

# Financial Case Study

## Nimsoft Service Desk, OnDemand IT Service Management

### Challenge

Remove costly, time intensive upgrades while easily extending self-service capabilities and adopting ITIL best practices.

### Solution

Replace legacy on-premise application with 100% web-based solution that is delivered out-of-the-box with ITIL workflows and a self-service portal.

### Benefits

- A 100% web-based solution that does not require additional maintenance fees and ensures they are always on the current version without enduring an upgrade project.
- Improved management of external vendors and service providers including SLA tracking and reporting.
- A fully integrated self-service portal that is easy for their internal and external customers to use.
- A populated knowledge database for analysts and end users to query for solutions and rapidly solve issues.
- A complete Service Catalog to manage and make requests for services.
- Significant savings and lower total cost of ownership.

### Improving self-service and knowledge management capabilities while eliminating process consulting needs Customer Overview

Large financial group that provides diversified financial services to emerging, growth and established technology companies. Headquartered in the United States, the company serves clients worldwide and IT supports over 2000 users globally.

### Customer Challenge

The financial group was actively using an outdated version of BMC Remedy that was no longer supported by the vendor and was facing a forklift upgrade. The upgrade project would have required a complete reimplementation of BMC Remedy incurring weeks of billable process consulting. In addition, there was no path to ITIL supported by Remedy outside of additional consulting. Due to its on-premise model, the solution was not easily extendable to external vendors. They recognized the need for an intuitive self-service portal with accompanying knowledge management database for users to proactively resolve their own issues where appropriate.

### The Solution

During the evaluation process, the company discovered the benefits of transitioning from on-premise to SaaS in order to meet their goals and have a solution in place that would scale with their growth while allowing them to implement additional processes and capabilities when they were ready. A total cost of ownership analysis allowed them to conclude that 3 years subscription with Nimsoft Service Desk was the same cost as a one-time upgrade of their BMC Remedy application. In addition, they removed their dependency on external consultants, and additional costs, by taking advantage of out-of-the-box ITIL workflows delivered in Nimsoft Service Desk upon implementation. This provided them with the foundation to chart their course to becoming an ITIL shop.

### Out-of-the-box ITIL Best Practices Workflows

Since Nimsoft Service Desk is delivered with pre-configured ITIL-based workflows, the financial group drastically reduced their implementation time from several months to just one month. They were also able to accelerate their adoption of ITIL best practices by taking advantage of the action-based auto routing within Nimsoft Service Desk to ensure ITIL processes were adhered to even if their staff were not officially certified. Process consulting needs were eliminated due to the ease of use for their team to setup workflows based on their unique business rules.

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**G Psacharopoulos**



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