



Configuration, Not Coding

How Nimsoft Service Desk Speeds
Deployment and Time to Value

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Executive Summary

For years, many support teams have been hamstrung by their traditional service desk platforms, which require complex, time-consuming coding for virtually every aspect of customization. This complexity makes it costly and difficult for support organizations to adapt—and places an increasingly substantial burden on the agility and efficiency of the business as a whole. Nimsoft Service Desk is a clearly differentiated alternative to traditional service desk platforms. With Nimsoft Service Desk, support organizations can complete their initial deployments quickly and easily, and they can adapt efficiently to the evolving needs of the business.

Introduction: The Complexity of Traditional Service Management Platforms

It's no secret that just about any vital business service, process, or function is now integrally entwined with IT, and it falls to the service desk to support and optimize the IT infrastructure that underpins the business. So, in a very real way, as the service desk goes, so goes the business.

The challenge is that, while cloud, mobility, virtualization, and a host of other trends have ushered in more agility for businesses, the service desks in many organizations today still function as they had five, ten, or even fifteen years ago.

These traditional service desk platforms require coding in order to be customized to the specific needs of the organization. This complex, development-intensive model typically leads to extremely lengthy deployment cycles, with many initiatives spanning four months or more.

Further, this complexity doesn't just affect up-front deployments, but also any and all changes that arise after deployment, and, as we've clearly seen in the last couple of years, change just keeps coming faster. Thus, for example, if business changes warrant the development of a new, chained approval cycle, the support team and its developers may need to build custom code, scripts, active links, and filters—and conduct all the testing and quality assurance efforts associated with this work—before the new capability can be rolled out.

Ultimately, this complexity costs the support team, and the business, dearly in terms of inflexibility, high staffing costs, compromised service levels, and more.

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Nimsoft Service Desk: The Next Generation of Service Management

Nimsoft Service Desk enables your organization to leverage sophisticated IT service management capabilities and tailor them to the specific needs of your business—without complex, labor-intensive coding, and all its time and budget implications. Nimsoft Service Desk equips you with action-based workflows built on ITIL standards, so you can manage, coordinate, and optimize all aspects of service delivery.

Deploy Quickly

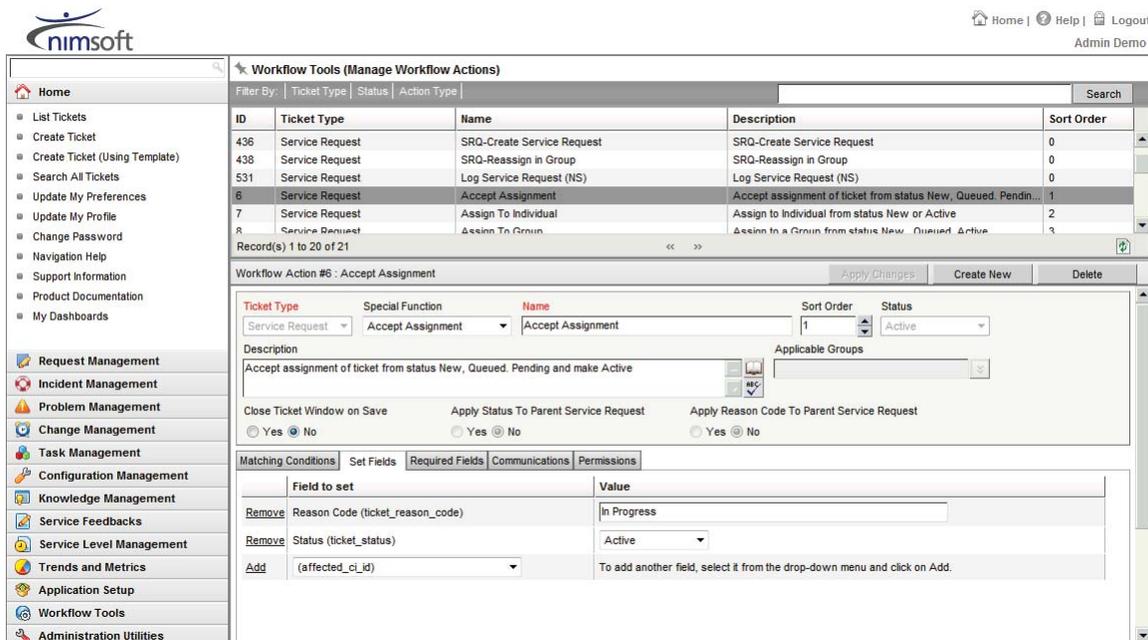
Nimsoft Service Desk has all core ITIL best practices embedded in the solution—pre-built workflows that are fully integrated and available for you to use immediately. Nimsoft Service Desk workflows cover all the essential processes, from initial request submission to case close. Rather than having to do a lot of process engineering, Nimsoft Service Desk enables you to leverage automated, pre-configured processes—effectively jump starting the bulk of the work needed to get your ITIL service desk running.

Further, as opposed to other solutions that require labor-intensive custom coding, Nimsoft Service Desk lets your team use an intuitive point-and-click interface to configure the platform to the specific needs of your business. Any IT team member can make these configuration changes using simple, logical business rules.

In addition, Nimsoft Service Desk offers such capabilities as support for bulk import of user records, categories, and more, which helps streamline initial migration. The result is that deployment cycles are a fraction of those with traditional tools. Rather than taking four months or more, deployments of four to six weeks are typical with Nimsoft Service Desk—and this includes the rollout of complete service management functionality, including automated processes, reporting, and more.

Tailor to the Business Easily

With Nimsoft Service Desk, your support organization doesn't need to rely on teams of developers to make system changes. Both during initial set up and as needs change, the solution can easily be tailored to specific business requirements. Users can adapt workflows, approval processes, escalations, and more, all via a graphical user interface. This ease of use doesn't compromise functionality, however. For example, the solution offers sophisticated change management capabilities, so administrators can set up sequential or parallel approval cycles, task management, and fulfillment processes.



The screenshot displays the Nimsoft Service Desk interface. On the left is a navigation menu with categories like Request Management, Incident Management, Problem Management, Change Management, Task Management, Configuration Management, Knowledge Management, Service Feedbacks, Service Level Management, Trends and Metrics, Application Setup, Workflow Tools, and Administration Utilities. The main area is titled 'Workflow Tools (Manage Workflow Actions)'. It features a table of workflow actions with columns for ID, Ticket Type, Name, Description, and Sort Order. Below the table, a detailed view for 'Workflow Action #6: Accept Assignment' is shown, including fields for Ticket Type, Special Function, Name, Sort Order, and Status. It also includes a Description field, Applicable Groups, and checkboxes for 'Close Ticket Window on Save', 'Apply Status To Parent Service Request', and 'Apply Reason Code To Parent Service Request'. At the bottom, there is a 'Matching Conditions' table with columns for Field to set and Value.

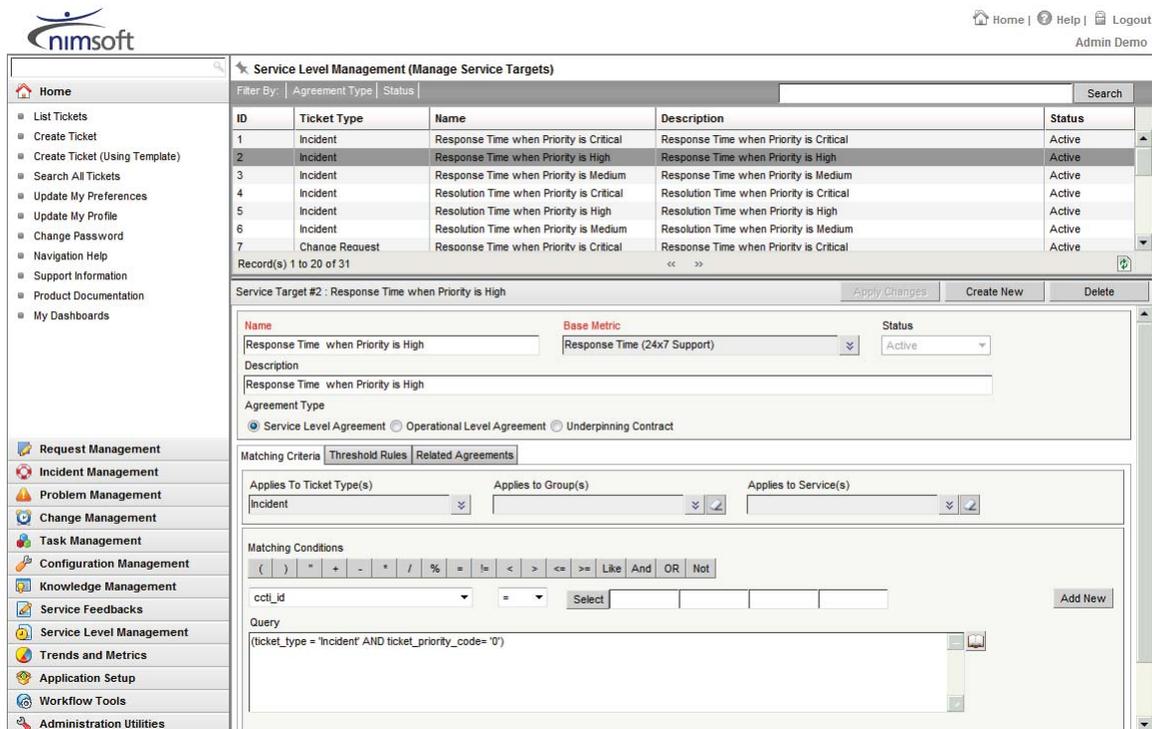
ID	Ticket Type	Name	Description	Sort Order
436	Service Request	SRQ-Create Service Request	SRQ-Create Service Request	0
438	Service Request	SRQ-Reassign in Group	SRQ-Reassign in Group	0
531	Service Request	Log Service Request (NS)	Log Service Request (NS)	0
6	Service Request	Accept Assignment	Accept assignment of ticket from status New, Queued, Pendin...	1
7	Service Request	Assign To Individual	Assign to Individual from status New or Active	2
8	Service Request	Assign To Group	Assign In a Group from status New, Queued, Active	3

Field to set	Value
Remove Reason Code (ticket_reason_code)	In Progress
Remove Status (ticket_status)	Active
Add (affected_ci_id)	To add another field, select it from the drop-down menu and click on Add.

With Nimsoft Service Desk, setting up and modifying workflows is a simple, point-and-click exercise.

Following are some examples of common tasks, and how easy they are to complete with Nimsoft Service Desk:

- Setting up approval rules.** With Nimsoft Service Desk, creating a new approval rule can be done within a couple of minutes and it is a simple task that can be completed by a range of users. In comparison, with other solutions, a manager would need to submit a request to an engineer, who may need to dedicate several hours to the task. As a result, depending on workloads, testing, and other variables, a one to two-minute task in Nimsoft Service Desk may take one to two weeks to get into production with another solution.
- Adding custom fields.** Via point-and-click commands, users can add a new custom field and specify its type. In addition, workflows can be integrated with these custom fields, so that actions and escalations can be triggered based on the specific value found in that field. While traditional solutions may offer this capability, it takes much more time to develop. In some cases, these traditional solutions may ultimately enable more intricate capabilities. For example, some traditional service desk platforms enable organizations to establish dependencies across different fields. However, it is important to realize that this added level of sophistication comes at a high price, both in terms of upfront and ongoing development work.
- Setting up automated assignment and intelligent routing.** As tickets come from different sources, Nimsoft Service Desk enables support teams to do intelligent, automated routing and task assignments. The solution makes it easy to build rules based on categorization of values in the ticket, keywords, and other variables. With other traditional service desk platforms, the amount of coding required to set up and modify these automated processes can be extensive, making the platform difficult to scale and adapt as new data points arise.



Nimsoft Service Desk makes it easy for support teams to track incidents according to service level agreements, operational level agreements, and underpinning contracts.

- **Creating and distributing surveys.** With Nimsoft Service Desk, users can create all their surveys, define and categorize distribution lists and frequency, and more, all via an intuitive interface. The solution features commands that make it easy to customize survey content for specific departments and audiences. By comparison, with other tools, survey originators typically have to hand survey development work off to developers, which constrains flexibility and delays survey distribution.

Customer Scenarios: Agility in Action

Following are a couple examples of how Nimsoft Service Desk delivered dividends in specific customer accounts.

Global Retailer

Increasingly frustrated with the complexity and high upgrade costs of the company's prior solution, the IT organization opted to move to Nimsoft Service Desk. The team had the new solution up and running in 45 days, across 30 global locations. Further, no service management solution will be successful unless end consumers adopt it and use it.

Beyond its ease and speed of deployment, Nimsoft Service Desk was convenient for end users to work with. For example, the solution enabled users to submit ticket requests through both Web and email, and this flexibility was particularly welcome for all the company's remote users. Plus, the solution enabled more efficient interaction with the IT service desk, across a number of groups and locations. Consequently, within three months of deployment, Nimsoft Service Desk was the second most used application in the entire business, with more than 5,000 users. Thus, the retailer enjoyed not only rapid time to value, but maximum return from its investment.

Learn More

To learn more about Nimsoft Service Desk and how it can help your business:

- Sign up for a free trial of Nimsoft Service Desk at the following url: <http://www.nimsoft.com/free-trial>
- Visit the Nimsoft Service Desk page: <http://www.nimsoft.com/solutions/nimsoft-service-desk>

Large Educational Publisher

Isenchanted with its existing service management solution, the company's IT management team was confronted with a big decision: Renew and commit another year to a solution that wasn't meeting the business' needs, or get a new solution deployed before the existing support contract expired—in 30 days. Compounding matters was the scale of the help desk team's support load: The team handled between 700-900 calls per day, supporting a product line that has 600 platforms, with 20,000 variations. Further, the company had 350,000 end user accounts—and support agents needed to have fast access to customer account information in order to efficiently respond to customer inquiries.

Rather than renew, the company's executive management chose to go with a new solution, Nimsoft Service Desk, and was up and running within three weeks. Not only has Nimsoft Service Desk proven to be quick to deploy, but it's fast for agents to use, which helps them improve such metrics as average call handle time.



Conclusion

If a service management solution is complex and difficult to customize, this hurts businesses during initial deployment and over the course of the platform's usage. Nimsoft Service Desk represents a fundamentally different alternative from the traditional service management offerings of the past. Unlike these legacy solutions, Nimsoft Service Desk is fast to deploy and easy to configure, so your organization realizes fast time to value and low total cost of ownership—both immediately and in the long term.

About Nimsoft

Nimsoft is a global leader in IT Management-as-a-Service. The company's lightweight ITMaaS solutions make it easy for enterprises and service providers to implement comprehensive, adaptable monitoring and service desk capabilities essential for managing today's dynamic computing environments. Learn more at www.nimsoft.com.

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