



MagicPortal

Enhanced Self-Service for BMC Service Desk Express

RightStar's MagicPortal is a Self Service Help Desk (SSHD) and Client Services (CS) replacement for BMC Service Desk Express. It includes all of the base functionality of SSHD and CS, as well as several additional capabilities.

BASED ON SDE WEB SERVICES MagicPortal accesses SDE using SDE Web Services. As a result, it can be deployed independently of the SDE application server. This also allows MagicPortal to be used with any module in SDE that is available via Web Services.

FLEXIBLE SECURITY Since the security is also based on SDE Web Services, there are no limitations to configuring client access. The base SSHD and CS applications only allow security at the client, department, or company level.

ENHANCED LOOK AND FEEL The user experience is completely customizable. The system utilizes cascading style sheets to manage the look and feel of the user interface. Most of the marketing aspects of the application, like graphics and titles, are managed with configuration options. This means that an organization can easily modify the application to match its existing web presence.

MULTIPLE INSTANCES MagicPortal supports multiple instances on the same application server. This is an important benefit for organizations that have a service provider business model. It is easy to deploy multiple instances of the portal to the same server, where each instance can be customized for a particular customer.

REQUIREMENTS

- BMC Service Desk Express with Web Services
- ASP.NET 2.0
- The application server must have HTTP/HTTPS access to the SDE application server where the Integration Engine is installed

FUTURE ENHANCEMENTS

- Windows Integrated/Single Sign-On authentication
- Configuration Wizard
- Reporting integration



RIGHTSTAR SYSTEMS

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RightStar Systems is a leading provider of ITIL-based service management solutions for upper-middle market firms and government agencies. As an Elite BMC Software Solution Partner, RightStar develops its own add-on modules and provides consulting, design, and implementation services for BMC Service Support, Service Assurance, and Service Automation products. RightStar also conducts onsite ITIL assessments and provides strategic recommendations for delivering services to the business more efficiently.