR0072900018	New	Inadequate email filtering rules causing spam	2 - Medium
andy chan	2023-07-29 11:01:45	2023-08-15 11:21:34	PR0072900017	New	Backup script misconfiguration	3 - Moderate

Identify root causes of recurring or major incidents for effective solutions

Change Management

The interface shows two forms:

- Change request:**
 - Short description: Migrate legacy phone system to modern network-compatible hardware
 - Comments: Migrate legacy phone system to modern network-compatible hardware
 - Number: CHG202507290026
 - Type: Normal
 - Impact: Low
 - Location: Global network
 - Work notes list: Migrate legacy phone system to modern network-compatible hardware
- Create New Incident:**
 - Details: Configuration item: CHG202507290026, Assigned to: chris.long
 - Assignment: Assignment group: Administrator, Assigned to: chris.long
 - Notes: Additional comments (Customer visible): None
 - Work notes: None
 - Related Records: Change Request: CHG202507290026, Problem: None

Record and manage changes, correlating incidents and assets to minimize service disruptions; integrated with the CMDB for impact analysis

Configuration Management Database (CMDB)

The interface shows two main views:

- CI List:**

Created time	Class type	Sys class name	IP address	Name	Updated time	Assigned to
2023-08-27 11:35:18	StorageDevice	Storage_A		2023-08-27 11:38:10		
2023-08-27 12:01:40	SwitchPort	Lechwell_L1_2_Port1		2023-08-27 12:01:46		
2023-08-27 12:01:40	SwitchPort	Lechwell_L1_2_Port2		2023-08-27 12:01:46		
2023-08-27 12:01:40	SwitchPort	Lechwell_L1_2_Port3		2023-08-27 12:01:46		
2023-08-27 12:01:40	SwitchPort	Lechwell_L1_2_Port4		2023-08-27 12:01:46		
2023-08-27 12:01:40	SwitchPort	Lechwell_L1_2_Port5		2023-08-27 12:01:46		
2023-08-27 12:01:40	SwitchPort	Lechwell_L1_2_Port6		2023-08-27 12:01:46		
2023-08-27 12:01:40	SwitchPort	Lechwell_L1_2_Port7		2023-08-27 12:01:46		
2023-08-27 12:01:40	SwitchPort	Lechwell_L1_2_Port8		2023-08-27 12:01:46		
2023-08-27 12:01:40	SwitchPort	Lechwell_L1_2_Port9		2023-08-27 12:01:46		
2023-08-27 12:01:40	SwitchPort	Lechwell_L1_2_Port10		2023-08-27 12:01:46		
2023-08-27 12:01:40	SwitchPort	Lechwell_L1_2_Port11		2023-08-27 12:01:46		
2023-08-27 12:01:40	SwitchPort	Lechwell_L1_2_Port12		2023-08-27 12:01:46		
2023-08-27 12:01:40	SwitchPort	Lechwell_L1_2_Port13		2023-08-27 12:01:46		
2023-08-27 12:01:40	SwitchPort	Lechwell_L1_2_Port14		2023-08-27 12:01:46		
2023-08-27 12:01:40	SwitchPort	Lechwell_L1_2_Port15		2023-08-27 12:01:46		
2023-08-27 12:01:40	SwitchPort	Lechwell_L1_2_Port16		2023-08-27 12:01:46		
2023-08-27 12:01:40	SwitchPort	Lechwell_L1_2_Port17		2023-08-27 12:01:46		
2023-08-27 12:01:40	SwitchPort	Lechwell_L1_2_Port18		2023-08-27 12:01:46		
2023-08-27 12:01:40	SwitchPort	Lechwell_L1_2_Port19		2023-08-27 12:01:46		
2023-08-27 12:01:40	SwitchPort	Lechwell_L1_2_Port20		2023-08-27 12:01:46		
2023-08-27 12:01:40	SwitchPort	Lechwell_L1_2_Port21		2023-08-27 12:01:46		
2023-08-27 12:01:40	SwitchPort	Lechwell_L1_2_Port22		2023-08-27 12:01:46		
2023-08-27 12:01:40	SwitchPort	Lechwell_L1_2_Port23		2023-08-27 12:01:46		
2023-08-27 12:01:40	SwitchPort	Lechwell_L1_2_Port24		2023-08-27 12:01:46		
2023-08-27 12:01:40	SwitchPort	Lechwell_L1_2_Port25		2023-08-27 12:01:46		
2023-08-27 12:01:40	SwitchPort	Lechwell_L1_2_Port26		2023-08-27 12:01:46		
2023-08-27 12:01:40	SwitchPort	Lechwell_L1_2_Port27		2023-08-27 12:01:46		
2023-08-27 12:01:40	SwitchPort	Lechwell_L1_2_Port28		2023-08-27 12:01:46		
2023-08-27 12:01:40	SwitchPort	Lechwell_L1_2_Port29		2023-08-27 12:01:46		
2023-08-27 12:01:40	SwitchPort	Lechwell_L1_2_Port30		2023-08-27 12:01:46		
2023-08-27 12:01:40	SwitchPort	Lechwell_L1_2_Port31		2023-08-27 12:01:46		
2023-08-27 12:01:40	SwitchPort	Lechwell_L1_2_Port32		2023-08-27 12:01:46		
2023-08-27 12:01:40	SwitchPort	Lechwell_L1_2_Port33		2023-08-27 12:01:46		
2023-08-27 12:01:40	SwitchPort	Lechwell_L1_2_Port34		2023-08-27 12:01:46		
2023-08-27 12:01:40	SwitchPort	Lechwell_L1_2_Port35		2023-08-27 12:01:46		
2023-08-27 12:01:40	SwitchPort	Lechwell_L1_2_Port36		2023-08-27 12:01:46		
2023-08-27 12:01:40	SwitchPort	Lechwell_L1_2_Port37		2023-08-27 12:01:46		
2023-08-27 12:01:40	SwitchPort	Lechwell_L1_2_Port38		2023-08-27 12:01:46		
2023-08-27 12:01:40	SwitchPort	Lechwell_L1_2_Port39		2023-08-27 12:01:46		
2023-08-27 12:01:40	SwitchPort	Lechwell_L1_2_Port40		2023-08-27 12:01:46		
2023-08-27 12:01:40	SwitchPort	Lechwell_L1_2_Port41		2023-08-27 12:01:46		
2023-08-27 12:01:40	SwitchPort	Lechwell_L1_2_Port42		2023-08-27 12:01:46		
2023-08-27 12:01:40	SwitchPort	Lechwell_L1_2_Port43		2023-08-27 12:01:46		
2023-08-27 12:01:40	SwitchPort	Lechwell_L1_2_Port44		2023-08-27 12:01:46		
2023-08-27 12:01:40	SwitchPort	Lechwell_L1_2_Port45		2023-08-27 12:01:46		
2023-08-27 12:01:40	SwitchPort	Lechwell_L1_2_Port46		2023-08-27 12:01:46		
2023-08-27 12:01:40	SwitchPort	Lechwell_L1_2_Port47		2023-08-27 12:01:46		
2023-08-27 12:01:40	SwitchPort	Lechwell_L1_2_Port48		2023-08-27 12:01:46		
2023-08-27 12:01:40	SwitchPort	Lechwell_L1_2_Port49		2023-08-27 12:01:46		
2023-08-27 12:01:40	SwitchPort	Lechwell_L1_2_Port50		2023-08-27 12:01:46		
2023-08-27 12:01:40	SwitchPort	Lechwell_L1_2_Port51		2023-08-27 12:01:46		
2023-08-27 12:01:40	SwitchPort	Lechwell_L1_2_Port52		2023-08-27 12:01:46		
2023-08-27 12:01:40	SwitchPort	Lechwell_L1_2_Port53		2023-08-27 12:01:46		
2023-08-27 12:01:40	SwitchPort	Lechwell_L1_2_Port54		2023-08-27 12:01:46		
2023-08-27 12:01:40	SwitchPort	Lechwell_L1_2_Port55		2023-08-27 12:01:46		
2023-08-27 12:01:40	SwitchPort	Lechwell_L1_2_Port56		2023-08-27 12:01:46		
2023-08-27 12:01:40	SwitchPort	Lechwell_L1_2_Port57		2023-08-27 12:01:46		
2023-08-27 12:01:40	SwitchPort	Lechwell_L1_2_Port58		2023-08-27 12:01:46		
2023-08-27 12:01:40	SwitchPort	Lechwell_L1_2_Port59		2023-08-27 12:01:46		
2023-08-27 12:01:40	SwitchPort	Lechwell_L1_2_Port60		2023-08-27 12:01:46		
2023-08-27 12:01:40	SwitchPort	Lechwell_L1_2_Port61		2023-08-27 12:01:46		
2023-08-27 12:01:40	SwitchPort	Lechwell_L1_2_Port62		2023-08-27 12:01:46		
2023-08-27 12:01:40	SwitchPort	Lechwell_L1_2_Port63		2023-08-27 12:01:46		
2023-08-27 12:01:40	SwitchPort	Lechwell_L1_2_Port64		2023-08-27 12:01:46		
2023-08-27 12:01:40	SwitchPort	Lechwell_L1_2_Port65		2023-08-27 12:01:46		
2023-08-27 12:01:40	SwitchPort	Lechwell_L1_2_Port66		2023-08-27 12:01:46		
2023-08-27 12:01:40	SwitchPort	Lechwell_L1_2_Port67		2023-08-27 12:01:46		
2023-08-27 12:01:40	SwitchPort	Lechwell_L1_2_Port68		2023-08-27 12:01:46		
2023-08-27 12:01:40	SwitchPort	Lechwell_L1_2_Port69		2023-08-27 12:01:46		
2023-08-27 12:01:40	SwitchPort	Lechwell_L1_2_Port70		2023-08-27 12:01:46		
2023-08-27 12:01:40	SwitchPort	Lechwell_L1_2_Port71		2023-08-27 12:01:46		
2023-08-27 12:01:40	SwitchPort	Lechwell_L1_2_Port72		2023-08-27 12:01:46		
2023-08-27 12:01:40	SwitchPort	Lechwell_L1_2_Port73		2023-08-27 12:01:46		
2023-08-27 12:01:40	SwitchPort	Lechwell_L1_2_Port74		2023-08-27 12:01:46		
2023-08-27 12:01:40	SwitchPort	Lechwell_L1_2_Port75		2023-08-27 12:01:46		
2023-08-27 12:01:40	SwitchPort	Lechwell_L1_2_Port76		2023-08-27 12:01:46		
2023-08-27 12:01:40	SwitchPort	Lechwell_L1_2_Port77		2023-08-27 12:01:46		
2023-08-27 12:01:40	SwitchPort	Lechwell_L1_2_Port78		2023-08-27 12:01:46		
2023-08-27 12:01:40	SwitchPort	Lechwell_L1_2_Port79		2023-08-27 12:01:46		
2023-08-27 12:01:40	SwitchPort	Lechwell_L1_2_Port80		2023-08-27 12:01:46		
2023-08-27 12:01:40	SwitchPort	Lechwell_L1_2_Port81		2023-08-27 12:01:46		
2023-08-27 12:01:40	SwitchPort	Lechwell_L1_2_Port82		2023-08-27 12:01:46		
2023-08-27 12:01:40	SwitchPort	Lechwell_L1_2_Port83		2023-08-27 12:01:46		
2023-08-27 12:01:40	SwitchPort	Lechwell_L1_2_Port84		2023-08-27 12:01:46		
2023-08-27 12:01:40	SwitchPort	Lechwell_L1_2_Port85		2023-08-27 12:01:46		
2023-08-27 12:01:40	SwitchPort	Lechwell_L1_2_Port86		2023-08-27 12:01:46		
2023-08-27 12:01:40	SwitchPort	Lechwell_L1_2_Port87		2023-08-27 12:01:46		
2023-08-27 12:01:40	SwitchPort	Lechwell_L1_2_Port88		2023-08-27 12:01:46		
2023-08-27 12:01:40	SwitchPort	Lechwell_L1_2_Port89		2023-08-27 12:01:46		
2023-08-27 12:01:40	SwitchPort	Lechwell_L1_2_Port90		2023-08-27 12:01:46		
2023-08-27 12:01:40	SwitchPort	Lechwell_L1_2_Port91		2023-08-27 12:01:46		
2023-08-27 12:01						



Strengthen ITSM by AI Empowerment

AI-driven ITSM makes operations faster, smarter, and more proactive. MCdesk AI can auto-categorize, prioritize and assign tickets to the right team to follow up. It identifies authentic connections between incidents and past problems with **Retrieval-augmented generation (RAG)** knowledge base, offering faster resolutions.

Contact Us

Reach out to us to learn more about **MCdesk!**

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