

Retail Case Study

Nimsoft Service Desk OnDemand IT Service Management

Challenge

Reduce resource costs associated with service desk application administration and reporting while improving service levels for supporting applications

Solution

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

Benefits

- A 100% web-based solution that does not require additional maintenance fees and ensures they are always on the current version without enduring an upgrade project.
- Improved customer service led to improved user perception of IT.
- Resources are now focused on customer service and not on administering and maintaining the service desk application
- Easy extension of Nimsoft Service Desk application to multiple departments so they are all using one task management system

Improving IT operation efficiencies to increase service levels while preserving resources previously dedicated to administration and maintenance

Customer Overview

Global leader in the design, engineering and marketing of premium-quality footwear, apparel and accessories for consumers who value the outdoors and their time in it. The retailer supports over 3000 end users in over 20 countries.

Customer Challenge

The global retailer had sacrificed efficiency and precious IT budget dollars for years with their previous solution from BMC Remedy. In order to add features and functions as the company grew, they needed to increase their spend which was not budgeted. Costs were unpredictable and an upgrade was imminent. The company also sought to increase service levels to the end users and was looking for a way to improve efficiencies in order to preserve resources previously dedicated to maintaining the service desk application. In addition, several departments were using standalone processes and applications and they quickly recognized that consolidation of these systems, if possible, would lead to better management and improve accuracy.

The Solution

Nimsoft Service Desk was implemented and up and running within the retailer and their entire team including end users in less than one month. Today over 2000 self-service users are logging in to report problems and/or use the intuitive knowledge base for applicable solutions and over 50 service desk agents are using Nimsoft Service Desk to support them. Customer service improved and the company also recognized significant reduction in costs and time associated with maintaining the application. In addition, Nimsoft Service Desk has been extended to and actively used by Facilities, Finance and other groups to log, track, approve and manage work requests.



Nimsoft Case Study

Key Features

Predictable Costs

As a growing organization, the IT organization benefits from a solution that will scale with business needs for years to come. By taking advantage of a fixed licensing cost based on number of active users, the organization can accurately predict costs on a monthly or yearly basis without having to allocate precious budget dollars for annual maintenance fees or unforeseen upgrades. In addition, the entire suite of ITIL modules, including any enhancements seamlessly, and continuously, delivered at no charge, are available on Day 1 for them to use or to have when they are ready.

Overall Ease of Use

Nimsoft Service Desk is extremely easy to use due to a number of reasons. The solution is delivered out-of-the-box with pre-built ITIL based workflows that enabled their team to accelerate the time to production. By providing a solution that focuses on configuration rather than customization, the company recognized an overall improvement in customer service due to the reduction in costs and time associated with maintaining the application. Reporting and administration require minimal time so that IT staff can focus 100% on their customers' needs.

Intuitive Task Management System

Nimsoft Service Desk provided the ability to create or delegate tasks from change, incident and problem tickets to alternative

staff for specialized activities. Prior to implementing Nimsoft Service Desk, each department was using a standalone task/project management solution and manual consolidation was required. They have now successfully extended Nimsoft Service Desk to Facilities, Finance and other departments for task management. Grouping of tasks and intelligent workflow capabilities with Task Flows offer a world of opportunities to complete activities in sequential or parallel fashion for any department that requires this capability.

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.

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