



Distributed Site Services

Turnkey Training & Communications Solution

Ignite's Distributed Site Services provides a reliable, always available method of communicating to all employees at geographically dispersed locations.

Ignite Value

Video based training and executive face-to-face communications programs are now expected by today's younger workforce. Both initiatives are proven to enhance overall work experiences by increasing employee retention and improving productivity. The ability for IT to support remote site PCs and additional bandwidth to ensure a superior employee viewing experience is often challenging and expensive.

Ignite provides a turnkey solution that combines the ease of a fully managed site PC along with the power of a network friendly content delivery platform – increasing reliability and eliminating network bandwidth constraints. The remote site computer becomes the lifeline for corporate-wide communications including, crisis communications, on-boarding, compliance, e-learning, operations manuals and promotion set-up guides.

Ignite Distributed Site Services provides:

Management & Logistics

Services to deploy and support a reliable PC at each site

- Order, procure and install the hardware
- Manage and secure the PC
- Maintain PC operating system, software and virus updates
- Provide Help Desk inquiry support
- Reports and analytics on all content usage

Network Friendly Content Delivery

Deliver any type of content without impact to site bandwidth

- High quality video
- Rich media files
- Software, updates, patches
- Digital manuals



Distributed Site Services

Our end-to-end service provides unmatched value and support. The Ignite staff handles all the day-to-day operations saving you time and resources.

Design

Ignite has developed partnerships with market leading OEMs providing maximum flexibility when designing and implementing a distributed site solution. These partnerships include software and hardware for desktops, laptops, tablets, printers and accessories. By leveraging our OEM partnerships, Ignite defines the best practices for building out your solution, and provides visibility into the impact the solution will have on your success. Ignite specializes in secure, user restricted implementations of Windows® based software along with Windows O/S imaging for each of the site PCs. These customized, secure, procedures guarantee a stable, controlled environment for user consumption of content.

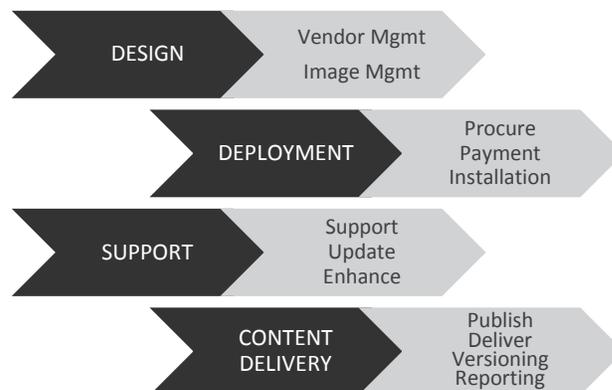
Deployment

Ignite has successfully deployed its solution to customers in thousands of locations. Ignite supports a franchise friendly process for systems procurement with our specialized web-based ecommerce site. Ignite will manage the sales and licensing of all Ignite and 3rd party software and hardware. Each phase of the process is monitored and communicated directly to your franchisee, ensuring their understanding and participation in the process.

The nationwide deployment process supports automated installs, requiring knowledge of a standard PC setup, and professional technicians for additional wiring and mounting systems.

Support

Critical to the success of a new solution is how it will be supported. The Ignite team will review, certify and deploy all O/S updates, anti-virus and software patches ensuring your PC is up-to-date and secure. Ignite will provide 2nd and 3rd level support for the Ignite platform and 3rd party software. The support team is certified by our OEM partners to manage all warranty support inquiries. In the event a critical issue is encountered, Ignite quickly recovers the PC back to service.



Content Delivery

Training content, promotional videos, corporate communications or software – Ignite delivers. Optimize your video content or digital manuals and confirm delivery to every site location. The Ignite staff will target content to PCs, based on a location or content type. Ignite’s peer-assisted delivery technology efficiently delivers the content without interruption to the site’s business transactions. Reports are easily available for management showing content received, view rates and other relevant information.

Custom Content Consumption

Ignite’s delivery engine is built from the ground up for flexibility. The Ignite platform engine supports a robust API for custom interfaces that allow you to define how users will consume content. The custom user interface capabilities extend to multi-language support, content spotlighting and user action tracking. Ignite supports the ability to report on unique views and will target content based on survey feedback. Companies who are not ready to invest in a full scale Learning Management Solution (LMS) can experience the unique features and reporting capabilities of Ignite. Once the need for a comprehensive LMS is determined, the Ignite solution and delivery platform can be easily integrated.

Ignite's Distributed Site Services enables you to leverage your existing store network infrastructure to reliably send and receive terabytes of data without interrupting your vital transaction data. Ignite's end-to-end solution helps expedite information in all areas of your business:

- Business Operations
- Safety and Compliance
- Human Resources
- Training
- Marketing/Promotions
- Software Delivery

Optimize Your Video Investment

The faster your team learns about new product promotions or service training the more value they bring to your company and your customers. Ignite will target content to any location or individual, by role and by group.

Content Delivery to Tablets

Tablets provide an easy portable communications device for corporate information, consumer product ordering, product shopping aid and training. Ignite supports delivery of content to iOS®, Android® and Windows operating systems.

Interactive Kiosk Management

The Ignite solution can be deployed on secure, interactive kiosks located in customer entry and employee recruitment areas. These kiosks reinforce branding by allowing customers to obtain information on products, special promotions and hiring.

Other Ignite Services

Ignite manages and optimizes the delivery of large files, such as content for digital signage. The Ignite solution can easily change content and messages displayed on electronic screens without modifying the physical sign, so you can deliver targeted messages to specific locations at specific times. Ignite can automatically update digital signage placed throughout franchise/store locations to display images or video content and use specific exposure rate programming to control the time of day and frequency of various messages, 3rd party ads, and other content.

Secure Computer Management

Ignite specializes in secure remote management of PCs on Windows software based systems. Ignite's suite of remote access tools provides continuous real time access to

deployed systems without relying on inbound request calls. Ignite's intelligent client uses outbound only commands in timed increments for content updates or to initiate remote access, eliminating network security risks. Administrators are issued temporary Windows software credentials for the target PCs and all actions performed are logged. Access to this remote tool requires two-factor authentication and entropy rules all of which are PCI compliant.

Integral to the Ignite toolset is the ability to process the entire WMI catalog and custom registry data for each computer. Ignite manages all software and hardware requirements including, software patches, virus definition, and O/S hot fixes as well as compliance with corporate software and security policies.

Additionally, Ignite manages the authorized OEM hardware warranty process. All hardware related issues that are covered under the OEM warranty, as determined by our OEM certified technicians, are handled directly with the OEM supplier. Your existing help desk provider escalates the issue to Ignite, and we handle the request.

Ignite Your Business

Ignite's Distributed Site Services is used within various industries:

- **Quick Service**
470,000 employees and 14,000 US locations
210,000 employees and 7,400 locations
- **Hospitality**
82,000 global employees with over 700 hotels
- **Retail**
68,000 global employees with 5,400 locations
36,000 global employees with 5,200 stores
7,000 employees and 400 retail branches
- **Convenience Store**
80,000 global employees with 1,600 locations
- **Financial**
320,000 global employees with 6,400 retail branches

Case Study: Quick Service Restaurant

The number one quick-service restaurant chain in the world needed a way to deliver e-learning video and media communications content to all its U.S. stores without having the rich content interfere with the payment processing network at each store. Another requirement was the ability to track employee viewing behavior and test results — by restaurant and by individual. Finally, the solution needed to be secure from employee intrusion.

After evaluating many solutions, the quick-service restaurant chain selected Ignite to fully manage its dedicated computers in each crew room. Ignite's Distributed Site Services solution provides all content delivery, computer ordering, installation, and management of over 14,000 U.S. computers.

Let Ignite Do the Work

The Ignite Distributed Site Services solution is rapidly gaining momentum at industry leading chain based businesses due to the benefits realized in reduced costs and increases efficiencies in critical business operations and communication. Utilize Distributed Site Services Today. Contact success@ignitetechnology.com

For More Information

Please visit www.ignitetechnology.com

