

IT & COMPLIANCE

Desktop 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

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

COMPANY

Association

INDUSTRY

EDUCATION & NON-PROFIT

IGNITE SOLUTIONS

Desktop Management Suite (DMS)

DEPLOYMENT

SaaS

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 the community programs. TriActive's comprehensive Desktop Management Suite (DMS) offered all the functionality they needed.

Customer Benefit

With TriActive's DMS no tickets are ever lost and all technicians have all asset and ticket history information right at their fingertips. Users can view, update, and reopen tickets via the easy-to-use Customer Service Center (CSC), which allows more interaction between technician and end user. This improved communication translates into cost savings for the IT department.

Customer Outcome

The association now also has the ability to 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 continued to improve service while maintaining cost, an attribute that is essential to this community support organization.

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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.