

MAGIC

Service Desk Suite

From the Leader in Service Management

The Magic Service Desk Suite is an easy-to-use and easy-to-implement browser-based support automation tool—designed specifically for the mid-sized business, which aligns people, processes, and technology to reduce support costs and improve efficiency.

The Magic Service Desk Suite for the Mid-sized Business is a customizable service management solution that combines best-in-class help desk software with core ITIL best practices, the industry-standard framework for IT service delivery and support processes. This solution helps you focus the “right” people and resources on the “right” problems to deliver improved financial performance and increased manageability to your business.

The Magic Service Desk Suite, a Remedy IT Service Management solution from BMC Software, helps lower costs, increase customer satisfaction, and improve productivity. Our flexible service desk software and solutions are used beyond IT, further increasing your ROI and lowering your Total Cost of Ownership. The suite is based on the Magic Service Desk, and provides the following capabilities:

- Active Directory Integration
- Service Management
- Self-Service Ticketing
- Knowledge Management
- Service Level Agreements
- Asset Management
- Enhanced Email Integration
- Work Orders
- Purchase Requests
- Customized Forms
- Work Flow Engine
- Real-Time Reporting
- Service Management
- Test-to-Production Tool
- Microsoft SMS Integration
- Enhanced Usability Features
- Simplified Installation Process

Improve user productivity with the capability to easily locate and display important information. The application allows you to easily sort and filter data through a query design wizard. It also includes a multi-language dictionary, spell checker, and other features that increase usability.

Here are highlights of some of the many benefits the Magic Service Desk Suite can bring to your organization:

Reduce Costs

Leveraging the suite within other departments greatly increases your return on investment and reduces administration expenses.

Improve Productivity

Implementing the Magic Service Desk Suite, a proven automation tool, allows you to handle an increase in service requests without an increase in headcount.

Increase End-User Satisfaction

The Magic Service Desk Suite’s tightly integrated Service Level Agreement module constantly monitors your response and resolution times.

Knowing how your customers rate your service is the first step to improving their satisfaction. With Magic Surveyor you can survey your customers and get their feedback quickly and easily.

Provide Easy Integration with Active Directory and Windows Security

The suite integrates with Active Directory (AD) out-of-the-box. It provides the ability to easily leverage and access AD information from within Magic. In addition, it offers a unified authentication system that integrates with the Windows security model, allowing Magic users to securely access the service desk system without requiring additional login IDs or passwords.

Manage Change through Automation

The Magic Service Desk Suite ensures that every change is requested, approved, and implemented following established procedures, allowing you to measure and report on the results.

Provide 24-Hour Access to End Users

Employees or clients can submit requests for service via email or the Web at any time. They can check the status of their requests and search Frequently Asked Questions on their own.

Make Better Decisions

Magic Service Desk delivers the right information, to the right people, at the right time, empowering you to make the best decisions and improve your bottom line.

Management reports focus on providing business value metrics and trend analysis. Administrators can define the reports users can view and access.

Reduce Calls

Magic Service Desk reduces calls by keeping your customers constantly informed. The application's automated workflow sends confirmations and notifications when changes occur, keeping customers in the loop and reducing their need to contact you, thus lowering your support costs.

Cut Abandon Rates

Cutting seconds on each call makes a big difference. Telephony integration to Magic Service Desk automatically identifies your customers and pops their information to the screen, reducing call length and allowing your reps to take more calls.

Improve Teamwork

The Magic Service Desk Suite improves communication across all departments by integrating a workflow system with support, service, engineering, marketing, facilities, and sales. The browser-based interface makes it easy to access and foster a team environment within your organization.

Simplify Form Customization

An image object allows you to insert your own static logos and graphics onto forms. New sizing and aligning features in form customization make form creation easier.

Increase Efficiency

A centralized repository allows you to store, retrieve, and distribute information efficiently. Magic Service Desk can also centrally maintain all information, notes, testing results, and attachments, making them accessible to anyone, anywhere.

Enable users to include hyperlinks in outgoing email, which will automatically launch Magic and bring them to the incident described in the email.

Reduce Operational Expenses

No software is required on the desktop, so installation and upgrades are quick and easy. This allows your staff to focus on more strategic initiatives.

Integrate with Legacy Systems

The Magic Service Desk Suite helps you to further reduce costs by integrating with your existing legacy systems to exchange data and reduce manual entry.

Automate Request Processing

Every request is logged, approved, and submitted electronically following established procedures, allowing you to streamline, track, and effectively report on the process.

Expedite the Installation Process

New users can install the suite and be up and running in less than an hour. A new Configuration Wizard tool can be run from the server. This tool will assist users in populating key pick lists (such as subject/category, status, urgency, etc.) as part of the installation process.

About Remedy Solutions

Remedy delivers Service Management software solutions that enable organizations to align internal and external service and support processes to business goals. More than 10,000 customers worldwide, from small and mid-sized businesses to global enterprises, have chosen Remedy's IT Service Management and Customer Service and Support software to automate their support processes, improve service levels, manage assets, and lower costs. As part of BMC Software, Remedy's highly flexible, best-practice applications enable enterprise-wide Business Service Management, and allow customers to easily adapt to unique and changing requirements.

About BMC Software

BMC Software, Inc. (NYSE:BMC) is a leading provider of enterprise management solutions that empower companies to manage their IT infrastructure from a business perspective. Delivering Business Service Management, BMC Software solutions span enterprise systems, applications, databases and service management. Founded in 1980, BMC Software has offices worldwide and fiscal 2004 revenues of more than \$1.4 billion. For more information about BMC Software, visit www.bmc.com.



1030 West Maude Avenue
Sunnyvale, CA 94085 USA

Contact the Magic Team

Tel: 800.96.MAGIC / 800.966.2442
www.remedy.com/solutions/magic