

Nimsoft Launches Nimsoft Unified Manager, a Single Solution Combining IT Monitoring and Service Management

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Highly Adaptable, Multi-Tenant IT Management-As-A-Service Solution Designed to Meet Modern IT's Rapidly Evolving Business Needs

CAMPBELL, Calif. – April 5, 2011 – Nimsoft today announced Nimsoft Unified Manager, a multi-tenant IT Management As-A-Service solution that combines industry-leading infrastructure monitoring and ready-to-use ITIL®-based service management capabilities in a single solution.

By unifying monitoring and service management, Nimsoft Unified Manager empowers service providers and IT organisations to more efficiently and effectively optimise delivery of IT services to business users across internal and external IT infrastructures including public and private cloud environments.

The solution is built on the successful Nimsoft Monitoring Solution (now known as Nimsoft Monitor) and the customer-proven Nimsoft Service Desk technology.

The need to constantly drive down costs combined with ever-expanding technology complexity, are driving IT organisations to adopt new technologies and processes, said David Coyle, research vice president, IT operations at Gartner. Flexible, unified solutions that promote integration between monitoring and management will be key selection criteria over the coming years."

Nimsoft Unified Manager provides intuitive, out-of-the-box logic and bi-directional integration between monitoring and service management to meet the needs of today's collaborative, fast-paced IT operations. It will be offered either on-demand (SaaS) or on-premise.

This integration between monitoring and service management radically improves the productivity of IT operations helping to ensure that problems and potential problems are quickly and accurately addressed based on their impact to the business.

"Managing client private cloud infrastructure and protecting sensitive client data in globally distributed data centres is our business. Now the Nimsoft Unified Manager gives our ZoneIT Private Cloud clients visibility into their virtual systems and our customer service team improved support tools to scale, commented Dan Dayanim, Director, Client Services Delivery at IPR International, LLC. We've been searching for a unified solution that pulls together monitoring for our multi-vendor private cloud infrastructure with our ITIL service delivery model and a centralized multi-tenant client portal. We're excited that the Nimsoft platform fits our strategic direction and will help drive growth."

Nimsoft Unified Manager features an intuitive unified user experience that guides users through ITIL-based workflows—from alarms to alerts to problem resolution—while streamlining service delivery, enabling reduced business downtime and improved service quality.

Built on a proven, lightweight multi-tenant architecture, Nimsoft Unified Manager enables businesses and service providers to embrace established, emerging and future technology maximizing service quality and

reducing total cost of ownership and overall IT complexity.

Additional capabilities of Nimsoft Unified Manager include:

- Comprehensive monitoring of infrastructure elements—including servers, storage, network devices and security appliances—across public and private cloud environments
- Response-time monitoring of applications and services
- Intelligent threshold and policy driven alerting
- ITIL-based service management workflows
- Collaboration tools for operations and help-desk staff
- Shared configuration management database (CMDB)
- Intuitive dashboards and reporting
- Extensive APIs interface to third-party solutions and technologies
- Secure, segmented customer views

“Business moves too fast for companies to get bogged down in costly implementations of complex IT management applications that can’t respond to constant changes in modern IT infrastructure and services,” said Gary Read, Nimsoft CEO. “With Nimsoft Unified Manager, our customers can maintain the deep visibility they need into the computing environments that form the central nervous system of today’s modern IT organizations and deliver critical highly available services at low costs whether in the data center or the cloud.”

Nimsoft Unified Manager features flexible licensing, deploy-as-you-need implementation, and will be offered with a choice of on-premise or on-demand SaaS delivery.

Supporting Quotes

Being able to offer our clients this combined SaaS monitoring and service desk solution is a significant benefit," commented Barry White, Operations Director at MNIS. "We see the offering as a clear path for us to increase the ways we can help our clients improve visibility, reporting and management of their business processes and operations, ultimately resulting in measurable business success."

“We use Nimsoft solutions to nimbly and cost-efficiently deliver highly reliable services to a demanding and rapidly growing client base,” said Chris Poe, CTO at Atrion Networking Corporation, a New England-based service provider and systems integrator to the mid- and small enterprise market. “By enabling the consolidation of an even broader set of infrastructure monitoring and service management capabilities into a single platform, we believe Nimsoft Unified Manager will empower service providers and IT organizations to provide even greater value to their clients and create improved operational efficiencies—allowing organisations to more effectively run their IT operations.”

“As a technology development partner to Nimsoft, we expect to see strong market acceptance of the Nimsoft Unified Manager solution," said JF Lauri, Managing Director at ERP management company AGENTIL. “The solution combines proven capabilities, and gives service providers and IT organisations an efficient technology solution that to us, represents the next generation of ITSM management and monitoring.”

“The Nimsoft Unified Manager solution helps us enable organisations to easily account for and manage the ever-changing needs of today's evolving business environment,” said Dave Lewis, CEO at systems integration, training and consultancy company Mibtree. “The fact that Nimsoft has successfully brought together the IT monitoring and service management sides of the equation will prove to be a tremendous asset to business. It’s yet another example of the company’s commitment to offering a comprehensive approach to IT for the modern organisation.”

About Nimsoft

Nimsoft is the first provider of Unified Monitoring™ solutions for virtualised data centres, hosted and managed services, cloud platforms, and SaaS resources. With a proven time to value measured in weeks, the Nimsoft Monitoring Solution™ (NMS) reduces an enterprise’s total cost of ownership by up to 80 percent compared to legacy systems management vendors, while scaling and extending to places they just cannot go. The Nimsoft Unified Monitoring architecture eliminates the need to deploy a new monitoring solution for outsourced services, public or private clouds, or SaaS implementations. Nearly 1,000 customers use Nimsoft Unified Monitoring solutions, including both mid-market and global organizations such as Amway Corporation, Barclays Capital, Casual Male, European Medicines Agency (EMA), Ladbrokes, TriNet, and hundreds of leading hosting, cloud and managed service providers such as 1&1, CDW, Hitachi, and Rackspace. For more information, visit www.nimsoft.com. To see Nimsoft Unified Monitoring in action, visit the Nimsoft public portal at www.unifiedmonitoring.com.

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