

# NimBUS Fuels New Efficiencies to Embrace Change for InCompass IT

## Industry

Managed Service Provider

## Challenge

Scaling MSP business to meet needs of growing direct customer base and expanding wholesale partnering strategy.

## Solution

NimBUS is a proven MSP platform with advanced features that enable the expansion of services and extend the value of the MSP's experience.

## Features and Benefits

- Fast installation and configuration, usually within hours, speeds time to market.
- Scalability and technology coverage accommodate growing customer base and multiple delivery models.
- Subscription pricing lowers upfront costs and aligns financial commitment with customer demand.
- Intuitive monitoring insights speed problem resolution times by 60 percent and boost customer satisfaction.
- Automation and efficiency fuels improved profit margins

## Embracing Change—and the Competition

With the explosive growth in demand for managed services among medium-to-large enterprises, many companies are entering the fray to capture some of this market. As an established managed service provider (MSP), InCompass IT saw this not as a threat, but as an opportunity. In business since 1996, InCompass IT had years of experience managing customer environments and saw a business opportunity to enable fledgling MSPs to resell InCompass IT services.

To make the channel concept work, InCompass IT made plans to scale its operations, which meant they needed to upgrade their monitoring capabilities. Previously, the company had been using a combination of limited point monitoring products and shareware—products that could no longer match the company's growth potential.

## NimBUS Fuels Efficiency and Proactive, Responsive Service

InCompass IT leadership gained deep expertise on the monitoring products available in the market by researching products on the market. Armed with this in-depth understanding, InCompass IT chose the NimBUS solution from Nimsoft. InCompass IT found a solution that presented an unparalleled combination of broad infrastructure coverage, ease of use, and sophistication. They were attracted to the advanced features that would enable them to provide higher quality services. In addition, like other MSPs, InCompass IT was attracted to Nimsoft's flexible, subscription-based pricing plan, which minimizes upfront costs and ensures costs only grow as usage grows.

"Given our experience and research, the decision to choose NimBUS was an easy one for us," explained Tim Lambrecht, president and CEO of InCompass IT. "NimBUS is a very robust product that helps us deliver proactive, responsive, and reliable services. Now we can cost effectively manage a broader range of customer environments, regardless of their size, large or small. The product's flexibility and the short, go-to-market time enables us to offer services to business partners who can brand them as their own."

InCompass IT's team uses NimBUS to monitor their own internal infrastructure, as well as the equipment of their customers. Since deployment, the NimBUS solution has brought InCompass IT a range of key advantages:

- Breadth of service offerings
- Faster issue resolution
- Self-service insights
- Easy, remote administration
- Scalability

With broad infrastructure coverage, NimBUS supports InCompass IT in its ability to service a broad client base and channel partnerships. InCompass IT is using NimBUS to monitor network devices, databases, application servers, end-user response, and much more. Further, NimBUS gives InCompass IT the flexibility to service a range of company sizes, whether a client wants to have one server or a large number of server clusters monitored.

“With NimBUS, we can monitor and set up alerts for just about any device, application, or service,” Lambrecht explained. “Any portion of the network that is important to a customer, we can monitor through alerts and dashboards, which enables us to be proactive in protecting their service level agreements.”

“Now our engineers can resolve issues approximately 60 percent faster—and often, we can actively identify and address issues before the customer ever notices there’s an issue. With all these improvements, customer satisfaction has improved substantially in the past two years. The NimBUS solution has ...delivered ROI many times over. Because of all the efficiencies we enjoy with NimBUS, we can deliver services profitably, while at the same time give our reseller partners an attractive margin.”

— Tim Lambrecht  
President and CEO, InCompass IT

## Faster Issue Resolution

Before implementing NimBUS, InCompass IT staff would most often find out about an issue when they would receive a call from a customer. For example, a customer would call to say he couldn’t log into a server. Once the call came in, an InCompass IT engineer would immediately review the server’s event log. Often, that event log wouldn’t clarify the cause of the issue. Next, they would review the server itself, to determine whether it was a memory or disk issue, for example. Many times, even after all that, they would need to look at other areas in the infrastructure, perhaps a router or some other element on the network. Ultimately, identifying and fixing issues could be labor intensive.

With the NimBUS solution, this scenario is very different. Today, when an issue arises, an alert will go off, notifying InCompass IT staff that a specific performance threshold is in danger of being breached, or that there is an outage. The InCompass IT engineer will then quickly scan the online dashboards to view precisely where the issue is occurring. Staff can then immediately pinpoint the issue and take steps to address it.

“With NimBUS, we can see which element is causing an issue, find out exactly what’s wrong, and jump in and fix it,” said Lambrecht. “Now our engineers can resolve issues approximately 60 percent faster—and often, we can actively identify and address issues before the customer ever notices there’s an issue. With all these improvements, customer satisfaction has improved substantially in the past two years.”

## Self Service Insights

Leveraging the NimBUS solution’s sophisticated online dashboard capability, InCompass IT offers a portal that customers can securely access to view real-time monitoring data. Customers can get a complete, customized view of their entire network, and all devices being monitored. These portals are intuitive, and they enable users to easily generate custom reports on any device or any performance aspect they choose.

In addition, the portal provides customers with the status of their ticketing system, such as the status and performance of requested fixes. Tracking such metrics as how many tickets are open, which users call the most often and why, provides vital insights for both clients and for InCompass IT staff.

## Scalability

The NimBUS solution’s characteristics have been vital as InCompass IT continues to expand. By offering ease, flexibility, and efficiency, the NimBUS solution has helped InCompass IT deploy and support large-scale endeavors usually associated with much larger companies. For example, they’ve built two enterprise-level ASP environments, both which offer services to

outside customers. In addition, they've built several ASP environments dedicated specifically to health care clients.

This scalability has served them well in their support of their growing channel. Today, one of InCompass IT's channel partners is an ISP that offers LANs and WANs to more than 6,000 customers. InCompass IT supports this company with a range of technical support services. Another channel partner is a large copier company with 2,300 customers. Even for such large companies, InCompass IT is well-equipped to help these partners expand their business—without their having to build new infrastructure or hire additional staff.

"The NimBUS solution has been instrumental in our ability to adopt this channel model—and so delivered ROI many times over," said Lambrecht. "Because of all the efficiencies we enjoy with NimBUS, we can deliver services profitably, while at the same time give our reseller partners an attractive margin."

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## About Nimsoft

Nimsoft provides next generation performance and availability monitoring solutions for the complete physical and virtualized IT infrastructure. The Nimsoft solutions redefine the standards for ease of use and speed of deployment – providing outstanding return on investment and unparalleled customer satisfaction. Over 600 customers in 30 countries rely on Nimsoft solutions to monitor their IT based business applications and services. These customers include mid-market and global organizations, such as Barclays Capital and Amway Corporation, Bay Area Rapid Transit, Ladbrokes, MTU Aero Engines, TriNet, TRW Automotive, and hundreds of leading managed service providers such as CDW Berbee, Easynet and Rackspace Managed Hosting. For more information, visit [www.nimsoft.com](http://www.nimsoft.com).

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