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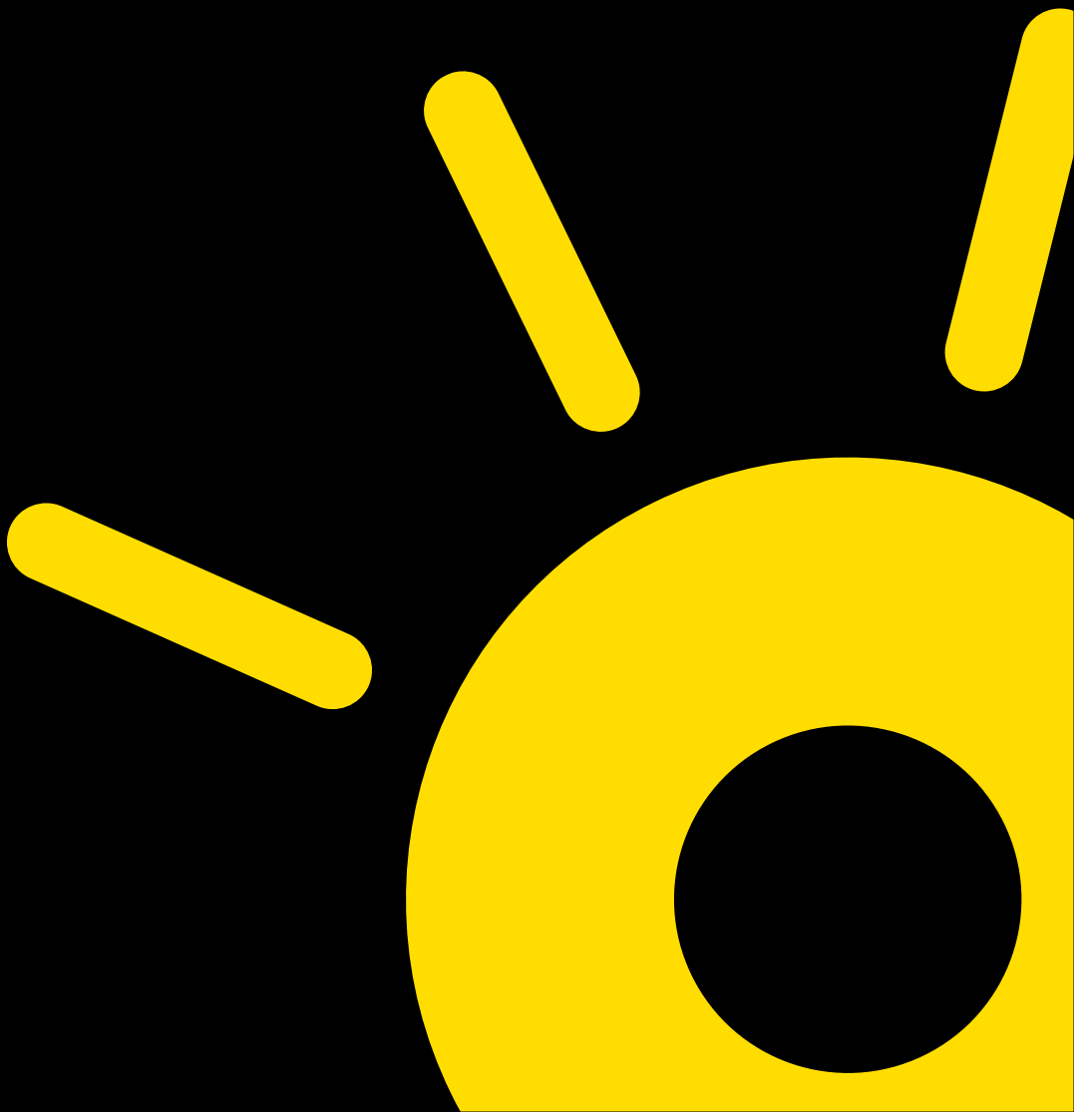
An introduction to IT Management as a Service (ITMaaS)



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Nimsoft. Leading the way in ITMaaS

Nimsoft is a global leader in IT Management as a Service (ITMaaS). ITMaaS solutions represent an innovative way to tackle both the traditional and the unprecedented challenges facing IT organisations today.

ITMaaS provides the essential management tools that enable organisations to access and view their IT environment, monitor and evaluate its performance, and ultimately improve its functionality through a cloud delivery model.

Enabling enterprises to easily capture, analyse and monitor the risks, costs, capacity constraints and other performance metrics, ITMaaS helps ensure the optimisation of IT resources.

Companies and service providers of all sizes use Nimsoft ITMaaS solutions to enjoy a unified view of all their business services - whether based in the cloud, in the data centre, or both.

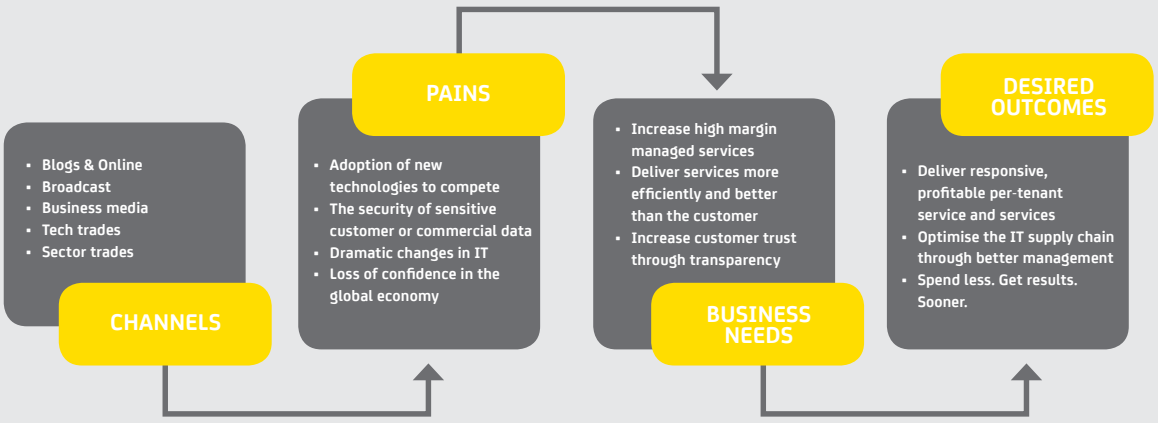
Why IT Management as a Service?

For today's service providers and businesses, IT has never been more dynamic, or played a more strategic role in market success. The combination of on-premise infrastructure, outsourced IT services, cloud offerings and virtualisation has ushered in an era of profound potential. And with it profound implications for those tasked with ensuring reliable and optimally performing service levels.

With a 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 today's ultra-competitive environment, organisations need to fully leverage new and evolving IT services to support business objectives, without accepting any compromises in performance and reliability. ITMaaS enables you to do exactly that.

Today's solution for today's environment



The Nimsoft approach

The Nimsoft ITMaaS solution provides the essential management tools you need to access and view your IT environment, monitor and evaluate performance, and ultimately improve its functionality. In short, the Nimsoft ITMaaS 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.

Created for today

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 ITMaaS expenses, and bill clients or internal groups for their usage of IT services.

The Nimsoft portfolio

A brief overview of how the Nimsoft solutions portfolio can help you and your organisation manage today's dynamic computing environments.

Nimsoft Monitor

Nimsoft Monitor is an IT monitoring solution architected for modern infrastructures. Available either on-demand or on-premise, it gives you the visibility needed to proactively monitor and manage performance and availability across even the most complex environments.

- **Application**
  Track KPI's for all your business applications to ensure they continue to perform optimally.

- **Cloud**
  Monitor public and private clouds, including SaaS, PaaS, and IaaS to report on, and maintain SLAs.

- **Database**
  Monitor databases, associated applications, and user transactions to ensure high throughput and peak performance.

- **Network**
  Complete network visibility allows you to maintain the highest levels of business service quality.

- **Cloud User Experience Monitoring (Watchmouse)**
  SaaS solution for monitoring global Cloud application health
  Web Transaction Monitoring
  Mobile Application Monitoring

- **DCIM (Data centre Infrastructure Management)**
  Extends monitoring functionality to energy and environmental consumption and tracking.
  Integrated with ITMaaS – Nimsoft Data centre/Cloud Monitoring and Service Management.
  Insights into energy optimisation within the data centre.

Nimsoft Service Desk

Nimsoft Service Desk is the service management solution for modern IT. Our SaaS solution (also available on-premise) provides action-driven workflows built on ITIL standards and years of best-practice knowledge to coordinate all aspects of service delivery and increase customer satisfaction.

Incident Management

Pre-packaged workflows make it easy to identify, register, prioritise, categorise, and track incidents reported to your service desk.

Problem Management

Identify chronic service issues and prevent recurrences to eliminate the impact on the business.

Change Management

Evaluate, prioritise, plan, test, document, and implement change requests using ITIL compatible best practices.

Configuration Management

A consolidated and actionable view of devices, relationships, requests, alarms, incidents, problems, known errors, changes, and releases.

CMDB

Manage configuration items (CI's/Service Assets).

Knowledge Management

Improve the quality of decision making using optimal and vetted information to resolve service issues.

Service Catalogue and Request Management

Empowers end users to help themselves, and provides an easy way for them to submit requests for services.

SLM

Set, meet, and exceed your SLAs.

Unified IT Management from the data centre to the cloud

Delivering to our customers' needs: IT Management-as-a-Service. Single, extensible, modular infrastructure. It's efficient, complete, best practice-based, and offers a unified experience with Nimsoft Monitor & Nimsoft Service Desk. Perfect for Service Providers and Emerging Enterprises, and available on-demand or on-premise.

Nimsoft Unified Management Portal

Nimsoft Unified Management Portal provides secure, web-based, and multi-tenant views of data from Nimsoft Monitor and Nimsoft Service Desk. With completely customisable 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 pre-configured 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 provides leading IT Management as a Service solutions within the CA Technologies portfolio. Companies and service providers of all sizes use Nimsoft to rapidly and easily implement essential monitoring and service desk capabilities necessary to manage today's dynamic computing environments. Learn more at www.nimsoft.com.

EMEA
Headquarters
+44 (0) 1753 242 347
Email: nimsoftemea@ca.com
Web: www.nimsoft.com

Austria
+43 664 8 59 74 39

Switzerland
+41 (44) 804 78 23

France
+33 149 025 226

Italy
+39 02 904 641

Spain & Portugal
+34 93 492 7511

Norway & Northern Europe
+47 22 62 71 60

Germany
+49 (0)89 – 99 61 90 60

Australia
+61 1800 023 386

Singapore
+65 6337 2822

New Delhi
+(91 11) 6656 6667

Mumbai
+(91 22) 6641 3800

North America
U.S toll free:
+1 877 SLA MGMT (752 6468)
+1 408 796 3400

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