

## Nimsoft Monitoring Solution for Salesforce CRM

### Insights to Boost ROI and Reliability

#### FEATURES

- Monitor any number of Salesforce.com cloud instances.
- View Salesforce CRM performance through sophisticated, intuitive dashboards, portals, and reports.
- Integrate Salesforce CRM monitoring with monitoring of all business services—whether hosted internally or in other cloud environments.

#### BENEFITS

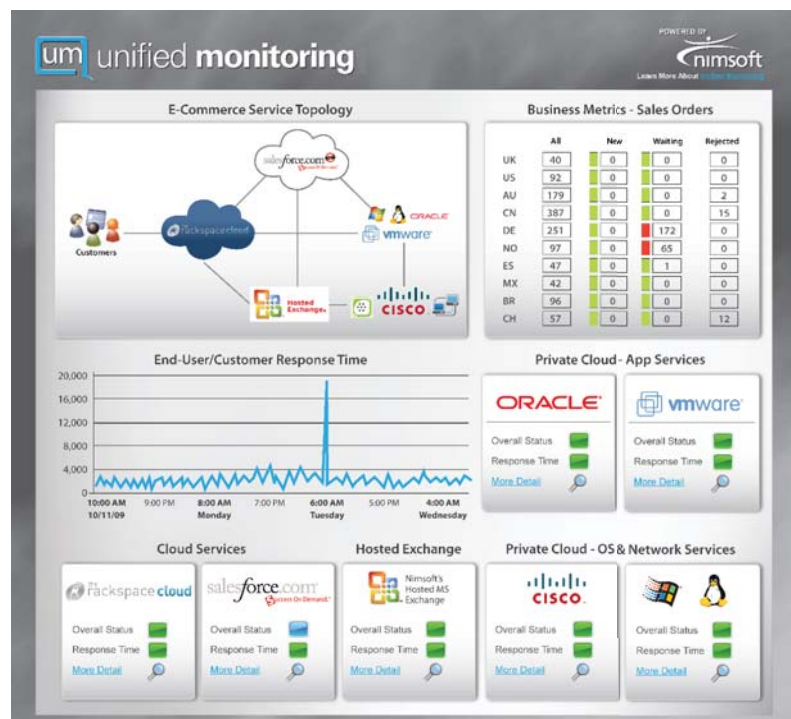
- Add Salesforce CRM to infrastructure monitoring, with minimal effort and investment.
- Boost implementation reliability through improved visibility.
- Leverage insights into resource usage to maximize value of Salesforce CRM investment.
- Streamline monitoring reporting and administration.

#### THE CHALLENGE

Salesforce.com is one of the leading cloud computing providers, with a customer base numbering almost 68,000 companies. With its Salesforce CRM offerings, Salesforce.com customers gain the benefit of having a robust application platform for their business, without having to install or maintain the underlying computing infrastructure.

Customers choose Salesforce.com for a host of business critical services, including customer service, sales, and marketing applications. While customers rely on Salesforce.com to manage and maintain the cloud infrastructure, these organizations need to ensure users are receiving optimal performance—and that administrators are notified immediately if they are not.

Salesforce.com's cloud infrastructure is comprised of a set of servers within datacenters, also called instances, located around the globe. Traditionally, these datacenters have appeared as a "black box" to customers and their legacy monitoring tools. How can Salesforce.com customers gain the visibility they need into these complex, dynamic cloud infrastructures, so they can ensure optimal delivery of these vital business services? How can they efficiently weave Salesforce CRM monitoring into their existing monitoring processes?



NMS provides detailed performance metrics of Salesforce CRM and all other business services, regardless of their location—from the datacenter to the private or public cloud.

## THE SOLUTION

With the Nimsoft Monitoring Solution (NMS) for Salesforce CRM, customers gain the insights they need to proactively monitor Salesforce CRM performance, so they minimize the business impact of downtime. With NMS, organizations can leverage broad metrics about the Salesforce.com cloud and its instances, and incorporate them into a sophisticated monitoring suite that offers SLA reporting, graphical dashboards and alarms, Web-based reporting portals, and more.

Plus, built on the Nimsoft Unified Monitoring™ Architecture, NMS represents one solution that enables organizations to monitor and manage all business applications, from the datacenter to the cloud, including SaaS, hosted, and virtualized environments—all with a single product, architecture, and console. As a result, NMS is the solution that enables customers to monitor Salesforce CRM and all business services with the utmost efficiency and the least upfront effort and resource investments.

## FAST, EASY CONFIGURATION

Each Salesforce.com instance hosts many organizations. An organization is comprised of end users, a common data store of objects, security controls, organization-wide policies and limitations, and a body of code that makes up the applications that have been deployed for the organization. (An organization typically maps to a single company, but this isn't always the case.)

At installation, NMS will examine the current Salesforce.com cloud structure and import all instances it finds into a tree structure. To get started, users can click the "New Organization" button on the top toolbar, which will create a new organization and display it in the NMS display tree. If the cloud structure changes in the future the user can right-click on any node in the tree and choose the menu item called "Scan for New Cloud Instances".

Users can then select the node with the organization's name and see that entity's configuration and sampling profile. A sampling profile is a set of measurements that the probe makes on a periodic schedule. NMS supports a single sampling profile for the cloud and associated instances and a single sampling profile for every organization.

## COMPREHENSIVE METRIC COVERAGE

NMS provides the broad coverage organizations need to get comprehensive monitoring views of their Salesforce CRM implementation.

## Instance Monitoring

For each instance, NMS monitors the following areas:

- **Average transaction speed in seconds.** This represents the average time, across the entire cloud, that it takes to execute a single transaction during a given day.
- **Number of transactions.** The total number of transactions executed by the cloud today.
- **Instance status.** Each instance has one of the following status classifications: Instance available (operating normally), performance issues (instance performance degraded), service disrupted (severe service degradation), and not available (completely offline).

## Organization Monitoring

NMS can monitor any number of organizations. For each organization, NMS is capable of measuring the following metrics:

- **Web site login timing**—measuring how long it takes for a user to login to the monitored organization.
- **Data storage**—quantifying how much data storage is in use by organization.
- **File storage**—specifying how much file storage is in use by the organization.
- **Number of API calls today**—counting the number of Web service API calls made to the organization on a given day.
- **API login timing**—detailing how long it takes to login to the organization via a Web service call.
- **Query execute time**—measuring how long it takes to execute a query against an organization.
- **Query number of objects**—detailing how many objects a specified query returns.
- **Query value returned**—revealing the specific value from a query's result objects, which can then be used for QoS reports and alarms.

## CUSTOMIZABLE, QUERY-BASED MONITORING

NMS offers powerful features that enable users to generate queries that can collect QoS data and generate alarms on key metrics. These querying capabilities are highly customizable, providing administrators with a nearly infinite number of ways to generate queries and interpret returned values. These queries can be generated on an ad hoc basis or on a regularly scheduled basis, so users can easily and routinely monitor the performance and health of their Salesforce CRM implementation.

## ALARM MESSAGE FLEXIBILITY

NMS features a host of common alarm messages, and it offers complete flexibility in terms of customizing message and threshold variables. As a result, users can tailor alarm messages to their organization's specific Salesforce CRM implementation and business needs.



## ABOUT NIMSOF

Nimsoft is the first provider of Unified Monitoring™ solutions for virtualized data centers, hosted and managed services, cloud platforms, and SaaS resources. With a proven time to value measured in weeks, the Nimsoft Monitoring Solution™ (NMS) reduces an enterprise's total cost of ownership by up to 80 percent compared to legacy systems management vendors, while scaling and extending to places they just cannot go. The Nimsoft Unified Monitoring architecture eliminates the need to deploy a new monitoring solution for outsourced services, public or private clouds, or SaaS implementations. Nearly 1,000 customers use Nimsoft Unified Monitoring solutions, including both mid-market and global organizations such as Amway Corporation, Barclays Capital, Casual Male, European Medicines Agency (EMA), Ladbrokes, TriNet, and hundreds of leading hosting, cloud, and managed service providers such as 1&1 Internet, CDW, Hitachi, and Rackspace. For more information, visit [www.nimsoft.com](http://www.nimsoft.com). To see the Nimsoft Unified Monitoring architecture in action, visit the Nimsoft public portal at [www.unifiedmonitoring.com](http://www.unifiedmonitoring.com).

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