

Frequently Asked Questions

Why did The Active Network acquire Thriva?

Over the past few years, Thriva has grown quickly because of customers like you providing outstanding testimonials and references. The Active Network is the leading provider of online technology and marketing solutions for community service and participatory sports organizations. Although both companies shared a similar focus, each succeeded in different areas making this a great fit. We are still dedicated to constantly innovating your system and the result of this acquisition is increased resources for more rapid development and even better support.

Will my software platform change?

There will be limited operational impact on your technology as a result of this acquisition with the exception of new features and improvements being made more rapidly.

Will my support process change?

You can continue receiving assistance through the built-in Support Request feature in your Help Menu as well as through our general help line at 877-996-2267. We continue to pride ourselves on finding the best possible ways to provide high quality service in a timely manner. Our regular hours and emergency response coverage will remain the same.

Does anything change for my customers?

Your customers will not see any change. Again, we are dedicated to constantly improving and adding to your tools and some of those changes will naturally trickle down to your customers. Along with the management system, improvements will also be made to the registration process and online accounts which will directly improve the customer experience.

What are the benefits of this acquisition?

The Active Network has 30 years of industry experience and been recognized as both an Inc. 500 and Fast 500 company for the past 3 years. Because of its experience and size, The Active Network is a company with stability, security, and additional resources enabling us to continue improving and building upon your software much more rapidly. With The Active Network's technology in other related markets, there are also additional services we can offer your organization in the future.

Does anything about my current contract change?

Your fees and agreements in the contract are in full effect.

Will the Thriva office move locations?

The Thriva office will continue operating out of Bothell, WA with other team members working from satellite offices. In fact, our Bothell team will continue growing just as it has in the past.

Who do I contact with questions about the acquisition?

Of course, you can always get in touch with your primary Thriva contact or Account Manager with questions. But feel free to also contact either Matt Ehrlichman of Thriva (matte@thriva.com 1-877-996-2267 x536) or Alex Barnettson of Active (alex.barnetson@active.com 1-800-661-1196 x1367).