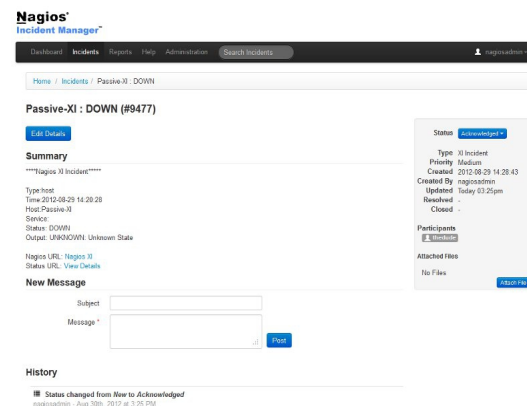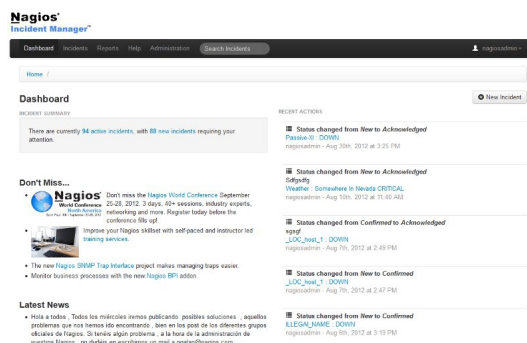**Nagios®**

## The Industry Standard in IT Infrastructure Monitoring

**Nagios® Incident Manager™ is an enterprise-class solution that provides organizations with extended insight into their IT infrastructure before problems affect critical business processes.**

Nagios Incident Manager manages your entire volume of incident tickets and ensures that incidents get tended to and do not go unresolved. NIM can keep track of any particular event that a company might consider an incident. This allows support teams and technical staff to react to, and keep track of progress that is made on an incident's resolution. What results is a well organized, more efficient turn-over of incidents making your business run more smoothly and keeping problems from becoming catastrophic.

## Nagios Incident Manager is a light weight incident tracking system providing:

- **Intuitive Dashboard:** A powerful home screen dashboard provides users with a high-level overview of incidents and recent activity for an at-a-glance summary of current problems and acknowledgments related to the network.

- **Advanced Reporting:** Incident Manager provides quick, in-depth insights on incident resolution time with Mean Time To Resolution (MTTR) and first response time reports to allow users to critically evaluate support team efficiency.

- **Third-Party Integration:** Incident Manager can be integrated with third-party applications to provide quick access to network incident information. This allows Incident Manager to adapt to current organizational structure with minimal implementation impact.

- **Specialized Sorting Views:** Provide users with the ability to quickly sort, acknowledge, and organize incidents to better understand the situation and properly assess whether incidents are being handled in a timely manner.

- **High-Performance Architechture:** Nagios Incident Manager is built for speed and performance. The lightweight design provides all the features necessary to efficiently manage network incidents, without the clutter of resource-intensive elements.

- **Seamless Nagios XI Integration:** Seamlessly integrate Nagios Incident Manager with Nagios XI to automatically create incidents and tickets when problems are detected in Nagios XI.

- **Ease of Use:** Integrated web-based configuration interface lets admins hand out control of incident management and more to end users and team members easily.

- **Multi-Tenant Capabilities:** Multi-user access to web interface allows stakeholders to view relevant incident status. Advanced user management simplifies administration by allowing you to manage user accounts easily. Provision new user accounts with a few clicks and users automatically receive an email with their login credentials.

- **Extendable API:** Nagios Incident Manager allows Admins to have full access to the backend API for limitless customization with in-house and third-party programs and applications. Incident Manager fits the needs and specifications of your environment and can adapt if those specifications change.

## More Information

For more information about Nagios products and services, or to order Nagios IM, contact us:

- Online: **www.nagios.com**
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