

Desktop 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

One of the biggest charities in the US uses IgniteTech's TriActive to deliver quality support and to better manage their network's assets and desktops

COMPANY

Association

INDUSTRY

Education & Non-Profit

IGNITETECH SOLUTION

TriActive Desktop Management Suite (DMS)

DEPLOYMENT

SaaS

“No tickets are ever lost, and all technicians have all asset and ticket history information right at their fingertips.”

Summary

This association purchased TriActive's Desktop Management Suite (DMS) for its ability to provide a full spectrum of systems management solutions (asset, license, patch, configuration, help desk, knowledge base, community). The TriActive solution provides an easy-to-use, fully-integrated, common UI which is maintenance-free.

Why TriActive

The association needed to effectively manage the IT environment so that quality support could be provided to all branches without impacting community programs. TriActive's comprehensive Desktop Management Suite (DMS) offered all the functionality they needed.

Customer Benefit

With TriActive's DMS, all technicians have access to all asset and ticket history. Users can view, update and reopen tickets via the easy-to-use Customer Service Center, allowing more interaction between technician and end user. This translates into cost savings for the IT department.

Customer Outcome

The association now also can run reports on the performance of the Help Desk, something that was not possible with the older manual process. These reports are used to justify the need for additional staff or to demonstrate how the Help Desk has improved service while maintaining cost.

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)