

IT & COMPLIANCE

Asset Management

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

Customer Success

This global enterprise software provider purchased the TriActive® Asset Inventory Professional Suite (AIP) and the Help Desk Suite (HDS) to collect accurate and complete asset details about machines around the world.

COMPANY

Software Provider

ESTIMATED REVENUE

\$150 million / year

INDUSTRY

TECHNOLOGY

IGNITE SOLUTIONS

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

DEPLOYMENT

SaaS

Summary

With people working around the world in small and remote offices, it was not feasible to have IT staff onsite. In order to address these growing pains TriActive's Asset Inventory Professional (AIP) & Help Desk Suite (HDS) was deployed. The web-based hardware and software tracking system helps the organization to track all assets, even remotely connected PCs, and keep asset information current and easily accessible. The Help Desk Solution is used to support global teams and accessed by IT staff from around the world.

Why TriActive

A hardware and software tracking system was required along with a help desk, that could be accessed from anywhere and which collected information on assets from around the world.

Customer Benefit

This software provider is able to manage their global inventory and deliver help desk support around the clock with TriActive. With TriActive end users and IT support staff can access the help desk from anywhere.

Customer Outcome

In addition to enabling this organization with the tools it needs to deliver support and asset tracking to global teams, TriActive has allowed for the setup of a supplemental help desk based in Asia to handle this global software provider's off-hour calls, something that no other solution allowed them to do.

“I know of no other solution that can provide me with the detailed information as easily and cost effectively as does AIP”

Solution Benefits

- **Asset Management Suite:** Gain control of fixed IT assets. Manage license tracking, compliance, and renewals, as well as 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 on the Internet without a VPN. Keep your assets up-to-date with patch management software (for Windows-based tools and any software in your ITIL environment.) Includes remote control functionality, so you can log into any asset, anywhere and assist any user in their environment, wherever they may be.
- **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 to know what's out there, as well as ongoing helpdesk tickets, reports and auditing to provide the change history of what your end users are doing to their systems.