



## NIMSOF DATASHEET

# Nimsoft BSM Express

## Insights for Optimizing IT and Business Performance

### FEATURES

- Seamlessly integrated with Nimsoft monitoring deployments.
- Fast, effortless installation, including automated discovery, integration, and dashboard population.
- Out-of-the-box dashboards that are available within minutes of installation, and provide fast, easy-to-scan updates and insights.
- Dashboard templates that can be used to quickly create your own dashboards.
- Sophisticated service modeling capabilities that can be tailored to specific business and technical requirements.

### BENEFITS

- Reduce business risk by mitigating the potential for poor infrastructure performance to impair vital business services.
- Increase business agility by adapting the IT infrastructure more quickly to changing demands and opportunities.
- Improve operational efficiency by better prioritizing IT staffing, efforts, and investments.
- Enhance business results by improving the quality of those services most critical to achieving business objectives.

### Introduction

It's no secret that businesses rely on their IT infrastructures to an increasingly vital extent. Whether it's email, ERP, e-business, or virtually any other service, poor performance or downtime can have an immediate, significant impact on customer service, operations, and profits. But how can business executives gain an effective view into precisely how IT performance is affecting the business at any point in time? How can IT measure, in real-time, exactly where the trouble spots are and how they are affecting the business? The solution lies in business service management (BSM). BSM provides a way to put IT infrastructure insights into a business context, both so IT can better align its efforts with business priorities, and so business management can better understand IT's impact on the organization.

In the past, however, organizations seeking to employ BSM were left to choose solutions from either the large legacy systems management vendors or those offerings from niche, BSM-only vendors. These solutions have been proven to be extremely complex, expensive, and confusing—typically requiring a huge investment in a vendor's consulting services, which only adds to the already high total cost of ownership. It is because of this that BSM has been deemed impractical for many organizations.

### The Solution

With Nimsoft BSM Express, organizations can fully realize the promise of BSM—and do so with unprecedented ease, flexibility, and scalability. BSM Express enables organizations to leverage Nimsoft's comprehensive IT monitoring coverage, and put that information into a business context, enabling better IT alignment with business, better operational performance, and better results.

With Nimsoft, organizations can link the availability and performance of the underlying IT infrastructure—including all the servers, routers, applications, and other elements—with the performance of a business service. For example, BSM Express can be used to calculate a specific, dynamically updated dollar figure for each minute of downtime that a given online ordering service incurs. Plus, these calculations can be presented via intuitive, graphical dashboards that provide at-a-glance business insights.

### The Advantages of BSM Express

#### Leverage the Nimsoft Investment

Infrastructure monitoring is a fundamental and critical piece of BSM. As such, BSM Express represents a logical next step in the evolution of a Nimsoft deployment. After installation, Nimsoft BSM Express can discover and connect with existing Nimsoft monitoring configurations, and leverage all existing quality of service (QoS) data.

#### Quick Time to Value

Available via an online download, BSM Express can be deployed, and deliver real value, in a matter of minutes—compared to the one- to two-year deployment cycles common to the big 4 frameworks. Nimsoft can be deployed by internal staff, without having to hire expensive outside consultants. BSM Express automates virtually the entire process, doing automatic discovery, integration, and dashboard population.



BSM Express features several service model templates that are available out of the box, providing business service dashboards that organizations can use, without any development effort whatsoever. To implement any of these pre-configured service models, administrators simply need to go through a wizard-driven interface that guides them through the steps required.

### Long-Term Scalability and Extensibility

BSM Express offers the robust, customizable capabilities that enable it to deliver long term value:

- **Template customization and configuration.** In addition to its pre-configured templates, BSM Express offers complete customization flexibility, so administrators can revise existing models as business needs dictate. In addition, customers can easily create their own service models, so they can aggregate business data and calculations to address their unique business services.
- **Service modeling flexibility.** Health calculations can be automatically applied to service models, and can range from basic service availability (up/down) monitoring all the way to complex aggregated service monitoring to determine the “health” of complex business services.
- **Robust dashboard development.** Nimsoft makes it easy to create intuitive, sophisticated dashboards that deliver insights to both IT staff and business executives. Administrators can develop a virtually infinite array of service and business health calculations, and have complete flexibility in terms of how that information is presented, whether in gauges, graphs, alerts, etc. Plus, dashboards can be fully automated, and dynamically updated.
- **Broad integration support.** In addition to its seamless support for Nimsoft service level monitoring solutions, future releases of BSM Express will also provide support for third party solutions, such as MS SCOM, Nagios, and Solarwinds—enabling organizations to leverage the service monitoring perspectives generated by these products.

As a result, BSM Express represents a long term solution, one that can scale and evolve to meet business demands, no matter how those needs change over time.

### The Benefits of BSM Express

With BSM Express, organizations can better align IT operations with business objectives, and so gain a range of benefits:

- **Reduce business risk.** By better understanding how IT performance affects the business, organizations can more effectively reduce the risk associated with poor performance or downtime of vital business services.
- **Increase business agility.** By enhancing visibility and control over how IT affects the business, organizations can improve the agility of their IT infrastructure, and so improve the ability of the organization to adapt more quickly to changing demands and opportunities.
- **Improve operational efficiency.** By gaining better visibility, organizations can better prioritize IT staffing, efforts, and investments—and so reduce costs, while at the same time improving efficacy.
- **Enhance business results.** By improving the quality of those services most critical to achieving business objectives, BSM Express can help organizations improve business performance, whether based on metrics such as revenues, customer satisfaction, or margins.

### About Nimsoft

Nimsoft is the fastest growing provider of 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 780 customers in 36 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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