



Corporate Fact Sheet

Overview

InteQ is a leader in On Demand IT Service Management (ITSM). Since 1995, the company has been dedicated to helping enterprise customers worldwide achieve IT service excellence using a unique portfolio of solutions based on practical experience.

InteQ pioneered On Demand ITSM in 2000 by being the first company leveraging the Internet to deliver remote monitoring services. InteQ divested the Remote Infrastructure Monitoring business unit to a global IT services company in May of 2010.

In 2008, InteQ leveraged the IT Infrastructure Library (ITIL) best practices guidelines, Cloud and Web 2.0 technologies to launch InfraDesk - a Software-as-a-Service (SaaS) Service Management solution which dramatically reduces the total cost of ownership, offers the fastest time to production and is the easiest to adopt by users.

Customers spend billions of dollars annually with ITSM product and consulting vendors. Many fail to realize the value due to the complex out-dated tool architecture and costly implementation cycles. With the InfraDesk solution, customers are guaranteed success as they realize value from day one and they can achieve this without undertaking any implementation or financial risks. InteQ InfraDesk customers have saved up to 70%, reduced implementation time by up to 90% and ensured 100% success. InteQ's On Demand ITIL SaaS Service Desk and Help Desk solution is currently being used by thousands of users in over 30 countries every day.

All of InteQ's solutions are built on ITIL processes that embed ITSM best practices into every customer relationship. To date, over 5,000 executives and IT professionals have chosen InteQ as their On Demand ITIL Training provider.

InteQ's On Demand solutions have won numerous awards including the American Business Awards Stevie Award for 'Best New Product - Software-as-a-Service', the Deloitte Fast 50, Inc 500, itSMF 'Innovation of the Year' Award, and Network Products Guide 'Best in SaaS'.

Mission

To provide reliable and cost effective IT Service Management solutions, using appropriate technologies, innovation and business expertise designed to maximize the security, performance and availability of business critical IT assets.

Our History

InteQ was founded in 1995 to provide consulting on the deployment and implementation of IT service management solutions for enterprise customers. In 1999, InteQ expanded its business strategy to include managed services, which enables customers to have the flexibility to selectively outsource a management solution that best meets their needs. In 2000, InteQ won the itSMF Innovation of the Year award for the online ITIL training. In 2008, InteQ began developing an on demand IT Service Management solution to displace legacy service desk software solutions that were costly and complex to implement and maintain. Privately held, InteQ investors include leading venture firms such as Charles River Ventures and M/C Venture Partners in addition to strategic investments from Hewlett-Packard Company.

Leadership

Santhana Krishnan, Co-Founder, Chairman and CEO
Yash Shah, Co-Founder, President and CTO
Bradford Winkler, Vice President, Sales and Marketing
Uday Shah, Vice President, Finance and Offshore Operations



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Solutions Portfolio

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. The simple and robust enterprise service desk solution provides the foundation for organizations Service Delivery and Operations to ultimately support overall Service Strategy. Through its Software as a Service (SaaS) delivery model, InfraDesk enables large organizations to eliminate costly maintenance upgrades and lengthy implementation cycles commonly associated with traditional on-premise software while providing the affordability to small and medium-sized organizations without sacrificing functionality or flexibility. Since its introduction to the service desk market, InfraDesk has been implemented in organizations globally accelerating value and savings for clients. InfraDesk was also the recipient of the Network Product Guide 'Best in SaaS', the American Business Awards 'Best New SaaS Product' and the 'Best of SaaS Showplace' Award from ThinkStrategies.

IT Service Management Consulting

ITSM ("IT Service Management") consulting services are delivered utilizing ITIL concepts of Continual Service Improvement ("CSI"). Utilizing these techniques, our consultants successfully deliver measurable results, in far shorter time spans than utilizing traditional approaches. Get yourself on your service management feet in weeks or months, not years. InteQ exclusively utilizes personnel who have extensive experience actually delivery services to customers and are 100% IT Operations professionals.

ITIL Training – ITIL Training for IT Professionals and IT Organizations

Since 1999, thousands of IT professionals worldwide have selected InteQ as their ITSM / ITIL training provider. InteQ offers traditional classroom training at our training facility and corporate locations. InteQ also offers web based training for IT professionals that prefer learning approach that allows them to learn when time permits and at their own pace, to replay or review material as needed, and to allocate as much time as necessary to prepare for the ITIL certification exams.



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