Nimsoft IT Management Solution

Customer Profile: Nimsoft Monitor

- Has the following infrastructure
  - Cisco, NetApp, EMC, or VMware
  - 50 or more servers, 100 or more network devices
  - Business-critical applications
  - Physical, virtual, private cloud, public cloud
- Has performance and availability SLAs
- Wants to replace point solutions with one solution
- Seeking scalable, extensible solution
- Finds the pay-as-you-go model attractive

Customer Profile: Nimsoft Service Desk

- Processes between 50 and 10,000 new tickets per month (50 to 5,000 employees)
- Looking for an ITIL compliant solution with built-in best practices
- Wants a configurable tool that requires no programmers
- Needs a broad range of service management capabilities
- Wants to replace point solutions with one solution
- Seeking scalable, extensible solution
- Finds the pay-as-you-go model attractive

Nimsoft provides the industry-leading IT management solution, helping you optimize service delivery and monitor your IT, from the data center to the cloud. The Nimsoft IT management solution features these two products:
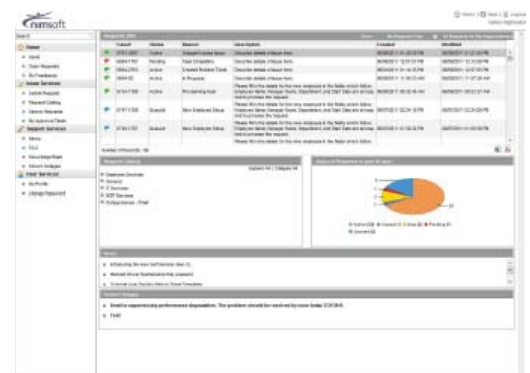
Nimsoft Monitor is a scalable and extensible solution for all enterprise monitoring needs, from the data center to the cloud. Available in on-premise or SaaS delivery models, Nimsoft Monitor enables customers to:

- Track servers, networks, storage, applications, virtualized resources, databases, and the end user experience.
- Leverage customizable, intuitive reports, alerts, and dashboards to proactively prevent downtime and ensure high service levels.
- Automate and speed problem resolution.

Nimsoft Service Desk is an easy-to-use SaaS-based IT service management. The solution offers configurable workflows and powerful collaboration features that help distributed teams:

- Define and adopt operational best-practices to ensure optimal service levels.
- Establish ITIL-compatible incident management, problem management, request management, change management, configuration management, and service level management processes.
- Align processes with the needs and objectives of the business.

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