



Software-as-a-Service (SaaS)

Datasheet

InfraDesk – ITIL SaaS Service Desk

InfraDesk is an ITIL SaaS Service Desk application delivered as a service over the web based on InteQ's unique ITIL process automation approach and experience. Through its SaaS delivery model, InfraDesk eliminates the time and cost associated with hardware and software for typical on-premise implementation of enterprise service desk applications without sacrificing functionality or flexibility.

Why InfraDesk?

Secure Software-as-a-Service (SaaS) Platform - SaaS delivery model means you won't have to invest in the acquisition and support of the infrastructure required to run this application. SaaS enables you to immediately lower the cost of infrastructure.

Automated Out-of-the-Box ITIL Workflows - Eliminate manual steps, tasks, to-do's from your IT support staff's sensitive time and prevent human error. The automated ITIL workflows built within InfraDesk enable you to control the movement of the ticket based on data, user roles and severity.

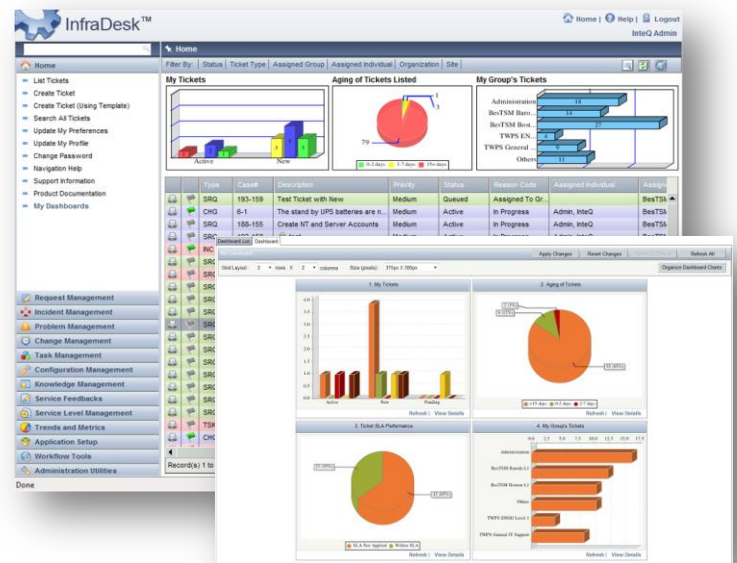
Easy Adoption Across the Enterprise – InfraDesk is simple. Simple for you and your team and simple for your end users. This ensures that upon implementation, acceptance and global adoption is trouble-free.

Lower Total Cost of Ownership – Monthly pricing based on the size of your IT support staff (agents) allows you to predict what you are spending before you spend it. Removal of in-house infrastructure, reduction in administrative resources and coders all allow for reduction in costs which means you have more flexibility within your budget to make other purchases.

Fastest Production Time – Because the application is delivered over the web, you are up and running in weeks instead of months. This helps the transition from current application to with very little efforts from your team.

Highly Productive User Interface: Technicians can take advantage of the highly productive user interface to work multiple tickets at the same time. InfraDesk allows Technicians to open separate windows and work in parallel improving overall efficiency.

Enterprise Integrations & Readiness: InfraDesk's open architecture allows for easy integrations with other third party enterprise software. Out-of-the-box adapters are available to enable integrations such as Single Sign-on, data synchronization with Active Directory and automated ticket creation based on alerts received from network and systems management systems.





Software-as-a-Service (SaaS)



- **Software-as-a-Service Benefits**
- **Adaptive Workflow Engine**
- **Out-of-the-Box ITIL Workflows**
- **Flexible Configuration**
- **Seamless, No-Cost Upgrades**

Key Application Highlights:

Simple, Web-Based Self-Service Portal	Hosted in SAS 70 Type II Data Center to provide state-of-the-art secure delivery platform
Pre-Packaged Action-based Workflows Based on ITIL Best Practices	Management and administration of customer satisfaction with Surveys for both internal and external support customers
SLA module to manage Service Level objectives , track compliance and achieve highest customer satisfaction	Over 100 out-of-the-box Reports with support for creating custom reports
Service Catalog feature for most commonly requested IT and non-IT services with standard and custom fields	Built-in Search Engine for tickets, solutions, groups, organizations, configuration items, etc
Open Architecture for easy integration with Active Directory, Network Management Systems, external databases, etc	Knowledge Management module to improve quality of decision making within support teams and reduce call volumes with the
Asset modeling in the CMDB with unlimited attributes, full audit history and link to tickets and contacts	Configure multiple stage Approvals based on ticket content and related assets to ensure right communication and beneficial changes

For additional information, please visit www.inteqnet.com or call 1.888.4IT.MGMT