Ignite
TRIACTIVE SOLUTIONS

IT & COMPLIANCE

Configuration 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

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 SERVICE

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

DEPLOYMENT
SaaS

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 and did it quickly and at a low cost.

Why TriActive
The IT staff needed to ensure that employees stay productive while they travel the globe. TriActive happened to offer a solution that allowed for just that.

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, low maintenance and cost, and robust functionality, market research firm uses TriActive's suite as their service desk application.

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

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.

For more information, visit www.ignitetech.com/triactive