

# Configuration Management

## IT & Compliance

IgniteTech TriActive is a SaaS service desk solution and includes three products: Asset Management Suite, Configuration Management Suite and Desktop Management Suite.

Customer Success

**TriActive helps one of the world's largest market research firms and its employees stay productive while they travel the globe**

### COMPANY

Market Research

### ESTIMATED REVENUE

\$40 million / year

### INDUSTRY

Business & Professional Services

### IGNITETECH SOLUTION

Help Desk Suite (HDS)  
Asset Inventory Professional (AIP)  
Configuration Management Suite

### DEPLOYMENT

SaaS

“Having the ability to quickly access satellite users has provided our team with the ability to fix issues and keep the business running.”

### Summary

The company's editors and researchers work to provide the most up-to-date business information to customers and need to update or post this time-sensitive information no matter where they may be in the world. TriActive's suite empowered the IT staff to properly support the company quickly and affordably.

### Why TriActive

The IT staff needed to ensure that employees stay productive while they travel the globe. TriActive's suite of tools address all their complex requirements.

### Customer Benefit

The company's IT staff recognized the value of TriActive's suite immediately after deployment. The integrated help desk, asset information and remote tools allow for quick problem resolution, which is essential for their core business. With the added benefit of no on-site hardware to maintain, the IT staff has more time to be proactive and prevent issues from developing.

### Customer Outcome

Because of the ease of use, robust functionality and low maintenance and cost, this market research firm relies on TriActive's suite to keep their business running.

### Solution Benefits

- **Asset Management Suite** — Gain control of fixed IT assets. Manage license tracking, compliance, renewals and total spend and savings with a simple-to-install microagent and simple-to-use software usage and savings reports.
- **Configuration Management Suite** — Remotely control and deliver software to any PC without a VPN. Keep your assets up-to-date with patch management software for Windows-based tools and any software in your ITIL environment, including remote control functionality.
- **Desktop Management Suite** — Deliver enterprise-class systems management to your global desktop assets whether or not they are connected to the network. Comprehensive asset management shows what is out there, and ongoing helpdesk tickets, reports and auditing provide the change history of what your end users are doing to their systems.

For more information,  
visit [ignitech.com/triactive](https://www.ignitech.com/triactive)