



Nimsoft Service Desk

The SaaS-based Service Management Solution for Enterprises

Features

- SaaS-based IT service management solution.
- Built in, ITIL-based best practices.
- Action-based workflows direct processes.
- Configurable to the requirements of your business without custom development.
- Efficient multi-tenant support.

Benefits

- Simple implementation speeds your time to value.
- Adaptable workflow allows you to meet your specific business needs, without custom coding.
- Multi-tenancy lets you align your processes to your business organizations.
- Seamless SaaS upgrades make it possible to get the latest improvements, without ripping apart your implementation.

Comprehensive Service Management Solution

Nimsoft Service Desk is the SaaS-based* service management solution for modern IT. Based on ITIL standards and years of real-world, best-practice implementations, our solution provides action-based workflows for coordinating all aspects of service delivery and increasing customer satisfaction.

Nimsoft Service Desk gives your technical team everything they need in one place. Whether they are responding to incoming incidents, or using the CMDB to help plan changes, Nimsoft Service Desk keeps it all coordinated. This centralization of information allows you to track your performance against service levels and even survey your customers to measure their perception of your performance.

Nimsoft Service Desk can leverage the monitoring information collected by Nimsoft Monitor, thereby eliminating communication friction between your operations and service management teams, and allowing you to provide better quality service—faster and cheaper.

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 ITIL practitioners, Nimsoft Service Desk delivers an unparalleled blend of capabilities:

- **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.
- **Action-based workflows that guide users to only the appropriate next steps in the process.** These workflows can be configured to your business needs, without resorting to custom application development.
- **Efficient multi-tenant support.** Effectively partition and tailor services to each business unit or client, while retaining the integrated management views needed to strengthen operations.

* On premise solution also available when required.

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

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

- **Enhance business agility.** Nimsoft Service Desk is available as a SaaS-based offering which 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 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 organizations—including customizing service levels, 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.

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:

- Easily refine workflows and guidelines for handling requests, defining issue severities, and more.
- Use dashboards for running the business on a daily basis.
- 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 ongoing tasks in order to identify areas for improvement and track progress.

ITIL Compatible

Certified compatible with 9 ITIL processes:



Service Operations

- Incident Management
- Problem Management
- Request Management
- Event Management

Service Transition

- Change Management
- Service Asset Configuration Management
- Knowledge Management

Service Design

- Service Level Management
- Availability Management

Process Modules

Service Catalog and Self Service: Give Users the Best Service

The most used component of many service desks is the end-user interface. Nimsoft Service Desk makes it easy for end users to help themselves in many cases, and, when they cannot, it provides an easy way for them to request further services. Users can access your service catalog as well as submit change requests, request services, report incidents, and leverage a knowledge management engine to solve common problems immediately.

Data Sheet

Nimsoft Service Desk allows your end users to submit requests and report issues either with the streamlined self-service portal or via email.

The service catalog uses ticket templates so that users can easily enter requests in a consistent manner. This allows for faster turnaround and increased efficiency at the service desk, since required information is already populated in the request.

The built-in, configurable workflow engine automatically routes all tickets to the appropriate group or technician, based on a combination of the requester's info, ticket information, and /or time of creation. Even email requests can be routed based on text embedded in the subject line or other aspects of the message.

Incident Management: Solve More Problems at First Contact

Incident management is the first thing most people think of with a service desk. Without effective and efficient process support in this area, your service desk staff will waste time and effort just "keeping the lights on". The pre-packaged workflows in the ITIL-based incident management module make it easy to identify, register, prioritize, categorize, and track incidents reported to your service desk. This gives you the ability to effectively manage the entire lifecycle of an incident, from detection through closure.

Because it is tied to the knowledge management module, the incident management module gives you proven, knowledge-driven support to help technicians solve cases rapidly and more intelligently. This also leads to a significant increase in first contact resolution and improves time to resolution.

Nimsoft Service Desk makes incident creation and management simple and efficient. Incidents can be generated manually by service desk staff or users visiting the self-service portal, or automatically generated by Nimsoft Monitor or user email.

Once created, pre-configured incident models equip service desk personnel with pre-defined steps for handling many kinds of incidents. This helps to ensure that common incidents are handled efficiently, effectively, and within the defined time frames.

Problem Management: Enjoy an Optimized Infrastructure

Nimsoft Service Desk includes an ITIL-based problem management module to help you go beyond reactive error correction. It lets your team identify

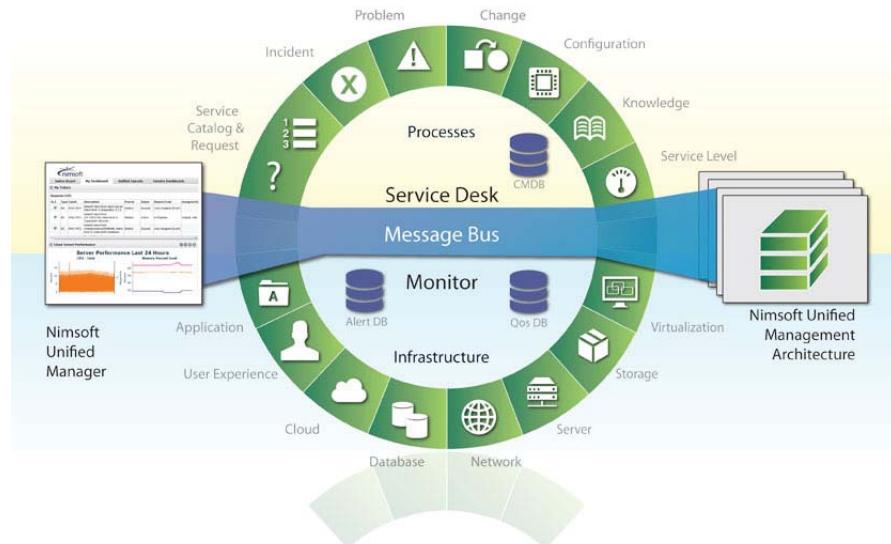
the underlying cause of service issues and effectively implement corrective action to prevent recurrences and keep these issues from having an impact on the business.

Nimsoft Service Desk offers a global issue feature that allows you to relate multiple incidents to one problem, so your team can avoid wasted effort and resolve issues more efficiently. The global issue feature also includes the workflow necessary to manage to resolution, close all related incidents, and send out the appropriate notifications.

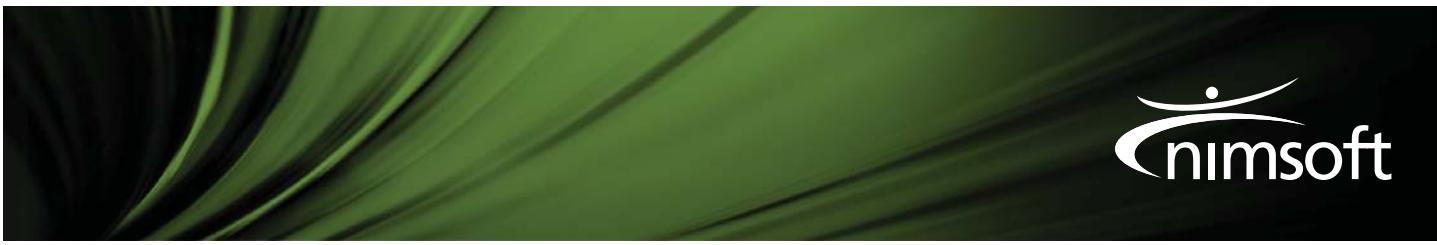
Change Management: Ensure Proper Planning and Coordination

The Nimsoft Service Desk change management module allows your help desk to follow ITIL-based best practices in evaluating, prioritizing, planning,

Bridging the gap between Business and IT



Nimsoft Unified Manager features Nimsoft Monitor and Nimsoft Service Desk—delivering complete capabilities for coordinating service delivery and for monitoring the entire IT infrastructure. This solution enables organizations to gain unrivaled efficiency and control in IT management.



Data Sheet

With the configuration management module, you can search, get details on, and graph CMDB items and relationships.

testing, documenting, and implementing change requests throughout the organization. This module ensures that standardized procedures are used to ensure changes are made efficiently, rapidly, and with minimal disruption. Because the change management module is part of Nimsoft Service Desk, you get to leverage the information already collected. For example, change requests can be initiated and linked to one or more incidents or problems, complete with the existing classifications and other data.

Nimsoft Service Desk features approval capabilities that ensure that the correct personnel are notified and can plan changes in a way that benefits the business. Approvals are routed automatically based on request classification, ticket information, and related configuration items.

Additionally, change calendars within Nimsoft Service Desk allow the change planners, and ultimately the change advisory board, to see changes at a high level, determine priority, and

resolve conflicts between scheduled changes. You can also assign various tasks or work orders within the system for change fulfillment.

Configuration Management: Providing the Core of Service Management

The configuration management module of Nimsoft Service Desk, including our robust configuration management database (CMDB) and visualizer, is at the core of IT service support. This module provides a centralized view of IT data that is essential in delivering consistent, reliable, effective, and efficient service to your business customers.

The CMDB gives your teams a common, consistent repository for IT

Nimsoft Service Desk offers a master console that provides fast views of tickets and SLA status.

configuration items (CI), including definitions of the actual business services these CIs support. The CMDB holds the relationships for business services and between all system components and processes, including incidents, problems, known errors, changes, and releases.

Working with Nimsoft Monitor, your teams can automatically discover and record the actual attributes of the CIs, while representing the authorized configuration of the significant components of your IT environment.

Service Level Management: Perform to Business Needs

Nimsoft Service Desk provides the ability to define service targets and thresholds to effectively manage service level objectives, ensure high levels of customer satisfaction, and meet business objectives. Within Nimsoft Service Desk, you can create the basic service level agreement (SLA), underpinning contracts (UC), and operational level agreements.

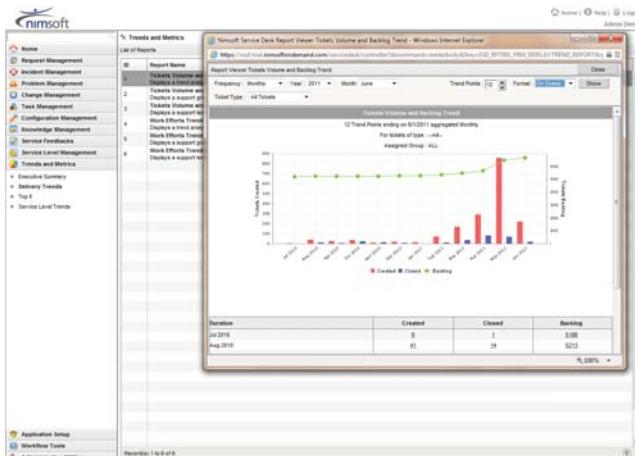
Data Sheet

Nimsoft Service Desk allows you to track SLA compliance in real-time, using powerful dashboards and built-in reports. You can also be proactive—to ensure the best level of compliance possible—by using automatic escalation and assignment rules based on violation of pre-defined warning thresholds.

Knowledge Management: Transforming Your Service Desk

An effective service desk can add enormous value to your organization. With a robust knowledge base, costs associated with service disruptions are lowered, issues and conflicts can be resolved faster, and you can improve the quality of the decision making process.

The knowledge management module in Nimsoft Service Desk improves the quality of decision making throughout the enterprise by ensuring that optimal (and vetted) information is available to resolve service issues.



Nimsoft Service Desk reports provide intuitive views of the status of the service desk.

Knowledge base articles can be queried from tickets—or via the global search function—to assist in resolving issues or conflicts. You can use the knowledge base as a resource for FAQs, how-to procedures, run books, and more. Role-based permissions also help to ensure that the best solutions are available to your agents.

In addition, the knowledge management module enables you to report on the effectiveness of the knowledge articles in production. Both end users and agents are given the opportunity to rate articles, give feedback, and mark articles as having solved a problem—enabling the knowledge manager to report on and improve the effectiveness of the knowledge that has been published.

Dashboards and Reporting

Make business decisions, measure trends, and manage services using dashboards and reporting. Role-based dashboards provide you with a graphical, configurable view of current business and operational information. In addition, 68 configurable reports give you a snapshot of the state of the service desk, detailing such information as ticket volume, ticket aging, and service level violations.

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.

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