

Manufacturing Case Study

Nimsoft Service Desk, OnDemand IT Service Management

Challenge

Reduce Total Cost of Ownership for Service Management Application While Easily Extending Service Management Capabilities to Dealer Network.

Solution

Implement a Full-Featured, Software-as-a-Service Service Management Solution in an Accelerated Manner.

Benefits

- Significant reduction in costs including total cost of ownership.
- Successfully removed programming needs and reallocated previously reserved resources to other strategic projects.
- Easily extended service management to nationwide dealer network.
- Seamless, no cost upgrades delivered without any disruption to their environment.

Eliminating Forced Upgrades While Preserving Full-Featured IT Service Management Functionality at Nationwide Manufacturer and Dealer

Customer Overview

Motor group markets and distributes motorcycles, ATVs, personal watercraft, utility vehicles and recreation utility vehicles through a network of more than 1,000 independent retailers, with an additional 8,000 retailers specializing in their power products and general purpose engines.

Customer Challenge

The national motor group was using legacy on-premise service management software that was no longer being supported by the vendor. In order to resurrect their application support, the company was facing a forced upgrade which would involve a complete re-implementation of the application and the costs involved to do so were beyond their allocated budget. The executive management team made a conscience decision to identify a solution that would allow them to maintain their current level of functionality but remove the need for future upgrades and possibly adopt extended capabilities. In addition, they needed to implement a solution that they could easily extend out to their dealer network and would not require additional resources to be taken away from other areas.

The Solution

Addressing both their requirement to reduce the total cost of ownership and their ability to easily extend capabilities to their dealer network, a web-based, SaaS solution was a natural choice. The company recognized by implementing Nimsoft Service Desk, they could get up and running in a few weeks on a full-featured solution that provided them with the same functionality they were accustomed to at a fraction of the cost. In addition, due to its web-based architecture, the company could easily extend the service out to the dealer network instantly without having to worry about installing software and/or acquiring infrastructure. Since pre-configured, ITILbased workflows are delivered out-of-the-box, the motor group did not require professional services which kept their costs down.

Key Features

Lowest Total Cost of Ownership

They recognized significant savings due to the elimination of annual maintenance and professional services fees associated with their previous



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on-premise solution. The monthly SaaS pricing model based on fixed or concurrent licenses enables the company to have predictable costs. In addition, by removing in-house infrastructure and reducing and reallocating programming resources, the company is saving money and enabling themselves to divert more time and budget on other strategic company projects.

Full-Featured Service Management

A majority of legacy on-premise customers are accustomed to the features and customizability of these solutions and this company was no different but they did not want to upgrade via a re-implementation. They quickly recognized that Nimsoft Service Desk provided them with the same functionality they were accustomed to including service request, incident and problem, knowledge management, self-service, customer surveys in addition to adding benefits of SaaS delivery model like easily extending the application to dealers and retailers. Within a short detailed evaluation period, the company was satisfied that Nimsoft Service Desk would meet their requirements, provide additional benefits and resolve their previous issues.

100% Web-Based, Multi-Tenant SaaS Architecture

Nimsoft Service Desk is delivered via a secure multi-tenant software-as-a-service platform which enables their organization to benefit from reduced costs due to the removal of in-house infrastructure and software and enables them

to have access to the service management system via any web browser. Another benefit the company no longer faces upgrade projects due to the seamless, non-disruptive nature in which upgrades are delivered to Nimsoft Service Desk customers. By having a web-based solution, they have also accelerated their ability to extend services to their entire dealer network.

About Nimsoft

Nimsoft is a global leader in IT Management-as-a-Service. The company's lightweight ITMaaS solutions make it easy for enterprises and service providers to implement comprehensive, adaptable monitoring and service desk capabilities essential for managing today's dynamic computing environments. Learn more at www.nimsoft.com.

North America

Headquarters

U.S. toll free:

1 877 SLA MGMT (752
6468) 1 408 796 3400

Email: info@nimsoft.com

Web: www.nimsoft.com

United Kingdom

+44 (0) 845 456 7091

Norway & Northern Europe

+47 22 62 71 60

Germany

+49 (0)89 – 99 61 90 60

Australia

+61 (0)2 9236 7216

Brazil

+5511 5503 6243

Mexico City

+52 (55) 5387 5406

Singapore

+65 64328600

New Delhi

+(91 11) 6656 6667

Mumbai

+(91 22) 66413800