Nimsoft Unified Manager

The Solution for Mastering Modern IT

Key Features

- Comprehensive IT monitoring and service management functionality

- Unified view of business services delivery, performance and availability

- Detailed performance metrics to manage service level agreements and maintain uptime for essential business applications

Benefits

- Increased business and process alignment

- Reduced administrative effort and costs

- Minimized risk of performance degradation when adopting new technologies

- Optimized IT service delivery

- Offered on premise or SaaS

The Rise of Modern IT

In a world where you can directly tie every new business strategy to the IT solution required to enable it, IT has graduated from cost center to revenue driver. This shift has forced a change in your IT landscape. What was in house is now on demand. What was physical is now virtual. And what took months, now takes minutes. The elastic, dynamic, and distributed nature of modern IT makes it more efficient—and much harder to manage. Your organization's ability to effectively adopt new technology, quickly respond to service disruptions, and proactively guard against service interruptions can mean the difference between whether your business succeeds or fails.

The Challenge: Managing Modern IT with Legacy Tools

All of your IT initiatives will only deliver strategic business benefits if everything works. Legacy IT management tools are ill-equipped to deal with the modern IT infrastructure, providing siloed visibility into such components as networks, servers, and databases—which leads to limited insight and spotty performance. And when a component fails, cumbersome and inflexible help desk processes don't provide an accurate, current picture of the environment's configuration and performance.

How can companies safely embrace the technologies needed to reduce costs and propel their business forward—while at the same time optimizing service levels?

Nimsoft Unified Manager

Nimsoft Unified Manager is the IT management solution for modern IT. Consisting of comprehensive IT monitoring and service desk functionality, the solution couples the broadest technology coverage with bullet-proof service delivery processes. Instead of a siloed approach to IT management, you get the structured visibility you need to speed problem resolution and optimize your entire IT infrastructure.

Nimsoft Unified Manager

Nimsoft Unified Manager comprises Nimsoft Monitor and Nimsoft Service Desk along with unified dashboards and reporting in the Nimsoft Unified Management Portal, providing:

- A correlated view of internal and outsourced IT performance and availability.
- A flexible and easily extended coupling of monitoring and service desk functionality.
- A simpler, continually coordinated set of monitoring and service desk processes.

Nimsoft Unified Manager helps you manage your environment, while minimizing your management burden. Our unified architecture makes implementation a snap. Drag-and-drop (not rip-and-replace) upgrades constantly bring you incremental improvements, without derailing existing workflows. Say goodbye to cumbersome business process customization, brittle technical integrations, lengthy user training, and technical work-arounds

Bridging the gap between Business and IT
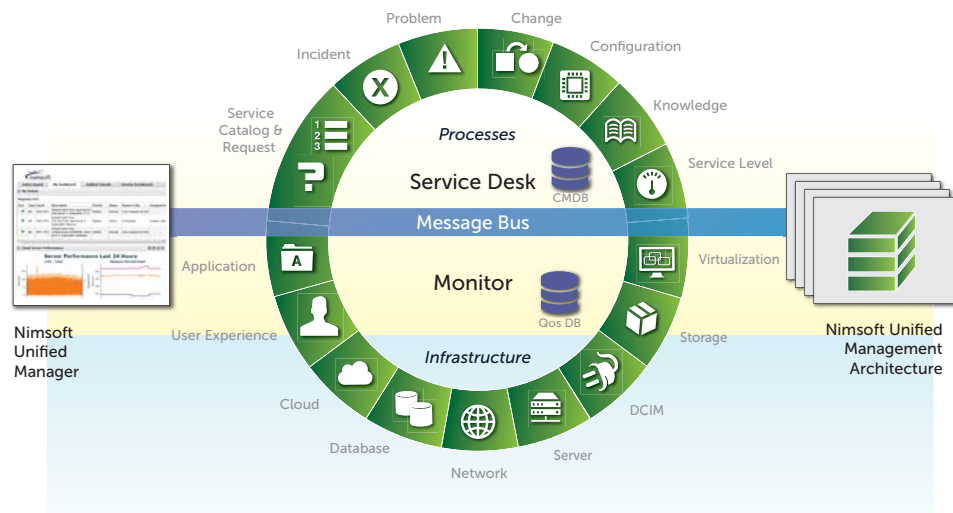
Nimsoft Monitor

Nimsoft Monitor is the monitoring solution architected for modern IT. Nimsoft Monitor gives you the visibility you need to proactively monitor and manage performance, events and alarms across even the most complex environments. Rather than requiring additional products or bolt-on workarounds to monitor the latest technology, our flexible, modular, and scalable architecture allows for the rapid addition of new monitoring capabilities. This unique combination of visibility and extensibility makes Nimsoft Monitor the one solution able to address your current, and future, monitoring needs.

Nimsoft Service Desk

Your service desk might be the only IT resource guaranteed to touch everyone in your enterprise. Nimsoft Service Desk provides a one-stop-shop to end-users with the ability to log requests and track progress in real-time. Clearly defined and

customizable templates help service desk personnel get the actionable information they need from the beginning of the process. Nimsoft Service Desk allows the end user to search the knowledge base for solutions to resolve their issues. It provides a structured service catalog with access permissions to tailor the offerings and guide the user based on roles or specific actions.

Nimsoft Unified Management Portal

The Nimsoft Unified Management portal provides a unified view of business services delivery, performance and availability. With customizable dashboards and reports, you configure service delivery information based on customers or roles within the organizations. The Portal provides IT management with a single pane of glass across the entire IT infrastructure from the internal data center, virtualized environments and cloud-based infrastructure.

Nimsoft Unified Manager Benefits

Unified visibility

To meet business requirements, modern IT infrastructure and personnel often extend across multiple data centers, states, or countries. Nimsoft provides a unified view of technical and process performance to help technical experts and line-of-business owners see exactly how modern IT is working for them.

Accelerated problem resolution

Nimsoft Unified Manager gets actionable information to the right person at the right time.

Designed to help service delivery teams work together, Nimsoft Unified Manager instantly reveals newly discovered monitoring data and routes it through best-practice, ITIL v3-based, resolution workflows.

Safe adoption of new technology

Nimsoft enables organizations to adopt new technologies, such as virtualization and cloud, while minimizing the risk of performance degradation. This allows you to propel your business forward by safely providing valuable new services at the lowest possible operational cost.

Increased system and business process alignment

Modern IT must deliver on the service level agreements made with the business. Setting realistic SLAs and proactively managing to exceed them is critical. Nimsoft Unified Manager provides coordinated, effective responses to service requests or incidents to meet or exceed SLAs and increase customer satisfaction.

Optimized IT service delivery for one customer, or one hundred

Built to serve providers of all kinds, our multi-tenant architecture allows managed service providers, cloud providers, and corporate IT to efficiently scale and personalize service offerings for one, or many, clients. And our flexible SaaS or On-Premise delivery option and rich automation APIs allow you to get yourself and new clients up and running quickly and easily.

On premise or SaaS

The same full-featured solution is offered either on premise or SaaS.

Proven Solution

Over 1,000 companies in 36 countries and in every industry rely on the Nimsoft Unified Manager solution to proactively manage their IT infrastructure.

Nimsoft is a leader in performance and availability monitoring in the service provider space with over 400 service provider customers and 20,000 end-users worldwide. We have helped service providers by providing a value-added service that can increase monthly recurring revenue.

Nimsoft Unified Manager provides detailed performance metrics that allow customers to manage service level agreements and maintain uptime for essential business applications. Enterprise customers in all industries including financial, healthcare, manufacturing, retail, and technology use Nimsoft to ensure business service availability and reliability.

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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