

# Nimsoft: *What We Do*

## The Problem We Solve

*Your company's core application is down, the end users are dissatisfied and the business is impacted. That much you may already know—but how do you prioritize the support efforts, rapidly identify the root cause of the outage and how to correct it, is anything but clear. Your network administrators say the network's fine. Your application team says the production code hasn't changed in a month. Your database team says the database servers are all available.... You rely on a range of seemingly disparate elements within your IT infrastructure to deliver your business-critical applications and services. But where do you go to centrally assess and manage all these business service components. How do you quickly pinpoint an issue anywhere within the infrastructure and resolve it—before it compromises or disrupts business productivity and efficiency?*

It's no secret that organizations rely on their IT infrastructures for nearly every aspect of their operations. Increasingly, business processes are driven by IT services, and service delivery is fueled by the performance or health of their infrastructure. Proactively monitoring and managing IT performance from a business services perspective is essential to improve the operational efficiency, agility, and, ultimately, profitability of the entire business.

Service level management (SLM) and business service management (BSM) are rapidly becoming critical priorities within IT operations because they are disciplines that focus on monitoring applications and services from an end-user experience and service oriented architecture (SOA) perspective. Instead of managing technology silos by IT department functions, SLM and BSM enables IT professionals to understand and improve the end-to-end, "horizontal" performance of IT services that have been configured to support specific business processes and services.

Organizations looking for products to help them monitor and manage business critical infrastructures were confronted with two choices:

- Expensive legacy management products from the framework providers, products that require huge initial investments and significant follow-on costs for customization and implementation. In addition to their cost, these products are typically extremely complex, difficult to deploy, and ultimately often become partial or complete shelf ware.

- Point solutions to monitor specific technology elements within the infrastructure, such as network devices or database servers. Since these point solutions do not monitor performance from a comprehensive, end-user-to-service perspective, they offer limited benefit to teams tasked with ensuring peak application performance.

Not surprisingly, organizations ultimately found that neither of these approaches met their needs. Nimsoft offers an effective alternative for enterprises and service providers who require broad infrastructure and technology support to centrally monitor their entire IT system.

## The Products We Offer

Nimsoft has made effective SLM and BSM a practical reality for hundreds of customers worldwide. With Nimsoft performance and availability management solutions, customers can centrally manage their entire infrastructure and improve service delivery. Through its cohesive product offerings, Nimsoft provides a solution for your business, regardless of the industry or size of company. Nimsoft solutions deliver pro-active monitoring and alerting, performance analysis and historical reporting, real-user monitoring, advanced SLM and comprehensive service modeling BSM functionality, coupled to broad platform coverage, and unparalleled ease of deployment and use.

Nimsoft products are based on a purpose-built, efficient architecture specifically designed for service oriented management. As a result, compared to the legacy management products on the market, Nimsoft products are...

- Affordable — both in terms of initial costs to purchase and implement and in terms of ongoing administration.
- Easier to deploy and maintain — typical deployment times for Nimsoft products span hours and days, not months or years.
- Scalable — its efficient, streamlined code base yields better responsiveness and better throughput.
- Effective — ultimately, Nimsoft products enable fast, effective deployment and end-to-end service level management of an enterprise's entire IT infrastructure.

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Nimsoft products offer a range of significant advantages:

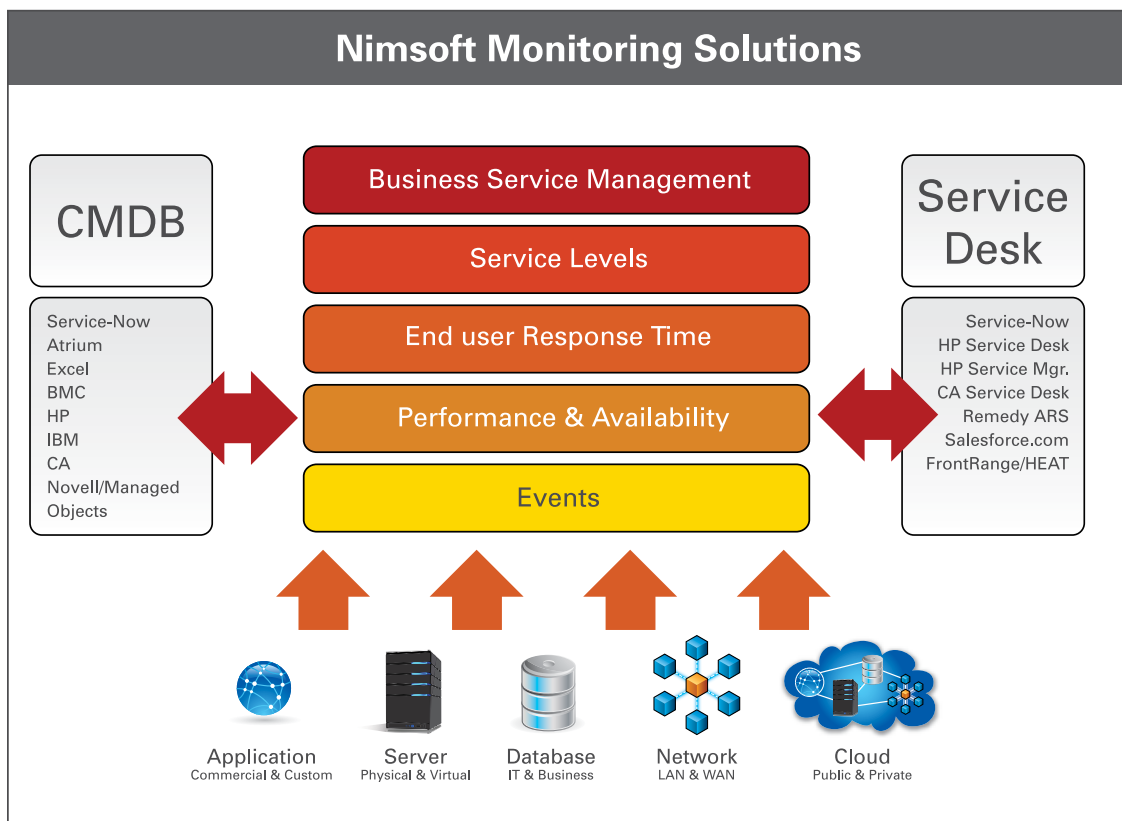
- **Breadth:** While many point solutions deliver capabilities for managing a specific device or application, they're not equipped to deal with an enterprise's heterogeneous mix of network devices, applications, and databases. They're not equipped to enable true service level management across the IT infrastructure. Nimsoft products are.
- **Scalability:** Nimsoft products offer an efficient code base and robust functionality that enable it to accommodate business and infrastructure growth—and manage.
- **Extensibility:** Nimsoft solutions can be deployed to manage the entire infrastructure from day one, or it can be deployed to monitor and manage a specific system element initially, with more systems to be added over time.
- **Availability:** Proven in hundreds of demanding customer environments, Nimsoft products have the reliability required for business-critical application monitoring. For example, rather than relying on unpredictable SNMP agents, Nimsoft products gather data via a publish/subscribe-based architecture that ensures reliable delivery of events and performance information.

- **Effectiveness:** Regardless of whether one system is being monitored, or an entire heterogeneous infrastructure is being managed, Nimsoft products provide administrators with the robust capabilities they need to proactively manage their systems and ensure optimal service levels.

## What Our Products Do

Nimsoft products represent the next generation of IT service management (ITSM) solutions, offering an unparalleled combination of advanced functionality, broad infrastructure coverage, and unprecedented ease of deployment and use.

The Nimsoft product suite provides scalable, reliable capabilities for monitoring and proactively managing critical IT resources—including a broad range of application servers, Web application servers, databases, and network devices—across all standard operating systems.



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The Nimsoft solutions for SME, Mid-market and Enterprise businesses provide key ITSM and BSM functions:

- Heterogeneous infrastructure support
- Physical and virtualized platform cohesion
- Real-time systems performance & availability monitoring and reporting
- Historical systems performance & availability reporting
- End-to-end response time measurement (active)
- Real-user performance monitoring (passive)
- Service level agreement (SLA) definition, monitoring, and reporting
- Service modeling and key performance indicator (KPI) mapping
- Configurable and customizable business service and operations performance dashboards

## How Our Products Help Customers

Nimsoft products enable companies to gain and maintain control over their entire infrastructure so that they can better align their IT investments with top level business objectives. By enabling customers to effectively monitor and manage application and system performance—and by delivering these capabilities in a solution that offers broad infrastructure support and easy deployment and use—Nimsoft delivers a range of benefits to customers:

- *Enhanced infrastructure performance and reliability.* The Nimsoft solution helps administrators ensure that business applications and services are always available and operating at peak performance.
- *Increased end user productivity.* Nimsoft products effectively monitor the performance end users experience, and provide the visibility required to identify and resolve potential problems before they become actual problems that disrupt productivity.

- *Better system and business process alignment.* Nimsoft products correlate system performance to business process, allowing the IT organization to prioritize system triage and resolution activities based upon business process and application priority.
- *Improved SLA compliance performance.* Performance thresholds and real-time alerting and reporting enable resolution of issues before SLAs are breached.
- *Enhanced resource optimization.* The Nimsoft solution provides performance trend visibility for capacity planning, load balancing, and preemptive resolution of issues—ensuring infrastructure investments are fully leveraged.
- *Reduced IT labor costs.* Sophisticated monitoring and automated alerting capabilities streamline troubleshooting, resource management, and compliance verification.
- *Trust and Transparency.* Ability to communicate how well IT services is supporting business critical processes.
- *Business and IT Agility.* Easily adapt to performance, availability, user experience and business process demands.
- *Customer (user) Satisfaction.* Improve end-user experience both functionally and collaboratively through higher levels of service delivery and intuitive communication.

## Customers Nimsoft Serves

Companies around the world and in every industry now rely on Nimsoft products to proactively manage their IT infrastructures. Nimsoft's customers include companies such as Alvaka Networks, Amway Corporation, Archstone Smith Communities, Barclays Capital, Betfred, British Telecom (BT), CB Richard Ellis, CDW Berbee, Coldwater Creek, Community Health Systems, Dekalb Medical Center, EDS Global Field Services, Erie Insurance Group, Foley & Lardner, Fusion Storm, Getronics, IMI Barcelona, Integrated Broadband Services, IBM Global Services, Iron Ore Company of Canada, KPMG, Ladbrokes Limited, Liberty Savings Bank, MTU Aero Engines, Northrop Grumman Corporation, Novell, Rackspace Managed Hosting, Ramesys, State of Montana, Steria Belgium, T-Systems, U.S. Veterans Administration and Wells Fargo & Co.



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