

Trusted support for your intranet

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Trusted support for your intranet

At Interact, we understand your intranet is a crucial part of your business. Our experienced Support Team provides enterprise-class service and offers a wide range of service levels to match your business needs.

Our trusted Service Desk offers all our customers:

- Community access ✓
- Online logging / tracking ✓
- Minimum 12 updates per year ✓
- Customer Enhancement Forum ✓
- Interact University ✓
- Email response / reply ✓
- Phone support ✓
- Five named contacts ✓

Interact offers 3 levels of support depending on your needs.

Silver	Gold	Platinum
Our standard support package offering for all customers.	Our extended support package, offering out of hours support Monday to Friday.	Our ultimate support package, offering extended hours and emergency hotline support.

Additional Services*



Lifetime Services

An intranet project doesn't end at go live. To get the most value out of your intranet, it needs to continually evolve with the objectives of your business.

Interact offers a variety of Lifetime Services to ensure your postlaunch site is a continued success in the years to come.

Refresher Training

Whether your users need a refresher, or your new starters need to get up to

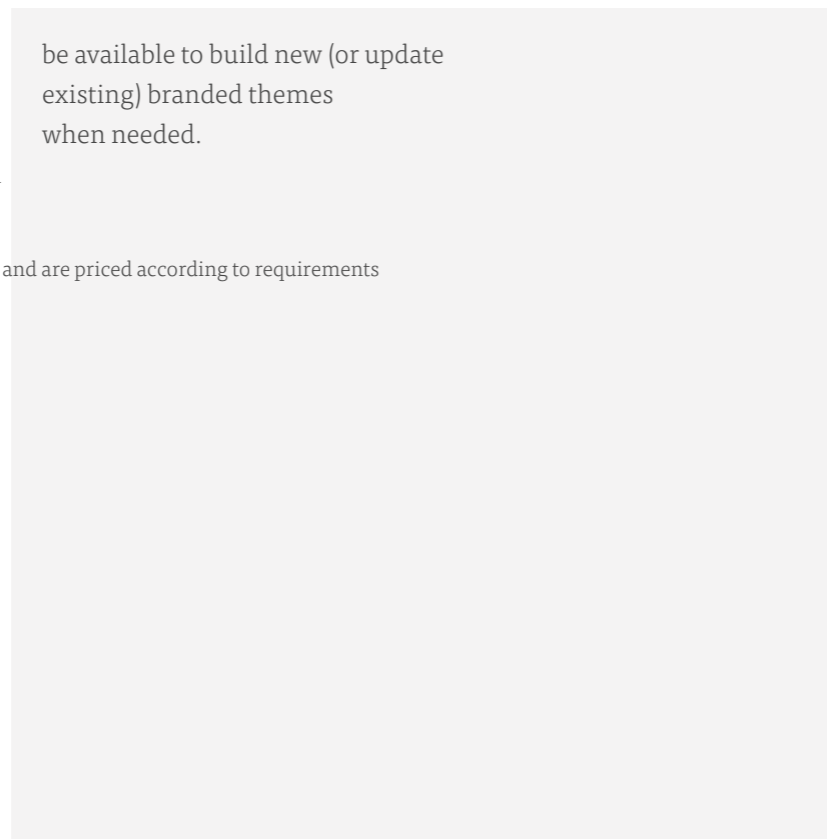
speed, our refresher training provides just that.

Creative Branding

Our experienced designers have delivered hundreds of designs for successful and award-winning intranets. Interact's creative team will


be available to build new (or update existing) branded themes when needed.

* 'Additional Services' incur additional charges and are priced according to requirements



“ Keeping our intranet up and running smoothly is imperative to our staff. Knowing that responsibility is in the hands of the Interact Service Desk is a great weight off our minds. The staff are always helpful, efficient and thorough in resolving any issues that may crop up. Their level of customer service is second-to-none”.

Ricky Sickelmore, Stagecoach



“ Interact does customer service really well. The company reminds me of the Total Customer Focus values that Sheetz has. Interact is extremely responsive to provide a solution to any issue we are having, even as far up as the CEO - which is outstanding!”

Michele Delaney, Sheetz



Support Feature Comparison

Features	Silver	Gold	Platinum
Software updates (at least 12 per year)	✓	✓	✓
Community access	✓	✓	✓
Interact University	✓	✓	✓
Customer Enhancement Forum	✓	✓	✓
Email response / reply	✓	✓	✓
Office hours support * 9:00 AM to 5:00 PM GMT / 9:00 AM to 5:00 PM ET (excluding observed Public Holidays)	✓	✓	✓
Online ticket logging & tracking	✓	✓	✓
5 Named support contacts	✓	✓	✓
Phone support	✓	✓	✓
Extended hours support ** 1:30 AM to 5:00 PM ET / 6:30 AM to 10:00 PM GMT (excluding observed Public Holidays)	✗	✓	✓
Emergency 24/7/365 Hotline ***	✗	✗	✓
Extended named support contact	✗	✗	✓
Response times targets (hours) (P1, P2, P3, P4)*	1 / 2 / 24 / 48	.5 / 1 / 4 / 8	.5 / .5 / 2 / 4
Target resolution times (hours) (P1, P2, P3, P4)*	4 / 48 / 120 / 240	4 / 24 / 48 / 120	2 / 4 / 24 / 48

* Support is strictly only provided in the closest associated timezone.
 **Support is provided across all timezones for all customers.
 *** Time is based on calendar hours.

Observed Holidays

	Silver	Gold	Platinum*
Americas	New Year's Day Martin Luther King Day Presidents Day Memorial Day Independence Day Labor Day Columbus Day Veterans Day Thanksgiving Day Christmas Day	New Year's Day Christmas Day Memorial Day	New Year's Day Christmas Day Memorial Day
UK & Rest of World	New Year's Day Good Friday Easter Monday Early May Bank Holiday Spring Bank Holiday Summer Bank Holiday Christmas Day Boxing Day	New Year's Day Christmas Day Spring Bank Holiday	New Year's Day Christmas Day Spring Bank Holiday

Gold and Platinum - Service Desk will be closed on Spring Bank Holiday/Memorial Day.
 * Emergency 24/7/365 Hotline available for critical issues.

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