



MagicWand, developed specifically for use with BMC Service Desk Express, is a powerful tool which exploits the accuracy of barcode readers to more accurately track computers, equipment, furniture, and other resources.

FLEXIBLE COMPUTING AT THE POINT OF ACTIVITY

MagicWand is a barcode solution integrated with your data and managed using your BMC Service Desk Express asset management, inventory, or receiving application. MagicWand provides access to data from the following modules in the palm of your hand:

- Buildings and Rooms
- Inventory Items
- Clients
- Staff
- Inventory Actions
- Vendors
- Inventory Catalog



IS AUTO-DISCOVERY ENOUGH? MagicWand complements auto-discovery software tools which can identify inventory items, but can't always locate them.

USE MAGICWAND "OUT-OF-THE-BOX" or work with a RightStar consultant to configure the application to your specific requirements. Unlike other barcode solutions that force you to play by their rules, a RightStar consultant is available to work with you to develop the solution that's right for your organization.

LOW-COST INDUSTRY STANDARD SCANNERS

The MagicWand scanner application will run on numerous PalmOS- or Pocket PC-based handheld scanners. A complete list is available. These platforms were chosen to provide the highest level of storage space and flexibility for deployment of this and future asset management applications.

A COMPLETE SOLUTION

First, your BMC Service Desk Express application is enhanced to provide the tables and fields necessary for your organization to manage its assets. Optional configurations are performed to the MagicWand program before it is installed in your environment. Then the handheld scanner of your choice is configured to allow hassle-free input of your asset, client, and location information. Finally, training is provided for both administrators and end users.

MAGICWAND FUNCTIONALITY

ASSET VERIFICATION One Button Audit—A simple scan of the asset tag reveals model description, asset tag, serial number, building, room, and client assigned. Change information on-the-fly as necessary.

TRACKING Record movement of inventory items from one location and/or client to another. Provides a record of all actions associated with an inventory item throughout its lifecycle:

- Installation
- Reallocation / Movement
- Repair
- Uninstall / Excess

RECEIVING Capture information for large quantities of equipment upon receipt, quickly and easily:

- Packing slip, purchase order, and invoice numbers
- Part, asset tag, and serial numbers
- Item description
- Vendor
- Warranty information



NEW FEATURES

PHYSICAL INVENTORY MODULE

- One Button Audit—Simple asset tag scan reveals model description, asset tag, serial number, building, room, and client assigned
- Easy-to-use interface makes the process of auditing assets quick and simple
- Ability to modify any displayed asset data elements during your field audit
- Warns if asset is not found in inventory and allows new item creation on-the-fly

OPTIMIZED FOR SPEED AND STORAGE

- 16MB Palm device stores up to 40,000 assets, with greater storage on Palm devices with more memory
- Optimized form and field placement allows for faster field data entry

NEW REPORTS

- Assets audited by location, department, client
- Audit Trail report with “Asset Movement Only” option
- Warranty Expiration report flags assets whose warranty will soon expire

SECURE PALM OS 5.2 ENCRYPTION

- Choose to have the device auto-lock after a certain period of inactivity
- Select which applications and databases are encrypted

SUPPORTS ADDITIONAL HANDHELD DEVICES

- Grabba International’s barcode scanner module
- Socket Communications In-Hand Scan Card—a small SDIO module that fits in most handheld devices that have an SD/MMC slot



MAGICWAND REQUIREMENTS

- Scanners (complete listing available):
 - Symbol SPT 1500, 1800, PPT, MC70 & MC50 series
 - Palm Tungsten and Zire series PDAs with Gripon Grabba U1 or Socket SDIO In-Hand Scan barcode scanner
 - Janam XP20 and XP30
 - Handspring Visor with CSM 150 barcode module
- BMC Service Desk Express (Magic) v7.x or higher
- Microsoft Access v2000 or higher
- RightStar consultant on-site implementation and training (5-day minimum)

THE MAGICWAND PACKAGE

SERVER-SIDE SOFTWARE

- Barcode data import and application management utilities

HANDHELD SCANNER SOFTWARE

- Barcode scanning program with three asset management modules

PROFESSIONAL SERVICES

- Normalization of SDE locations
- Links between assets and clients, rooms, buildings, and work orders
- Customization of asset attributes
- Creation of asset audit trail, asset availability, and usage counts
- Migration of your current asset data into BMC Service Desk Express
- Onsite training for administrators and end users

REPORTING

- Asset status, audit trail, and warranty reports linked to the BMC Service Desk Express reporting module

RIGHTSTAR SYSTEMS

Headquarters in Vienna, Virginia

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 Desk Express and BMC Remedy ITSM products. RightStar also conducts onsite ITIL assessments and provides strategic recommendations for delivering services to the business more efficiently.