

Nimsoft: What We Do

Your Challenge

For today's service providers and growing businesses, IT has never been more dynamic—or played a more strategic role in market success. For these organizations, the blend of on premise infrastructure, outsourced IT services, cloud offerings, and virtualization has ushered in profound potential, and profound implications for those tasked with ensuring reliable and optimally performing service levels. With a disparate, constantly evolving mix of IT delivery offerings powering business services, it grows increasingly challenging to understand, let alone monitor and control service levels. To thrive in this environment, organizations need to fully leverage new and evolving IT services to support business objectives, without accepting any compromises in performance and reliability.

How We Can Help

Nimsoft helps you gain the visibility and control you need to realize maximum business advantage from your IT services and investments. Nimsoft offers the capabilities and expertise you need to enjoy a unified view of all your business services, whether they're based in the cloud, in the data center, or a mix of the two. The Nimsoft IT management as a service (MaaS) solution includes comprehensive monitoring and IT service management functionality—integrated capabilities that enable continual infrastructure optimization and accelerated problem resolution.

In short, the Nimsoft solution helps you master today's IT environments, which means good things happen for you and your business:

- **Gain peace of mind.** At any given time, you and your team fully understand the real-time status of service levels, as well as how those service levels are trending.
- **Enjoy complete control.** You gain the power to control the end user experience. No mysteries. No surprises.
- **Deliver and demonstrate value.** Leverage a detailed, unified view of business services that enables you to deliver—and demonstrate—more value to the business.

The Solution You Can Leverage

The Nimsoft IT MaaS solution is uniquely mapped to the demands of today's IT environments, offering the intelligence, sophistication, ease of use, flexibility, and agility you need. The Nimsoft solution is available via software as a service (SaaS) and through an on-premise delivery model. Plus, the solution is priced so you can pay the way that works best for your business—whether with a pay-as-you-go subscription or traditional perpetual usage licensing terms. In addition, the solution features usage metering and billing, so it is easy to track your IT MaaS expenses—and bill clients or internal groups for their usage of IT services.

Nimsoft Monitor

With Nimsoft Monitor, you can dramatically improve service quality and reduce the costs of IT service delivery. Nimsoft Monitor gives you these capabilities:

- **Comprehensive coverage.** Nimsoft Monitor is an efficient, scalable platform that you can use to monitor and manage all the elements of your IT environment—including networking devices, applications, databases, servers, storage systems, virtualization platforms, and more. Plus, you can use the same platform to monitor and manage your cloud-based infrastructure, and all the elements that comprise converged infrastructures like Flexpod and Vblock™ Infrastructure Platforms.
- **Service level insights.** Nimsoft Monitor provides the deep visibility you need to quickly respond to outages and events—so you can track and meet service level agreements. Further, it can correlate transaction times with performance metrics from across the infrastructure to prevent down time and performance problems for your mission-critical applications and Web properties.
- **Automation.** Nimsoft Monitor offers a host of features that streamline monitoring, even in the most complex and dynamic IT environments. The solution can automatically deploy, configure, and display monitoring information for all of your virtualized and cloud infrastructures.

Data Sheet

Nimsoft Service Desk

Nimsoft Service Desk helps your organization coordinate all aspects of service delivery. Built based on ITIL version 3 standards and years of service management expertise, Nimsoft Service Desk offers action-based workflows that can easily be adapted to your business. Nimsoft Service Desk delivers these features:

- **Flexible configuration.** Our flexible and configurable system lets you meet your specific business' requirements—without the complexity and long-term cost of code-based customization. This simplifies implementation, and allows you to evolve your business processes in a way that reflects the best thinking of IT thought leaders around the world.
- **Self-service capabilities.** Nimsoft Service Desk helps your business users help themselves. Users can access our broad service catalog through a self-service portal. The portal allows users to submit change requests, request services, report incidents, and leverage a knowledge management engine to solve common problems immediately.
- **Information centralization.** Nimsoft Service Desk puts everything your technical team needs in one place. Whether

team members are responding to incoming incidents, or using the CMDB to plan changes, the system keeps it all coordinated.

Nimsoft Unified Manager

Nimsoft Unified Manager is a unified, integrated IT MaaS solution that features Nimsoft Monitor and Nimsoft Service Desk. With this unified solution, your business can leverage these component's combined capabilities to realize even more efficiency and control in IT management.

For example, Nimsoft Monitor offers automated discovery capabilities that can feed information into a configuration management database (CMDB) that is shared by Nimsoft Service Desk. Consequently, your service desk agents can always leverage current configuration information when troubleshooting—while they minimize the time and effort required to manually update the CMDB. In addition, performance and availability information collected from target systems can automatically generate service desk incidents, allowing service desk personnel to start to triage issues—before the user community even notices there's a problem.

Nimsoft Unified Management Portal

Nimsoft Unified Management Portal provides secure, web-based, and

Nimsoft Fast Facts

- Founded in 1998
- Acquired by CA in 2010
- More than 20,000 end-user environments monitored by Nimsoft service provider customers
- Headquartered in Campbell, California

multi-tenant views of data from Nimsoft Monitor and Nimsoft Service Desk. With completely customizable layouts, administrators and end users can create views that provide the insights they need, when they need them.

Nimsoft Unified Reporter

Nimsoft Unified Reporter can deliver your service management data in over 75 preconfigured reports. By graphically displaying historical monitoring data over time, Nimsoft unlocks a powerful, visual method of data analysis. Easy-to-interpret charts let you instantly highlight patterns of poor performance and capacity problems. Visual correlation between user, application, and infrastructure helps you quickly pinpoint the root cause of an issue.

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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