

Nimsoft adds agentless monitoring, multi-tenant architecture to SLM arsenal

Dennis Callaghan, Analyst
Enterprise Software
MARKET DEVELOPMENT
17 February 2007

Event Summary

- Nimsoft has released the Winter '07 version of its Nimbus service-level management (SLM) software. The package includes No Touch Nimbus, an agentless monitoring technology, and Multi-Tenant Nimbus, a new offering for the company's MSP customers.
- The company is developing a knowledge base to correlate service-level drop-offs with known issues and may release such a product later this year.
- Nimsoft, fresh off its first round of venture funding, added 120 new customers in 2006 and broke the \$15m revenue mark.

The 451 Take

Coming off a very successful 2006, Nimsoft isn't wasting much time adding new features to its software. No Touch Nimbus creates another entry point for a company that has worked hard to make its software accessible to customers of all sizes, while Multi-Tenant Nimbus gives the company some new beneficial features for its increasingly important MSP channel. Neither is particularly earth-shattering, but both should help keep the company's momentum going, particularly in the midmarket, where it's had so much success to date. The knowledge base now in the works at Nimsoft signals a maturation of the product that could ultimately take Nimbus into more enterprise accounts, which we believe is necessary for the company's continued growth.

Details

Nimsoft launched its Winter '07 release this week. It has two new features: No Touch Nimbus and Multi-Tenant Nimbus. No Touch Nimbus can discover IT infrastructure components, deploy pre-configured monitoring, and then populate a series of real time dashboard views and historical reports, all without installing any agent technology on hardware being monitored. It instead sends remote calls to the monitored hardware – servers and network devices – using simple network management protocol and Windows Management Instrumentation. While the technology is less functional and gives administrators less control than Nimsoft's existing agent-based monitoring, the company sees this as a way to provide entry-level SLM to new customers, especially those that aren't sure they have enough IT infrastructure to require a complete SLM product. Multi-Tenant Nimbus is designed for the company's MSP channel, companies that use Nimbus to monitor service levels they provide to their end customers. It will allow MSPs to see reports on the service levels they provide to customers and in turn make reports available to individual customers that show historical, trending and forecasting information on the service levels they're receiving from the MSPs. Nimsoft is developing a knowledge base of known issues that could cause service-level drop-offs, for possible release later this year.

Competitive Landscape

Nimsoft believes that its primary competition comes from the big IT management platform vendors, particularly **IBM**, **Hewlett-Packard**, **CA Inc** and **BMC Software**, though it says that it has been able to outmaneuver all of these vendors by focusing on the midmarket. Nimsoft has been winning larger deals though, and ultimately will need a good mix of large enterprises and the midmarket to continue the rapid growth it's enjoyed to this point. As the company adds new technologies such as a knowledge base, it should compete more directly with these vendors and perhaps other SLM vendors that sell into larger, more complex accounts like **Digital Fuel Technologies**, **Oblicore** and **Managed Objects**. **Microsoft's** System Management Server and Operations Manager and Quest Software are others that could challenge Nimsoft. **Akorri** recently emerged from stealth mode with its BalancePoint agentless management appliance that is positioning for the midmarket.

About The 451 Group

The 451 Group is an independent technology industry analyst company focused on the business of enterprise IT innovation. The company's analysts provide critical and timely insight into the market and competitive dynamics of innovation in emerging technology segments. Clients of the company – at vendor, investor, service-provider and end-user organizations – rely on 451 insight to support both strategic and tactical decision-making for competitive advantage.

The company's services include the 451 Market Insight Service, which delivers daily insight into emerging enterprise IT markets; 451 TechDealmaker, a weekly analysis service focused on forward-looking M&A within the enterprise IT business; 451 Special Reports, which are produced on a periodic basis to analyze key emerging enterprise IT markets in greater depth; and 451 Strategic Counsel, the company's analyst-inquiry program, which provides clients with direct access to 451 analysts. The company also produces via 451 Events periodic industry summits and investor conferences that address opportunities and obstacles facing emerging enterprise IT markets.

The 451 Group is headquartered in New York, with offices in key locations, including San Francisco, London and Boston. For additional information on the company or to apply for trial access to its services, go to: www.the451group.com