

Nimsoft Service Desk

The IT Service Management Solution Designed to Scale MSP's Operations and Profits

Features

- Efficient multi-tenant support
- True business-boosting ITIL alignment
- Simple deployment and licensing

Benefits

- Enhance business agility
- Improve internal operations
- Enhance service levels
- Expand service desk offerings—and business

Making the Move from VAR to MSP?

Investing in the right IT service management solution can set the stage for better results, today and in the long term. Nimsoft Service Desk is the one solution that can give your business the best practice structures, automation, and management insights that fuel improved business performance.

The Mandate: Scaling Efficiently

Using the coding equivalent of duct tape and bailing wire to support multiple tenants with your service desk? Wasting time on manual administration and reporting in order to get the insights needed to implement ITIL?

When it comes to scaling your MSP business, and scaling it profitably, your IT service management capabilities can be your biggest asset, or your biggest adversary. Today, too many MSPs are battling their limited point solutions, general-purpose suites, and legacy products—none of which were designed with MSP's needs in mind. The result: operational inefficiency, lack of business insights, and lackluster growth.

The Solution: Nimsoft Service Desk

Nimsoft Service Desk is a comprehensive service desk solution that offers broad, integrated IT service management capabilities—including service catalog, incident management, change management, and more. Designed by seasoned MSP practitioners, Nimsoft Service Desk delivers an unparalleled blend of capabilities:

- **Efficient multi-tenant support.** Effectively partition and tailor services to each client, while retaining the integrated multi-client management views needed to strengthen operations.
- **True business-boosting ITIL alignment.** Leverage automated workflows for each of the key areas within ITIL, and gain the actionable insights needed to truly optimize business performance.
- **Simple deployment and licensing.** Nimsoft Service Desk is a subscription-based solution that deploys easily and enables you to ramp up new services quickly, while minimizing up front expense.

The Power of Nimsoft Service Desk: Capabilities that Strengthen Operations and Results

Nimsoft Service Desk delivers the sophisticated, yet easy-to-use capabilities your MSP business needs to realize a host of business objectives:

- **Enhance business agility.** Nimsoft Service Desk is available as a SaaS-based offering and as an on-premise solution. The SaaS solution means no hardware to configure and no software to install—and additional capacity

can be added any time it's needed. Further, Nimsoft Service Desk offers automated workflows that are ready to use immediately. As a result, you can deploy new services, provision new customers, and enhance your offerings more quickly than ever before.

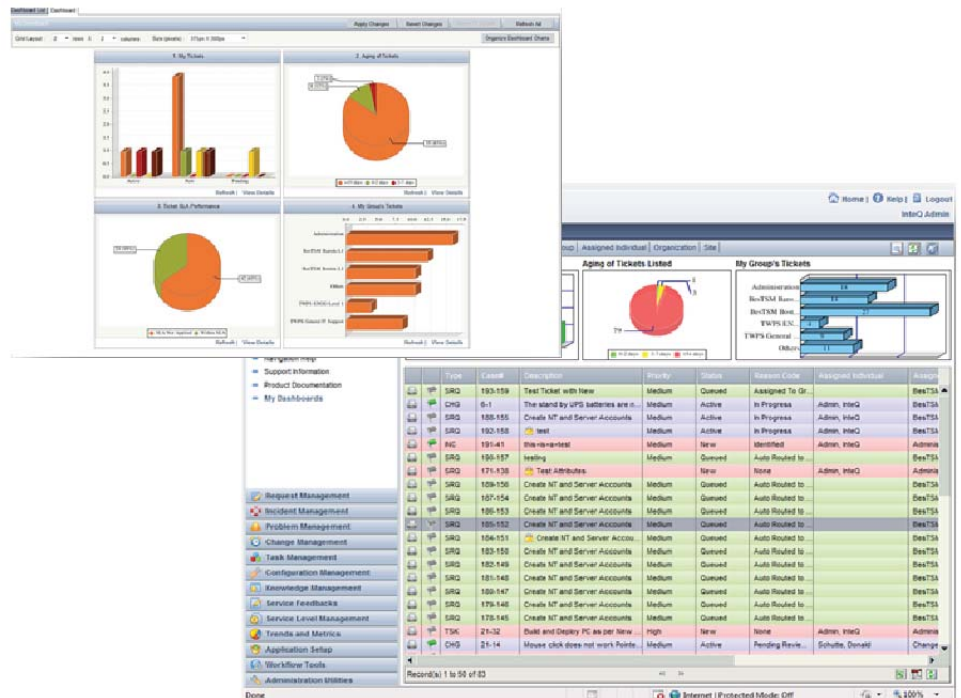
- Improve internal operations.** Nimsoft Service Desk gives you the tools you need to better measure, track, and improve business performance. Built for ITIL by ITIL experts, Nimsoft Service Desk supports the best practices proven to boost operational efficiency and quality—and it offers the sophisticated automation and integration capabilities that eliminate manual, error-prone efforts. Plus, Nimsoft Service Desk features knowledge base support, automation, and workflows that promote ongoing team learning and efficiency and reduce redundant service requests.
- Enhance service levels.** With Nimsoft Service Desk, your organization can realize the efficiency gains and operational insights it needs to deliver more effective, responsive, and reliable services to customers. Nimsoft Service Desk is built on a multi-tenant architecture that makes it efficient to deliver more personalized services to multiple clients—including customizing portal views and branding, communication templates, and routing rules. With Nimsoft Service Desk, you can more consistently meet your service level agreements and objectives—and deliver the high value services that strengthen customer satisfaction and loyalty.

- Expand service desk offerings—and business.** With Nimsoft Service Desk, you can realize the operational efficiencies that enable you to support more clients. Plus, with the comprehensive capabilities and flexibility Nimsoft Service Desk delivers, you can easily expand your service desk offerings.
- Boost margins.** By leveraging Nimsoft Service Desk's subscription-based pricing, your organization can minimize total cost of ownership and more easily align ongoing costs with revenues. Further, by employing a single solution with all the requisite service desk capabilities, you can reduce the costs associated with managing multiple point solutions and maintaining custom tools and scripts.

Nimsoft Service Desk: Delivering Insights for Optimizing Business Performance

By offering a complete, integrated IT service management solution, Nimsoft Service Desk enables you to more knowledgeably and effectively track, assess, and improve operational performance. Nimsoft Service Desk provides the vital business intelligence that you need to:

- Track individual and team performance.
- Measure staff productivity.
- Identify areas for improvement.
- Measure workloads in order to better manage staffing levels and hiring.
- Establish effective baselines of





Data Sheet

ongoing tasks in order to identify areas for improvement and track progress.

- Measure which customers and services are the least profitable and which are the most profitable.
- Use dashboards for running the business on a daily basis.
- Refine guidelines for handling requests, defining issue severities, and more.

Sign up for a demo, and see how switching to Nimsoft Service Desk can help you scale your MSP business.

To get started, visit <http://www.nimsoft.com/free-trial>.

"To meet the demands of our rapidly growing managed services practice, Nimsoft Service Desk was a natural choice as it had all features that an MSP needs at a very affordable price. In addition, we knew that Nimsoft's experience with managed services was leveraged when developing the features for Nimsoft Service Desk. We now have a robust MSP ready solution that will grow with us, support our ITIL adoption efforts, and help ensure we proactively manage SLAs and customer satisfaction."



About Nimsoft

Nimsoft provides integrated, modern IT management solutions for more than 1,000 enterprise and service provider customers globally, including 1&1, CDW, SoftLayer, SunGard Availability Services, Sur La Table, TriNet, and Virgin America. The company's Nimsoft Unified Manager is an industry-leading solution that helps organizations easily monitor and manage IT services in increasingly complex business environments. Nimsoft products integrate with existing solutions at any point from the data center to the cloud, and are available on a pay-as-you-go basis. For more information, visit www.nimsoft.com.

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