

# 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 However, legacy IT service management (ITSM) practices often hinder progress, such as outdated systems, fragmented tools, and manual workflows.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- **Poor User Experience:** Clunky interfaces and outdated portals make service requests cumbersome, further diminishing productivity.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.



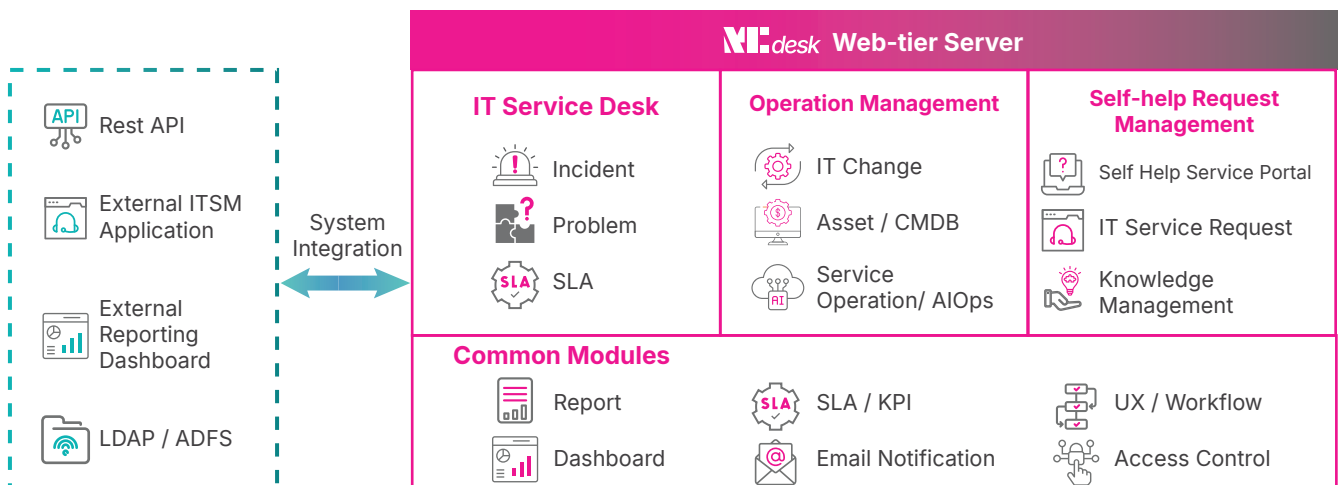
Increase productivity with easy-to-use **Graphical User Interface (GUI)**, **Self-Service Portal** and flexible-designed **dashboard**



Provide efficient resolutions of issue with comprehensive **CMDB synchronization**



Enhance judgment with **AI-driven data analytics**

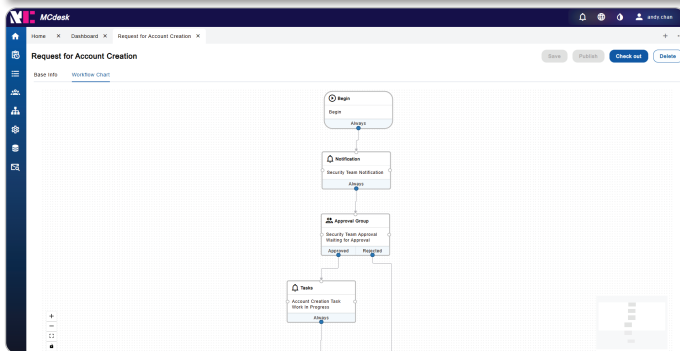




## Easy to Deploy and Streamlined User Experience

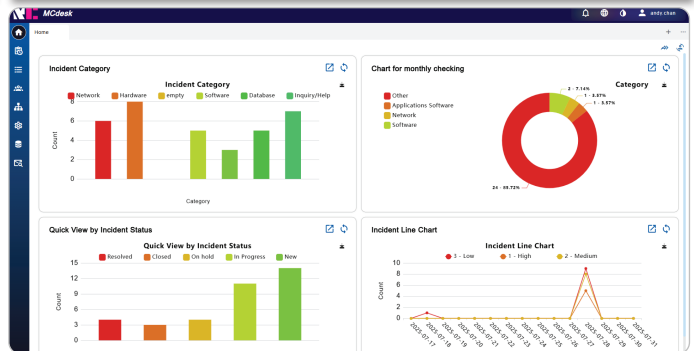
Streamline your IT processes with **MCdesk's intuitive no-code workflow engine**. This user-friendly tool empowers IT teams to design and implement customized workflows quickly, enhancing operational efficiency and user satisfaction. It provides a mobile-friendly self-service platform so that users can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

### GUI-based Workflow Engine



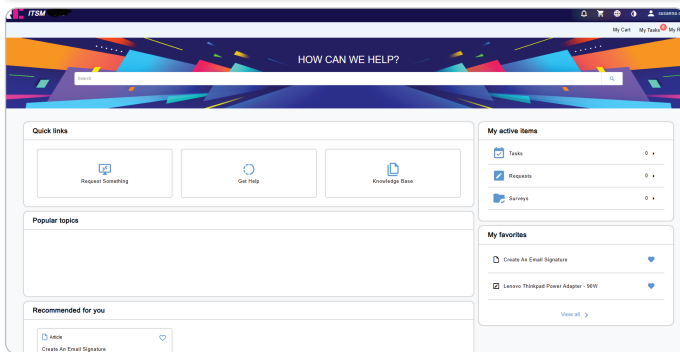
Fast deployment without coding required; streamline workflows and reduce the manual and repetitive tasks by automating key processes

### Dashboard

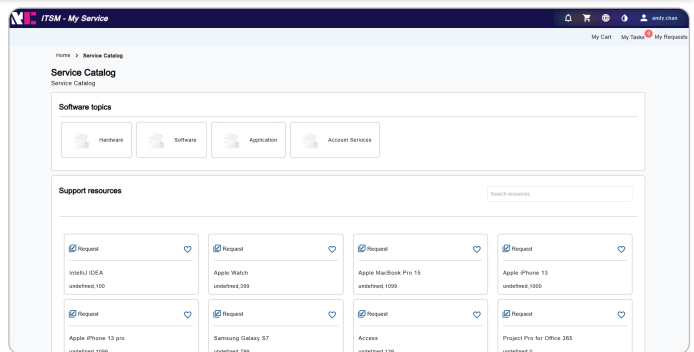


Provide real-time visibility of ticket status, display metrics on user satisfaction and resolution times, providing insights into service performance

### Self-Service Portal



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

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

Number	Urgency	Created time	Start date	End date	Operated at	Start date	End date	Short description	Priority
INC2025070001	3 - Low	2025-06-20 14:07:24	2025-06-20 14:07:23	2025-06-20 15:00:13	Test incident for device	2025-06-20 15:00:13	2025-06-20 15:00:13	Test incident for device	3 - Planning
INC2025070006	1 - High	2025-06-07 16:56:17	2025-06-07 16:56:17	2025-06-07 14:26:26	Forward device	2025-06-07 14:26:26	2025-06-07 14:26:26	Forward device	1 - Critical
INC2025070009	3 - Low	2025-06-01 11:51:55	2025-06-01 11:51:55	2025-06-01 11:51:55	Mailbox full	2025-06-01 11:51:55	2025-06-01 11:51:55	Mailbox full	3 - Planning
INC2025070010	1 - High	2025-07-21 14:47:45	2025-07-21 14:47:45	2025-07-21 14:36:35	Office 365 license issue	2025-07-21 14:36:35	2025-07-21 14:36:35	Office 365 license issue	1 - Critical
INC2025070011	3 - Low	2025-07-28 17:44:29	2025-07-28 17:44:29	2025-06-11 10:23:49	Antivirus software security	2025-06-11 10:23:49	2025-06-11 10:23:49	Antivirus software security	3 - Planning
INC2025070012	2 - Medium	2025-07-28 17:44:30	2025-07-28 17:44:30	2025-06-11 10:23:49	Cloud storage sync failing for	2025-06-11 10:23:49	2025-06-11 10:23:49	Cloud storage sync failing for	2 - Moderate
INC2025070013	3 - Low	2025-07-28 17:44:30	2025-07-28 17:44:30	2025-06-11 10:23:49	Mailbox full	2025-06-11 10:23:49	2025-06-11 10:23:49	Mailbox full	3 - Planning
INC2025070014	2 - Medium	2025-07-28 17:44:30	2025-07-28 17:44:30	2025-06-11 10:23:49	Forward mailbox upgrade	2025-06-11 10:23:49	2025-06-11 10:23:49	Forward mailbox upgrade	2 - Moderate
INC2025070015	3 - Low	2025-07-28 17:44:30	2025-07-28 17:44:30	2025-06-11 10:23:49	Forward mailbox upgrade	2025-06-11 10:23:49	2025-06-11 10:23:49	Forward mailbox upgrade	3 - Planning
INC2025070017	3 - Medium	2025-07-28 17:44:30	2025-07-28 17:44:30	2025-06-11 10:23:49	Forward mailbox upgrade	2025-06-11 10:23:49	2025-06-11 10:23:49	Forward mailbox upgrade	3 - Planning

Streamline logging, categorizing, and resolving incidents to minimize disruption

### Problem Management

Opened by	Created time	Updated time	Number	Status	Short description	Priority
andy chan	2025-07-29 11:09:29	2025-06-15 11:33:04	PRB2507290027	New	Legacy phone system	5
andy chan	2025-07-29 11:09:47	2025-07-29 16:33:31	PRB2507290025	New	Antivirus signature database	2
andy chan	2025-07-29 11:09:47	2025-07-29 16:33:31	PRB2507290025	New	Cloud sync algorithm issue	5
andy chan	2025-07-29 11:09:47	2025-07-29 11:06:23	PRB2507290022	New	Overly aggressive firewall	5
andy chan	2025-07-29 11:09:47	2025-07-29 11:06:23	PRB2507290021	New	Shared drive permission	4
andy chan	2025-07-29 11:09:47	2025-07-29 11:06:23	PRB2507290020	New	Unstable UPS status in data	1
andy chan	2025-07-29 11:09:47	2025-07-29 11:06:23	PRB2507290019	New	Software dependency conflicts	5
andy chan	2025-07-29 11:09:47	2025-07-29 11:06:23	PRB2507290018	New	Inadequate email filtering	2
andy chan	2025-07-29 11:09:47	2025-07-29 16:21:34	PRB2507290017	New	Backup script misconfiguration	5

Identify root causes of recurring or major incidents for effective solutions

### Change Management

Number	Category	Priority	Location	Work notes
CHG2507290026	Other	4 - Low	None	None

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

Number	Category	Priority	Location	Work notes
CHG2507290026	Other	4 - Low	None	None

### Configuration Management Database (CMDB)

Created time	Class type	Class name	IP address	Name	Updated time	Assigned to
2025-06-27 11:38:18	StorageDevice	Storage_A	2025-06-27 11:38:18			
2025-06-25 12:01:46	SwitchPort	SwitchPort_L2_1_P001	2025-06-25 12:01:46			
2025-06-25 12:01:46	SwitchPort	SwitchPort_L2_1_P003	2025-06-25 12:01:46			
2025-06-25 12:01:46	SwitchPort	SwitchPort_L2_1_P0016	2025-06-25 12:01:46			
2025-06-25 12:01:46	SwitchPort	SwitchPort_L2_1_P0017	2025-06-25 12:01:46			
2025-06-25 12:01:46	SwitchPort	SwitchPort_L2_1_P0022	2025-06-25 12:01:46			
2025-06-25 12:01:46	SwitchPort	SwitchPort_L2_1_P0043	2025-06-25 12:01:46			
2025-06-25 12:01:46	SwitchPort	SwitchPort_L2_1_P0018	2025-06-25 12:01:46			
2025-06-25 12:01:46	SwitchPort	SwitchPort_L2_1_P0019	2025-06-25 12:01:46			
2025-06-25 12:01:46	SwitchPort	SwitchPort_L2_1_P0015	2025-06-25 12:01:46			

Name	Class type	IP address	Short description	Related records
ARMED-GATEWAY-NICE-A	FirewallDevice	2025-06-27 11:38:18	ARMED-GATEWAY-NICE-A	FirewallDevice
ARMED-GATEWAY-NICE-A	FirewallDevice	2025-06-27 11:38:18	ARMED-GATEWAY-NICE-A	FirewallDevice
ARMED-GATEWAY-NICE-A	FirewallDevice	2025-06-27 11:38:18	ARMED-GATEWAY-NICE-A	FirewallDevice
ARMED-GATEWAY-NICE-A	FirewallDevice	2025-06-27 11:38:18	ARMED-GATEWAY-NICE-A	FirewallDevice
ARMED-GATEWAY-NICE-A	FirewallDevice	2025-06-27 11:38:18	ARMED-GATEWAY-NICE-A	FirewallDevice
ARMED-GATEWAY-NICE-A	FirewallDevice	2025-06-27 11:38:18	ARMED-GATEWAY-NICE-A	FirewallDevice
ARMED-GATEWAY-NICE-A	FirewallDevice	2025-06-27 11:38:18	ARMED-GATEWAY-NICE-A	FirewallDevice
ARMED-GATEWAY-NICE-A	FirewallDevice	2025-06-27 11:38:18	ARMED-GATEWAY-NICE-A	FirewallDevice
ARMED-GATEWAY-NICE-A	FirewallDevice	2025-06-27 11:38:18	ARMED-GATEWAY-NICE-A	FirewallDevice
ARMED-GATEWAY-NICE-A	FirewallDevice	2025-06-27 11:38:18	ARMED-GATEWAY-NICE-A	FirewallDevice

Offer centralized view of all configuration items (CIs) to speed up root cause analysis by showing dependencies and interconnections between assets



## 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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[www.magiccreative.io](http://www.magiccreative.io)

