

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 and Resources access	✓
Online logging / tracking	✓
Continuous Software Enhancements	✓
Customer Enhancement Forum	✓
Interact University	✓
Email Incident Reporting	✓
Phone Incident Reporting	✓
Named support contacts	✓

Interact offers 3 levels of support depending on your needs.

Silver

Our **standard support** package offering for all customers.

Gold

Our **extended support** package, offering additional out of hours support Monday to Friday.

Platinum

Our **ultimate support** package, offering after hours on-call support 24 hours, 7 days a week, 365 days a year.

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.

“ 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
Continuous Software Enhancements	✓	✓	✓
Interact Community and Resources	✓	✓	✓
Interact University	✓	✓	✓
Customer Enhancement Forum	✓	✓	✓
Incident Reporting (Phone and Email)	9am - 5pm (UK) 9am - 5pm (US EST)	8am - 10pm (UK) 8am - 8pm (US EST)	8am - 10pm (UK) 8am - 8pm (US EST)
Online ticket tracking	✓	✓	✓
Access to Preview Program	✗	✓	✓
Named support contacts	5	Unlimited	Unlimited
Dedicated Interact support contact	✗	✗	✓
After hours on-call support	✗	✗	24 / 7 / 365
Developer Support and Resources	✗	✗	✓
Response times targets (hours)	1 / 2 / 24 / 48	0.5 / 1 / 4 / 8	0.5 / 0.5 / 2 / 4
Target resolution times (hours)	4 / 48 / 120 / 240	4 / 24 / 48 / 120	2 / 4 / 24 / 48

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	New Year's Day Christmas 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	New Year's Day Christmas Day

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