MCdesk

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 However, legacy IT service management (ITSM) practices often hinder progress, such as outdated systems, fragmented tools, and manual workflows.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- **Poor User Experience:** Clunky interfaces and outdated portals make service requests cumbersome, further diminishing productivity.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.
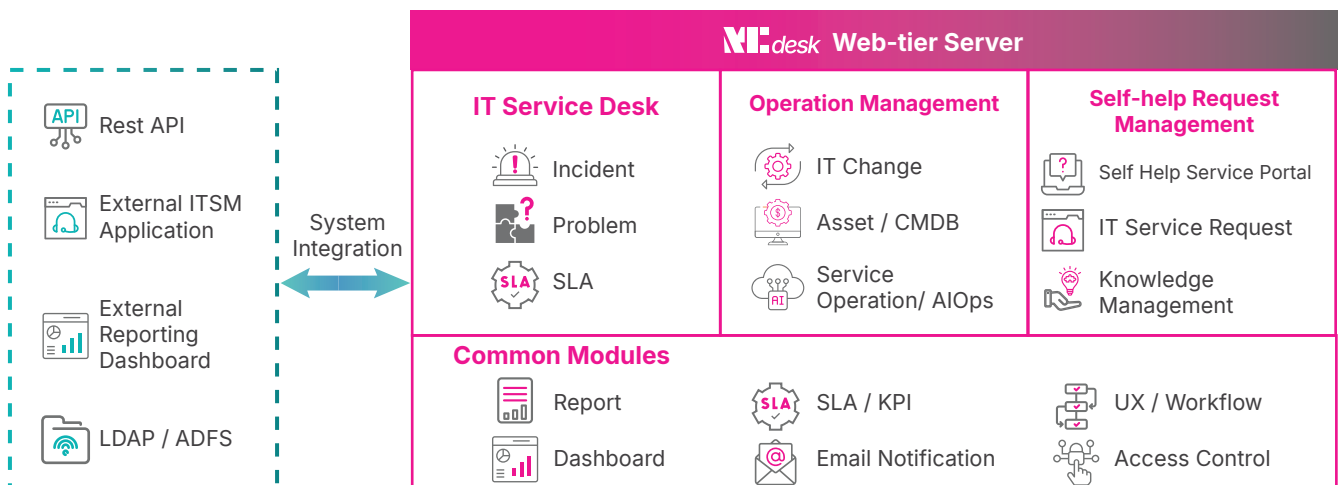
Increase productivity with easy-to-use **Graphical User Interface (GUI)**, **Self-Service Portal** and flexible-designed **dashboard**

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

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

MCdesk Web-tier Server

IT Service Desk
- Incident
- Problem
- SLA

Operation Management
- IT Change
- Asset / CMDB
- Service Operation/ AIOps

Self-help Request Management
- Self Help Service Portal
- IT Service Request
- Knowledge Management

Common Modules
- Report
- Dashboard
- SLA / KPI
- Email Notification
- UX / Workflow
- Access Control

System Integration

- Rest API
- External ITSM Application
- External Reporting Dashboard
- LDAP / ADFS

## 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.
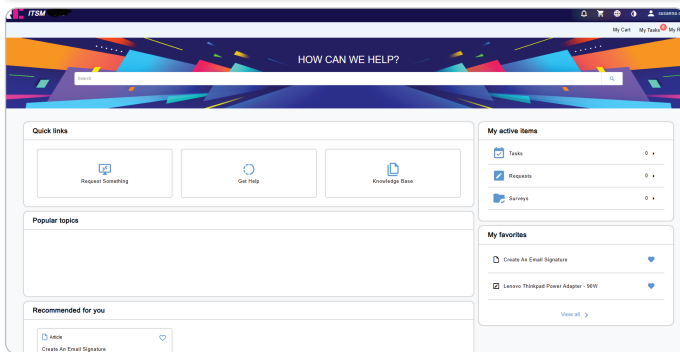
GUI-based Workflow Engine
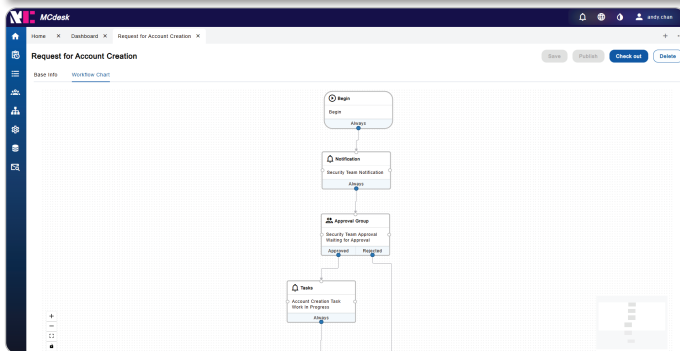
Fast deployment without coding required; streamline workflows and reduce the manual and repetitive tasks by automating key processes

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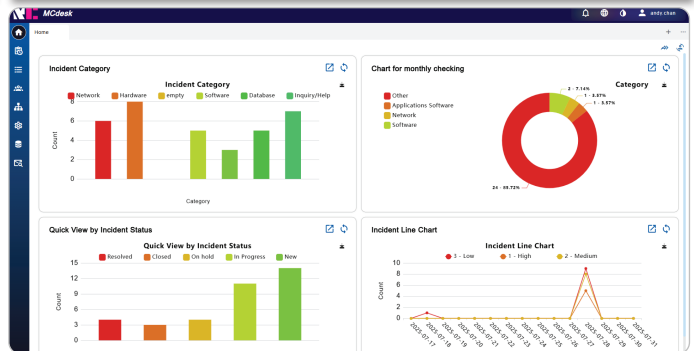
Provide real-time visibility of ticket status, display metrics on user satisfaction and resolution times, providing insights into service performance

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.
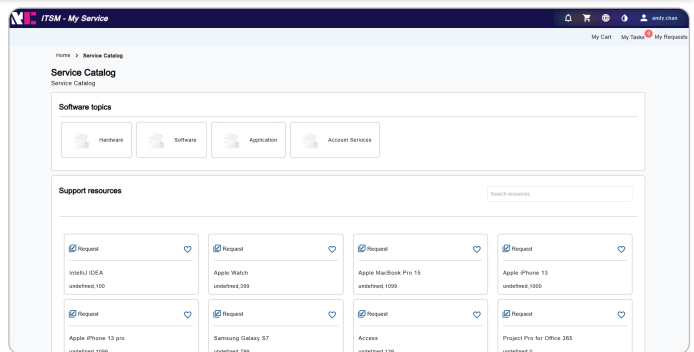
MCdiscovery

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

Streamline logging, categorizing, and resolving incidents to minimize disruption

Problem Management

Identify root causes of recurring or major incidents for effective solutions

Change Management

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

Configuration Management Database (CMDB)

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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