

# Nimsoft Service Desk

## Full Featured Service Management Solution for Modern IT

### Key Features

- Built in, ITIL-based best practices
- Complete service management solution
- Action based workflow drives the processes
- Configurable to the requirements of your business without custom development for business users
- Self service console for quick actions and requests

### Benefits

- Simple implementation shortens your time to value
- Adaptable workflow allows you to meet your specific business needs without custom code
- Seamless upgrades make it possible to get the latest improvements without ripping apart your implementation
- Automatic incident creation lets you proactively address potential service interruptions

### Unify Service Management Processes with Operational Monitoring

Your service desk might be the only IT resource guaranteed to touch everyone in your enterprise. Does it reflect IT's value and responsiveness to the needs of the business?

Nimsoft Service Desk provides a clear, consistent interface between business and IT. It coordinates and accelerates incident response and proactive IT management to increase end-user satisfaction, reduce costs, and meet business objectives.

### Comprehensive Service Management Solution

Nimsoft Service Desk is the service management solution for Modern IT. Our solution, available either on demand (SaaS) or on premise, provides action-based workflows based on ITIL standards and years of real-world best-practices implementation, to coordinate all aspects of service delivery and increase customer satisfaction.

Nimsoft also ties the information we collect with Nimsoft Monitor into Nimsoft Service Desk, thereby eliminating communication friction between your operations and service management teams, and allowing you to provide better quality service—faster and cheaper.

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 verify their perception of your performance.

## Service Catalog and Self Service

**Make sure your end-users have the best service possible:** The most used component of many service desks is the interface to the end-users. 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. 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 auto-routes all tickets to the appropriate group or technician, based on a combination of the requester's info, ticket info 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

### Automation makes for efficient

**handling:** 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 provide service desk personnel pre-defined steps to handle many kinds of Incidents. This helps to ensure that common Incidents are handled efficiently, effectively, and within the defined timeframes.

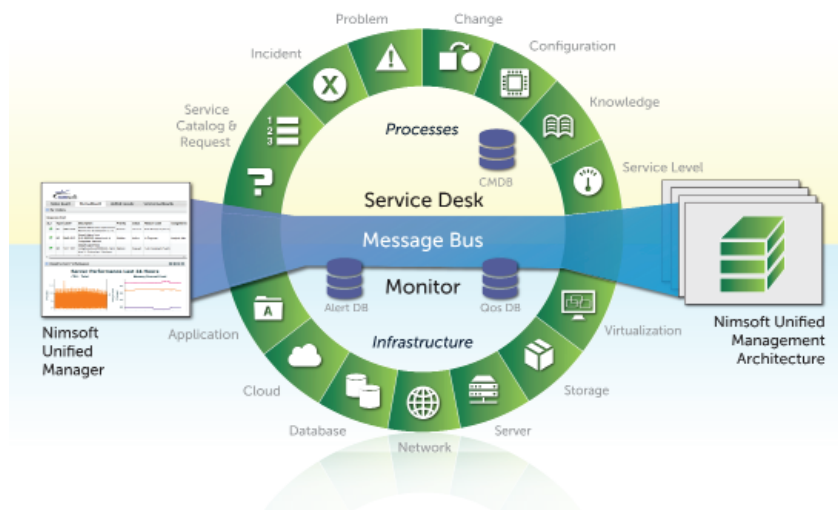
## Problem Management

**Problem Management leads to better running 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 eliminate the impact of these issues on the business.

Nimsoft Service Desk introduces its global issue feature which allows you to relate multiple Incidents to one problem and avoid wasted effort, thus ensuring efficiency of your staff as they resolve issues. The global issue feature also includes the workflow necessary to close all related Incidents, send out the appropriate notifications and manage to resolution.

### Bridging the gap between Business and IT



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.

## Change Management

### Change Management ensures proper planning and coordination:

The Nimsoft Service Desk change management module allows your Help Desk to evaluate, prioritize, plan, test, document, and implement change requests through the organization following ITIL best practices. This module ensures that standardized procedures are used for highly efficient, rapid processing of changes which enables beneficial changes to be made with minimal disruptions to IT services. Because the change management module is part of the overall 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. Approvals

Approvals are automatically driven by classification of requests, overall ticket information, and configurations items related to the change request to ensure that the correct personnel are notified and can plan the change in a way that benefits the business.

Additionally, change calendars within Nimsoft Service Desk allow the change planners, and ultimately the Change Advisory Board (CAB), to see changes at a high level, determine priority and resolve conflicts between scheduled changes. You can also assign out the various tasks or work orders within the system for change fulfillment.

## Configuration Management

### Configuration Management provides 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. It provides a centralized view of IT data

while representing the authorized configuration of the significant components of your IT environment.

## Service Level Management

### Drive your organization to perform to the 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 the Nimsoft Service Desk, you can create the basic service level agreement (SLA) along with the underpinning contracts (UC) and operational level agreements.

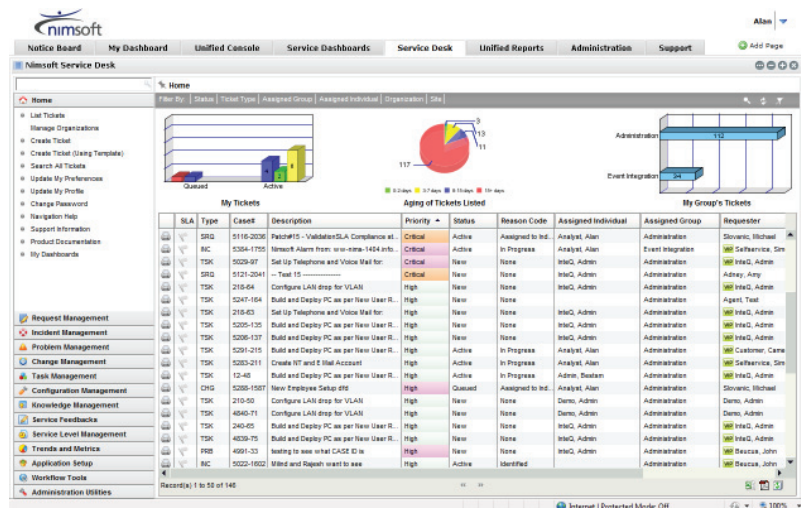
Nimsoft service level management allows you to track SLA compliance in real-time, using

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

### Transform Your Service Desk with Knowledge Management:

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.



that is essential in delivering consistent, reliable, effective and efficient service to your business customers.

The CMDB provides your teams a common, consistent repository for IT 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 will automatically discover and record the actual attributes and relationships of the CIs



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

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

In addition, Nimsoft's knowledge management module provides the capability for reporting 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, allowing 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 view of business information that allows you to make key decisions based on data that provides a snapshot of the state of the service desk such as ticket volume, ticket aging, and service level violations.

### About Nimsoft

Nimsoft provides integrated, modern IT management solutions for more than 1000 enterprise and service provider customers globally, including 1&1, CDW, SoftLayer, Sur La Table, TriNet, and Virgin America. The company's Nimsoft Unified Manager is an industry-leading solution which helps organizations easily monitor and manage IT services in increasingly complex business environments. Nimsoft products integrate with existing solutions at any point from the data center to the cloud. For more information, visit [www.nimsoft.com](http://www.nimsoft.com).

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