

# FusionStorm Cuts Customer SLA Deployment Time 80 Percent with Service Level Management from Nimsoft

## *Managed Service Provider (MSP) Uses Nimsoft on Wide Range of IT Infrastructure*

### Industry

Managed Service Provider

### Challenge

To improve its overall customer satisfaction by deploying customer service level agreements (SLAs) more efficiently and cost-effectively

### Solution

Using the Nimsoft for SLA monitoring and reporting solution to deliver performance information to its customers

### Results

Nimsoft reduced customer SLA deployment times by 80 percent

Monitored performance information delivered via Web portals to customers

Proactive monitoring and diagnostic measures ensure that customer SLA targets are met

With more than 700 active customers, San Francisco-based FusionStorm knows managed services. The company is a pioneer in this cost-effective, highly efficient segment of enterprise computing which, instead of placing hardware and software on customer premises, delivers the necessary technology via the Internet as a service. From hosted networks, servers, and storage to remote database and security offerings, FusionStorm is a leader in its field.

As part of its customer relationships, FusionStorm typically furnishes Service Level Agreement (SLA) information that describes the availability, performance, and alert status of their contracted services. In the past, FusionStorm used HP OpenView to monitor its service offerings. But Vince Conroy, chief technology officer of FusionStorm, felt the need for a better alternative.

“OpenView is a large, legacy product, so it’s quite cumbersome and expensive to maintain,” said Conroy. “As an MSP we needed a tool better suited to our needs, which would allow us to bring new customers online quickly with a lower cost of operation.”

Conroy assembled a list of attributes that would make for an ideal SLA monitoring and reporting software solution. In addition to speed of deployment, at the top of his wish list were agent-based onboard monitoring, scalability, and support for a wide range of objects. His search led him to Nimsoft, the service level management suite from Nimsoft.

“Because Nimsoft uses agents, it allows me to implement auto-responder scripts, something we felt would greatly enhance our capabilities,” he notes. “It also had all the major items we were seeking — multi-platform support, excellent scalability, web-based reporting without a virtual private network, and robust security. And its pricing model allows us to license Nimsoft on a monthly basis as needed.”

From a practical standpoint, Nimsoft’s lean architecture also would mean easier installation, both at FusionStorm and at customer premises. “In addition to monitoring our internal data centers, many of our customers wanted SLA reporting in-house. The plug-and-play aspect of Nimsoft means we can significantly reduce the amount of time needed to roll out SLA to our customers,” Conroy says.

Nimsoft makes service level management automatic, convenient, and affordable for users through its unique approach to SLA monitoring. By using efficient software “probes” installed locally on managed servers, Nimsoft provides an extremely high level of management functionality with little or no stress imposed on the devices themselves. This onboard approach ensures continuity of data collection should a network breakdown occur; data is spooled, then delivered when connectivity is restored.

In client/server environments, Nimsoft can also be deployed as a remote client to monitor such metrics as login or transaction performance. What’s more, the publish/subscribe technology and multiple executive dashboard GUIs allow users to instantly publish relevant data to any number of authorized in-house or customer personnel.

Within a month of final testing, Nimsoft was up and running at FusionStorm, servicing many of the MSP’s corporate clients. Conroy and his technical team, along with the company’s

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— Vince Conroy  
CTO, FusionStorm

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customers, were impressed with the ease-of-use and flexibility Nimsoft exhibited in monitoring servers, applications, web sites, and data centers of all types.

“We were excited to see how quickly Nimsoft deployed compared to OpenView,” Conroy reports. “In a typical 10 server environment, I’d say we cut our deployment time by 80 percent. Where we used to take days to bring up new customer SLAs, we now do it in hours. Nimsoft also requires less highly paid personnel, and less staff time overall, for ongoing support. By reducing our personnel requirements we’ve saved quite a bit of money.”

FusionStorm also plans to use Nimsoft to monitor performance and service levels for its new voice-over-Internet-protocol (VoIP) managed service. “Packet networks are inherently more complicated than traditional voice networks, and this will make sophisticated monitoring a requirement. Fortunately for us, we believe we have that capability with Nimsoft.”

As SLA monitoring becomes ever more important for customer satisfaction, FusionStorm feels it has implemented the kind of coverage customers want most through Nimsoft. “Right from the start, the deeper we looked at Nimsoft, the better it looked,” Conroy states. “That’s an unusual experience for any piece of technology.”

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## About Nimsoft

Nimsoft's mission is to deliver business-focused Service Level Management solutions that customers can easily deploy and use. Nimsoft solutions are used by hundreds of companies across diverse industries to manage complex networked systems and meet service level agreement targets. Nimsoft solutions combine advanced SLM functionality and broad platform coverage with unprecedented ease of implementation, deployment, and use. For more information, visit [www.nimsoft.com](http://www.nimsoft.com).

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