



SimpleDesk Pro™

Powered by a unified service desk & IT asset management platform



SERVICE DESK · ASSET MANAGEMENT · REMOTE SUPPORT — UNIFIED

One Platform for Every Ticket, Every Asset, Every Customer.

A modern, cloud-hosted service desk and IT asset management platform built for managed service providers and internal IT teams — combining ticketing, live asset visibility, and remote-support session launch in a single, enterprise-grade console.

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unified console for tickets, assets & cloud

24/7

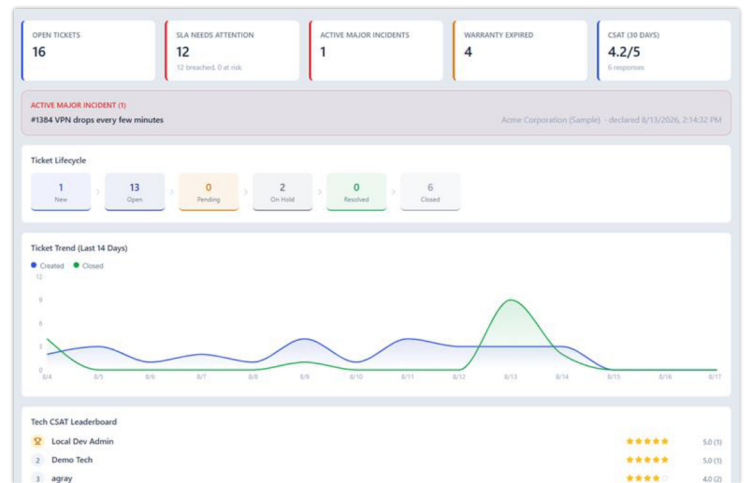
live fleet health & remote access

100%

White-label, your brand throughout

Built for the Way Modern Service Desks Actually Work

- ✓ **Tickets that know your assets** — Every ticket can link directly to the affected device or cloud resource — technicians see hardware, warranty, and live health without leaving the ticket.
- ✓ **One click to a remote session** — Launch a remote-support session straight from a ticket or an asset record — no hunting for hostnames or switching tools.
- ✓ **A portal your customers will actually use** — A clean, self-service customer portal for submitting requests, tracking status, browsing help articles, and — if you choose to expose it — viewing their own devices, cloud spend, contracts, and projects.



Core Capabilities

Ticketing & Workflow

Configurable queues, SLA policies, categories, and no-code automation rules that reassign, escalate, or auto-close tickets on your own conditions.

Major Incident Management

Declare and broadcast outages with a single click — a public, unauthenticated status page keeps affected users informed without opening a ticket each.

Knowledge Base

A shared internal knowledge base with a controlled review-and-publish workflow before any article reaches your customers.

Asset & Inventory Management

Full hardware lifecycle — warranty, depreciation, custom fields, relationship mapping, and duplicate detection — for both agent-managed and manually tracked equipment.

Multi-Cloud Visibility

Inventory and cost visibility across Azure, AWS, and GCP in one screen, with configurable margin-based pricing for MSP billing.

Change & Problem Management

Full ITIL-aligned change approval workflow and root-cause problem tracking, linked back to the tickets that surfaced them.



Professional Services & Billing

Track engagements from quote to close: Projects group tickets under a Statement of Work, Contracts track purchased hours (or warranty/lease coverage), and every logged minute rolls up automatically into remaining-hours reporting — no separate spreadsheet, no manual reconciliation.

A Portal Your Customers Will Actually Use

✓ Self-service ticket submission

A guided "Report an Issue" form with live knowledge-base suggestions as they type — many issues get resolved before a ticket is ever needed.

✓ Full visibility, on your terms

Choose exactly what each customer — or even each individual user — can see: their devices, cloud spend, contracts, licenses, and change history, all read-only and fully sandboxed to their own data.

✓ Branded to match your business

Upload your own logo and let each customer see their own branding in their portal — the platform disappears behind your brand.

Enterprise-Grade Security, MSP-Friendly Pricing

- ✓ **Modern identity, zero passwords to manage** — Sign-in runs entirely on your customers' existing Microsoft identity — no separate password database for this platform to protect or for you to reset.
- ✓ **Granular, auditable access control** — Role- and scope-based permissions mean a technician only ever sees and does what their role allows — reviewed and hardened against SOC 2-aligned trust service criteria.

- ✓ **Strict multi-tenant data isolation** — Every customer's data is scoped and enforced at the query layer — with an optional fully isolated deployment tier for customers who require it.
- ✓ **Cost-efficient cloud hosting** — Runs on modern, consumption-friendly cloud infrastructure that scales down when idle — built to keep your infrastructure cost low without compromising reliability.

At a Glance

Deployment	Cloud-hosted, single or multi-tenant, with an isolated-tenant option for compliance-driven customers
Access	Modern web browser — technician console, customer portal, and public status pages, no client software to install
Identity	Sign-in via your organization's existing Microsoft identity platform
Remote Support	Integrated with SimpleHelp for one-click remote session launch and live endpoint health
Cloud Providers	Azure, AWS, and Google Cloud inventory and cost visibility, natively supported
AI (optional)	Bring your own provider — OpenAI, Anthropic, Google, Microsoft Copilot Studio, or Azure AI Foundry
Branding	Fully white-label — your logo, your name, your customers never see an unfamiliar product

Ready to see it in action?

Contact a SimpleDesk Pro™ representative to schedule a walkthrough.