



Overview

InteQ is a leader in IT Service Management (ITSM) providing a comprehensive suite of managed services, an on-demand IT service desk solution, and award-winning training and consulting in IT Infrastructure Library (ITIL).

InteQ's single-pane-of-glass reporting dashboard provides customers 24x7 visibility into end-to-end IT performance which helps them adhere to compliance requirements, improve IT service levels, and make decisions on virtualization and datacenter consolidation.

InteQ currently manages mission-critical infrastructures in over 90 countries through its global service delivery model. Each day, InteQ on-demand IT service desk solution serves over 40,000 users worldwide.

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 2003, InteQ began developing an on demand IT Service Desk solution to displace traditional 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
Bob Flaherty, Vice President, Business Development, Managed Services
Mike Champa, Vice President, Service Delivery and Operations
Bradford Winkler, Vice President, Sales and Marketing, Software-as-a-Service Business Unit
Uday Shah, Vice President, Finance and Offshore Operations

Solutions Portfolio

InfraDesk – On Demand IT Service Desk

InfraDesk is an on-demand IT Service Desk application delivered as a service over the web based on ITIL processes. Through its Software as a Service (SaaS) delivery model, InfraDesk eliminates the time and cost associated with the traditional acquisition and implementation of enterprise service desk applications without sacrificing functionality or flexibility.

InfraWatch – 24x7 Application Infrastructure Monitoring

InfraWatch is a proactive remote monitoring and reporting service. InfraWatch delivers on the promise made by most network and system management software vendors without the traditional burden of “owning” and managing the toolsets. With InfraWatch, InteQ service engineers deploy, configure, manage, maintain and enhance the monitoring and reporting services on your behalf for a fraction of the cost of doing it yourself.

InfraOps – 24x7 Monitoring and Management

InfraOps is a remote management service that allows our clients the peace of mind that comes with knowing their mission critical application infrastructure is in the hands of team of skilled IT professionals 24x7.

ITIL Training – ITIL Training for IT Professionals and IT Organizations

InteQ is an authorized training provider committed to providing accredited ITIL course materials developed and delivered by experienced and certified ITIL consultants. Leveraging our experience as daily practitioners of ITIL, InteQ has trained over 5000 IT professionals.