

Apps Associates

Apps Associates Creates Flexible Workflows for Multiple Clients with MSP-Ready Nimsoft Service Desk

Challenge

Due to significant growth, Apps Associates needed a service desk solution that provided a formal ITIL best practices framework, as well as capabilities for managing and tracking SLAs and customizing workflows for multiple clients.

Solution

By deploying Nimsoft Service Desk, Apps Associates is able to support delivery of managed services to clients globally with unique, customized workflows and ITIL best practices.

Results

- Enables creation of unique approval workflows without reprogramming.
- Employs ITIL best practices and increases visibility into the service cycle.
- Promotes consistent interaction with multiple customers through a single interface.
- Reduces overall infrastructure costs through automation and SaaS-based delivery model.

ITIL-based service desk solution delivers flexibility, without sacrificing functionality

Background

Founded in 2002 by former employees from Oracle Consulting Services, Apps Associates is an IT service provider with proven expertise in Oracle applications and technologies. The company has attained Oracle's Premium Partner status, the highest level of partnership reserved for a select group of companies that demonstrate superior product knowledge and technical expertise. Leveraging onsite, onshore, and offshore capabilities, Apps Associates serves a global clientele, with a focus on exceptional service and value.

In the process of taking on larger, process-driven clients, Apps Associates realized it needed a more comprehensive, automated service desk solution that could provide unique, customized approval workflows for the diverse clients of its IT infrastructure consulting practice. By deploying Nimsoft Service Desk, Apps Associates has been able to more efficiently track and manage a growing number of workflows using ITIL best practices and proactively manage client expectations by consistently meeting service-level agreements (SLAs).

Challenge

To accommodate rapid growth, Apps Associates had extended its CRM software to cover service desk functions. This approach worked as a temporary solution, but as the complexity and volume of service requests increased, they needed a more comprehensive solution. "The solution we were using for handling service calls didn't provide the capabilities required for servicing our clients," said Thiru Sadagopan, Director of Infrastructure Managed Services at Apps Associates.

Many service desk solutions are expensive to buy and implement and require costly, frequent upgrades and maintenance. Often, those solutions are based on legacy architectures and are therefore difficult to integrate with existing systems and applications. For managed service providers like Apps Associates, which has a diverse workforce distributed around the globe, such drawbacks can have a severe business impact, especially during periods of rapid growth.

"It's important to position our solutions as easy, seamless, and compatible," said Sadagopan. "As we grew, we realized we needed a service desk solution that supported ITIL best practices—one that was simple to manage and maintain while providing transparency to clients and increasing our efficiency as a service provider. In short, we needed an MSP-ready solution."

Sadagopan's team evaluated four tools, including Nimsoft Service Desk from Nimsoft. "Nimsoft Service Desk was a natural choice with its built-in ITIL standards features that an MSP needs at an affordable price," said Sadgopan.

Results Cont.

- Speeds response to customer requests via email and web-based communications.
- Allows proactive SLA management to satisfy customer expectations.

Solution

Delivered as a software-as-a-service (SaaS) application, Nimsoft Service Desk tracks and manages workflows unique to each of Apps Associates' clients, and it allows the service provider to adopt ITIL best practices and implement a formal SLA management process—all using a single instance of the application. The SaaS delivery model virtually eliminates the need for infrastructure procurement and hosting, lowering overall infrastructure costs and reducing the energy and resources required to maintain the solution. Additionally, Nimsoft Service Desk's open architecture allows for easy integration with third-party enterprise software.

The unique action-based Nimsoft Service Desk workflow engine helps ensure consistency and accuracy throughout business processes, without reprogramming. Apps Associates also relies on the Request Catalog and role-based dashboards to provide superior service to its clients.

"With Nimsoft Service Desk, we can create a catalog of common requests for IT and non-IT services, and configure permissions based on the user, group, and roles, so end users only see the catalog items relevant to them," said Sadagopan. Additionally, Nimsoft Service Desk dashboards provide a snapshot of the state of the service desk, such as ticket volume, ticket aging, and service level violations. "The role-based dashboards provide us with greater visibility, so we can make informed decisions," he added.

Nimsoft Service Desk enables Sadagopan's team to configure dynamic and flexible business rules to route incoming requests to the designated group or person for maximum efficiency and quicker resolution. These rules can be configured based on ticket content, day of the week, time of the day, holidays, and other parameters.

"Nimsoft Service Desk lets us move tickets through a defined, established lifecycle," said Sadagopan. "It reduces manual tasks and dramatically speeds ticket resolution, leading to improved customer satisfaction."

Results

By deploying Nimsoft Service Desk, Apps Associates can now satisfy the needs of diverse clients. "Nimsoft Service Desk gives us the flexibility to make changes as required to support business applications for each client on a daily basis," said Sadagopan. "We can now meet the demands of our rapidly growing managed services practice with a robust, MSP-ready solution that will grow with us."

Having an ITIL-based service desk tool allows Apps Associates to quickly adapt to larger companies who already have ITIL processes in place. The ability to customize workflows without programming saves time and money, and allows staff to focus on adding value rather than attending to routine service desk asks.



Nimsoft Case Study

"Nimsoft Service Desk enables us to respond more quickly to client requests and utilize email as well as Web-based communications to provide prompt, personalized service to multiple clients," said Sadagopan. "We now have a robust MSP-ready solution that will grow with us, support our ITIL adoption efforts, and help us proactively manage SLAs and customer satisfaction."

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