



# Moving Service Management to SaaS

Key Challenges—and How Nimsoft Service  
Desk Helps Address Them

## Table of Contents

<b>Executive Summary</b> .....	<b>3</b>
<b>Introduction: Opportunities of SaaS</b> .....	<b>3</b>
<b>Introducing Nimsoft Service Desk</b> .....	<b>4</b>
<b>The Business and Operational Benefits of Nimsoft Service Desk</b> .....	<b>4</b>
Eliminate the Cost and Distraction of Platform Maintenance .....	4
Minimize Upgrade Costs and Disruptions .....	4
Tailor to the Business without Complex Coding .....	4
Free Your Team from the Custom-coding Mindset.....	5
Leverage a True SaaS Solution .....	5
<b>The Financial Benefits of Nimsoft Service Desk</b> .....	<b>6</b>
<b>Conclusion</b> .....	<b>7</b>

## Executive Summary

In areas such as sales force automation and customer relationship management, cloud-based computing services have become the norm—and substantially improved the economics, capabilities, and efficiencies customers have realized. Today, organizations can enjoy similarly substantial benefits by migrating their IT service management functions to a software-as-a-service model. This paper shows how Nimsoft Service Desk enables organizations to make the most of this opportunity.

## Introduction: Opportunities of SaaS

Since the advent of computing decades ago, IT has continued to evolve—perhaps just never as quickly as it’s changing today. From the mainframe to client/server, from ASP models to the cloud, these transitions radically affected the way business services were supported. As dramatic as these prior changes were, it seems clear that the cloud, and software as a service (SaaS) in particular, will have the fastest, most dramatic, and longest lasting impact of any computing trend that has occurred during our lifetimes.

The evolution in electricity infrastructures is a useful analog. In the early days, all factories built the infrastructure required to produce the electricity they needed. Later, utility companies were able to introduce significant economies of scale that enabled them to deliver power far more cheaply than any individual business could. Ultimately, for just about every business, the reliance on an external utility came to make the most sense. Similarly, the move to SaaS will be a compelling opportunity for a great many organizations—though clearly not all, and not necessarily for all use cases.

When assessing the potential value of new service delivery models, it’s important to realize that, fundamentally, it’s the delivery of business services that is the end goal, not supporting the technical infrastructure used to power the service. This represents a fundamental paradigm shift for IT organizations, whose charters and objectives have traditionally have been focused on the infrastructures they built and supported. The ability for IT to affordably meet real business needs and support those needs as they change is ultimately what is most critical.

When considering a move to SaaS, it is important to do so with the support of business services in mind. When it comes to migrating an existing business service to a SaaS model, the IT service management category presents a significant opportunity for many organizations. Following are a few key reasons:

- For most IT groups, managing a tool that’s used to support a business process is not a core charter. As a result, supporting an on-premise service management platform increasingly represents a distraction, hindering the IT group from meeting its primary objectives.
- Service management is a business process tool, just like sales force automation and customer relationship management—applications that have been successfully delivered via SaaS models for many years.
- Many different user communities may ultimately access service management platforms, including employees, administrators, customers, and so on, and these different users increasingly need to access the platform from many different locations—a scenario that the simplified access model of SaaS is ideally suited to support.
- Typically, there aren’t interconnectivity and bandwidth issues associated with migrating service management to SaaS. Secure connections can typically be managed through the firewall, even for remote users.

*“When it comes to migrating an existing business service to a SaaS model, the IT service management category presents a significant opportunity for many organizations.”*

## Introducing Nimsoft Service Desk

Nimsoft Service Desk is a SaaS-based IT service management platform. 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 offers a range of features that make it ideally suited to helping your organization maximize the potential benefits of a SaaS service management solution. The following sections look at these benefits in detail.

## The Business and Operational Benefits of Nimsoft Service Desk

### Eliminate the Cost and Distraction of Platform Maintenance

Running a service management system in house takes the time and effort of database administrators (DBAs), system administrators, and application specialists focused on configuring, administering, and customizing the platform. Ultimately, IT organizations dedicate a lot of specialized team members just to keep the tool running.

Beyond the fact that these resources can't be focused on more strategic efforts, having shared internal resources can also pose complications when modifications or updates to the tool are needed. For example, a given DBA will typically be responsible for supporting the database associated with the service management platform, as well as many other databases. If an urgent update arises, that DBA may have a hard time getting away from other responsibilities to help in a timely manner or may not be available at all if the organization is inadequately staffed.

With Nimsoft Service Desk, organizations can eliminate the time, cost, effort, and distraction associated with running and supporting service management platforms internally, while still getting all the key service management capabilities required. As a result, IT organizations can be more focused, and better aligned with strategic business priorities and objectives.

*"With Nimsoft Service Desk, organizations can eliminate the time, cost, effort, and distraction associated with running and supporting service management platforms internally, while still getting all the key service management capabilities required."*

### Minimize Upgrade Costs and Disruptions

When it comes to enterprise software, it is vital to stay current with the latest versions, so the business can benefit from the advances and fixes available, and ultimately enjoy the process and efficiency improvements that result. However, upgrades of enterprise software have traditionally represented a significant burden for IT organizations. Rolling out a new version requires cycles for procurement, deployment to both testing and production environments, testing, lengthy downtime windows, and more. With Nimsoft Service Desk, you always have the latest software version—automatically. The solution eliminates the need to have to allocate time, money, and people to internal upgrades.

### Tailor to the Business without Complex Coding

After years of having on-premise service management platforms that can be nearly infinitely customized through software coding, IT teams have become accustomed to being able to do a significant amount of modification to accommodate the specific desires of the business.

However, the reality with many legacy service management platforms is that this modification comes at a very steep operational cost, with even slight modifications requiring a significant time investment of expert developers, lengthy testing and quality assurance cycles, and so on. Thus, any benefit derived through customization is often negated by the high cost and effort of coding, testing, and deployment—let alone the ongoing costs associated with hosting, maintaining, and supporting the application on premise. And this phenomenon isn't a one-time event, but one that builds over time, with one customization effort frequently spilling into multiple follow-on projects.

Most importantly, this customization is usually not even necessary. Service management processes and tools have matured to the point where in most cases it is far better to stick closely to established best practices rather than trying to develop special solutions for your organization.

However, Nimsoft Service Desk can still be tailored to the specific needs of your business, without requiring any of this labor-intensive coding. As a result, you can deploy Nimsoft Service Desk quickly, and easily apply changes as business needs evolve. For more information, see the white paper entitled "Configuration, Not Coding: How Nimsoft Service Desk Speeds Deployment and Time to Value."

## Free Your Team from the Custom-coding Mindset

As mentioned earlier, there is a long tradition of having a service management application on premise in many organizations. When organizations move from on-premise to SaaS, there is a natural move away from a customization mindset. When SaaS is adopted, an IT staff naturally thinks less about how to customize the platform, and more about how to adapt core functionality to the specifics of the business. One of the many benefits of SaaS, is that this mindset shift also extends to end users, who tend to more readily comply with policies and standards when a SaaS service is employed.

However, if this transition to SaaS is to truly pay off for an organization, it has to be a move to best practices that the vendor has embedded in the solution. Broadly adopted standards such as ITIL have lead IT teams to increasingly understand that service management processes can, and in fact should, share a lot of commonalities across organizations.

Nimsoft Service Desk equips you with action-based workflows, which are based on ITIL standards and extensive practical experience. With these workflows, you can manage, coordinate, and optimize all aspects of service delivery. Nimsoft Service Desk enables your organization to get maximum benefit from ITIL—with minimal cost and effort. With its leading combination of ITIL-based best practices, pre-packaged workflows, and easy configuration, Nimsoft Service Desk helps you reduce the up-front investment typically associated with service management deployments. For more information, please see the white paper, entitled "Pragmatic ITIL: How Nimsoft Service Desk Makes it Easier than Ever to Leverage ITIL."

*"Nimsoft Service Desk equips you with action-based workflows, which are based on ITIL standards and extensive practical experience. With these workflows, you can manage, coordinate, and optimize all aspects of service delivery."*

## Leverage a True SaaS Solution

Simply having your on-premise solution outsourced to a hosting provider can deliver a range of potential benefits, but it wouldn't match the potential upside of a true SaaS solution. Following are a few examples of how Nimsoft Service Desk maximizes the benefits of a SaaS model:

- **Infrastructure scalability.** Traditional on-premise software was architected for a dedicated hardware platform and server. Consequently, setting up and expanding these types of applications is a manual process that doesn't scale easily. Having on-premise applications hosted with a hosting provider is analogous to the early ASP models, where vendors effectively built and managed custom environments for each client. Fundamentally, these approaches lack the economies of scale that a true SaaS provider can achieve, and ultimately the vendor's model isn't tightly aligned with customer goals. Nimsoft Service Desk was architected for SaaS delivery, offering the scalability to easily accommodate more users and more customers, so the services are closely aligned with the client's current and evolving business goals. At the same time, the solution leverages the economies of scale that yield significant efficiency and cost savings.
- **SaaS upgrade schedule.** Compared to traditional on premise enterprise software, which often has upgrade cycles occurring every year or two years, Nimsoft Service Desk is upgraded far more frequently. Not only do these incremental upgrades happen automatically for customers, but they are far less disruptive than major upgrades, which can require end user re-training and adversely affect end user productivity. Consequently, you can get the benefits faster and with less disruption.
- **True multi-tenant architecture.** For a SaaS provider, true multi-tenancy is critical: the entire delivery model by definition has to support multiple clients to facilitate scalability and efficiency, but it can't do so at the expense of having the data of one customer being exposed to the users of another customer. The same can be true for service providers and even enterprise IT organizations that are focused on serving internal or external business groups. Being able to effectively divide business processes while sharing infrastructure is key to cost efficiency and business alignment. From the outset of development, Nimsoft Service Desk was built on a multi-tenant architecture, which ensures organizations can scale as needed, while trusting their data is secure.

*"By eliminating the time and resources dedicated to implementing and maintaining an on-premise solution, organizations can reduce staffing costs or redeploy staff to more strategic endeavors for the business."*

## The Financial Benefits of Nimsoft Service Desk

By delivering service management capabilities in a SaaS solution, Nimsoft Service Desk offers significant cost savings in several areas:

- **Reduced staffing and administrative costs.** By eliminating the time and resources dedicated to implementing and maintaining an on-premise solution, organizations can reduce staffing costs or redeploy staff to more strategic endeavors for the business. While any application will require some level of administration on the customer's part, many administrative costs go away with SaaS. For example, hardware upgrade costs and effort are eliminated. Further, the fact that an organization doesn't need to make the big up-front investment in infrastructure, or pay to support that infrastructure over the long term, presents a host of near-term and long-term dividends.
- **Decreased capital costs.** Going with any cloud service means going from having to manage an infrastructure and incurring other capital expenditures and instead take on the ongoing operating expenditures of a pay-as-you-go service. This move offers a host of benefits, but the benefits of SaaS go further. For example, internal resources typically have to be sourced to accommodate peak volumes, even if those peaks aren't experienced often. Also, when one application is migrated to an external cloud provider, the infrastructure required to support that application, including servers, databases, processors, and so on goes away or gets reallocated.



- **Predictable, usage-based pricing.** As opposed to having to make a big upfront investment and pay for that infrastructure regardless of how much it's used at any given time, Nimsoft Service Desk offers a predictable, usage-based billing model, so customers only pay for the capacity they need, when they need it, and nothing more.
- **Cost of ownership advantages.** With an on-premise solution, administrative and customization costs are ongoing. While some have made the argument that, given the way SaaS is priced, after three years of subscribing, an organization will have paid the same amount that they would have paid by purchasing a traditional software license. That reasoning fails to recognize that after three years, an organization would most likely need to invest significant money and resources in a major upgrade to the on-premise platform, including upgrading hardware, software, and so on. Given that the up-front purchase cost is only the beginning of the expenses associated with an on-premise platform, Nimsoft Service Desk still provides significant cost advantages, even if a platform has already been paid for and deployed.

## Conclusion

The financial and operational benefits of SaaS delivery models have been proven in dozens of application categories and millions of organizations. With Nimsoft Service Desk, organizations can bring the benefits of SaaS to their IT service management function. Nimsoft Service Desk is a SaaS solution that offers the comprehensive functionality, easy configuration, and efficiency that enable customers to not only reduce costs but better align IT with business objectives.

## About Nimsoft

Nimsoft provides integrated, modern IT management solutions for more than 1,000 enterprise and service provider customers globally, including 1&1, CDW, SoftLayer, SunGard Availability Services, Sur La Table, TriNet, and Virgin America. The company's Nimsoft Unified Manager is an industry-leading solution that 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, and are available on a pay-as-you-go basis. For more information, visit [www.nimsoft.com](http://www.nimsoft.com).

### North America

#### Headquarters

U.S. toll free:

1 877 SLA MGMT (752 6468)

1 408 796 3400

Email: [info@nimsoft.com](mailto:info@nimsoft.com)

Web: [www.nimsoft.com](http://www.nimsoft.com)

### United Kingdom

+44 (0) 845 456 7091

### Norway & Northern Europe

+47 22 62 71 60

### Germany

+49 89 208039-645

### Australia

+61 (0)2 9236 7216

### Brazil

+5511 5503 6243

### Mexico City

+52 (55) 5387 5406

### Singapore

+65 64328600

### New Delhi

+(91 11) 6656 6667

### Mumbai

+(91 22) 66413800