

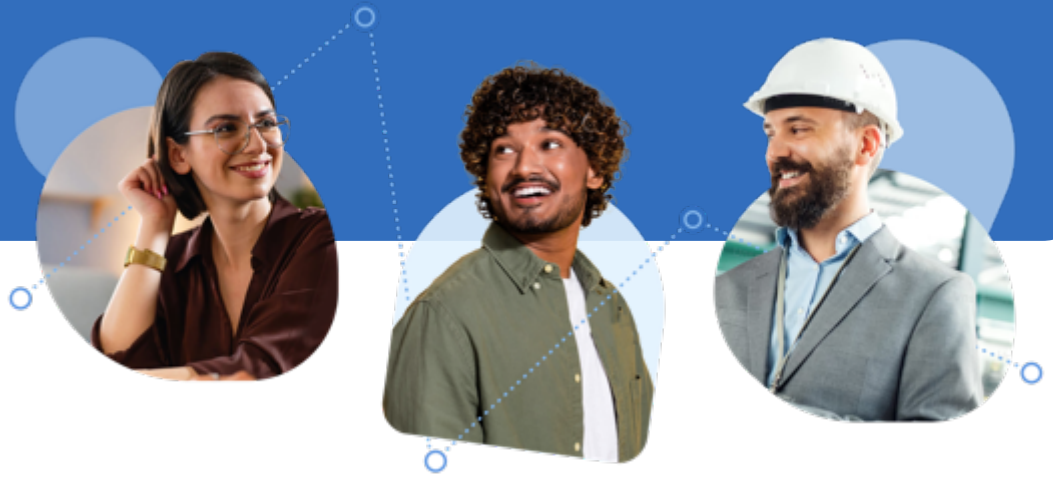
Interact Service Definition Document



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Upgrade their experience



Introduction

Your people make your enterprise work. They are your **organization's greatest asset** and its biggest investment.

In a changing world, they want to feel connected to your values, to their colleagues, and to the resources they need to be productive and authentic.

They want an outstanding employee experience.

A modern intranet delivers this for your employees through the creation of a unified digital home. Whether they're finding HR policies or reading internal communications, your intranet can boost culture, increase productivity, and dramatically improve their experience.

It's a big job, but you won't be doing it alone.

Why Interact?

We're on a mission to help organizations inform and **connect every employee**, no matter where they work or what their role is.

We supply over 1,000 organizations and more than **five million employees** with an award-winning workplace experience platform that boosts productivity and drives engagement.

Through enterprise-grade software and decades of expertise, we provide globally recognized brands such as Texas Instruments, Levi's, Subway, Technicolor, American Red Cross, Flutter Entertainment, MUFG, New York Life, Domino's, and Teva Pharmaceuticals with a powerful way to raise their employee experience.

Having served multinational organizations with complex requirements for over a decade, we will work closely with you to ensure your success.

Supporting leading enterprises

4.8 / 5

97% recommend

★★★★★

Gartner Peer Insights

FORRESTER

"Interact excels in many core capabilities such as repository services, search, metadata, personalization, and design tools.."

The Intranet Platforms Landscape, Q1 2024

Highest User Adoption Enterprise WINTER 2024

High Performer Americas WINTER 2024

Gartner

LEADER

"Interact is well-regarded for its ability to innovate"

Gartner Magic Quadrant for IPS 2023

1000+

Customers

5.1m

Active users

16

years' experience

60+

Customer awards

IDC

LEADER

IDC MarketScape: Worldwide Experience

Centric Intelligent Digital Workspaces 2024

LEADING PRODUCT ClearBox CHOICE 2024

RIVIAN

Domino's

SUBWAY

The co-operative bank

abrdn

Columbia Sportswear Company

Levi's

Flutter

NEW YORK LIFE

American Red Cross

NHS

teva

ACTIVISION BLIZZARD

EUROPEAN CENTRAL BANK

MUFG

Executive Summary

This proposal outlines how Interact can deliver an intranet empowering improved employee experience, digital workplace unification, and organizational scalability for your business. Many organizations pursue intranets to address common challenges including:

- Siloed communication causing **lost productivity** and engagement
- Manager **bottlenecks** in disseminating information
- Information **fragmentation** across disconnected systems
- Lack of personalization and **mobile access**
- No **centralized source** for policies, procedures, feedback

The risks of poor employee experience are real - lower satisfaction, retention, and performance. In today's labor landscape, frictionless digital experience is critical. Interact's workplace experience platform helps solve these challenges by:

- Enabling organization-wide communication & promoting culture
- **Streamlining** information access through a centralized hub
- Supporting **mobile-first** experiences tailored to employees
- Providing **self-service** resources and seamless collaboration
- Driving **employee experience** and engagement through personalized content and tools

Our approach elevates employee experience to boost productivity, connectivity, and retention. We reimagine your digital workplace as the heart of employees' working lives.

This proposal provides an overview of how Interact can transform your workplace experience platform to engage staff, empower teams, and unlock your organization's potential.

[Interact can help your workforce thrive.](#)

Company Background

Interact is a **privately held, profitable company** experiencing impressive organic growth without outside investment or shareholder pressures.

Our **high-touch, professional approach** earns consistent praise for relationship building and transparency. We strive to build trust from day one through expertise and honesty. With no reliance on partners, all services are delivered by our in-house experts. This enables white-glove support throughout the customer lifecycle.

This combination of financial health, customer focus, and new capabilities means Interact is strongly positioned for sustainable growth through ever-evolving value delivery. Most importantly, we remain dedicated to forming genuine partnerships with each customer. **Our success stems from enabling your success.**

A Proven Solution

As a long-standing vendor in this sector Interact has been consistently shaped by our growing customer base (the largest amongst our peers) through constant feedback mechanisms handled by our Customer Success Team and through our deep insight into the market itself.

This experience has resulted in an incredibly feature-rich, robust, easy-to-use, and adaptable solution able to cater for the plethora of scenarios that enterprise customers demand. There is little rigidity in the product and often there are multiple options for addressing each use case. Beyond our rich feature set it's this platform extensibility that truly differentiates Interact.

Customer	Situation	Objectives
	43k employees - Custom SharePoint instance - High IT maintenance 50% drop in usage in previous years	'One Teva' with low IT involvement - Driving collaboration, reduce complexity across the global workforce (30+ countries) - Mobile access, especially for frontline workers - Translation for 60 countries (inc. Hebrew) with decentralized publishing
	42k users (employees and franchises) - Previous Liferay instance - Declining usage and reach	- Communicating information to franchisees & employees - Enabling discussions, engagement, and community - Helping U.S. franchisees find answers & best practice - Helping onboard & connect corporate members
	21k users (employees globally) - Previous Jive instance - Declining employee experience	- Improving how employees collaborate and communicate - Aligning cloud, security, and technology standards - Providing integrations to NYL's applications - Speed and ease of content production

Our Approach

We know that every organization is unique, so our team will flex with you to provide a best practice onboarding and success pathway based on your requirements.

By approaching your new intranet in a consultative, collaborative way, **we reduce the “time-to-value”** of the platform and empower you to achieve long-term intranet successes that meet your company goals.

At Interact, an intranet partnership spans three crucial phases:



- **Discovery**
From first contact, our team collaborates to shape your vision and lay the groundwork for success. With alignment at the core, we hit the ground running.
- **Implementation**
We deliver a bespoke platform your employees will embrace. Our expertise provides strategic guidance, training, robust features, and seamless integrations - your digital workplace foundation.
- **Optimization**
We become your trusted long-term advisors, continually refining the intranet through usage metrics, new capabilities, and best practices. Our shared goal is driving adoption and engagement over time.

An intranet transformation impacts company-wide communication and collaboration. That's why we go beyond software to offer a **low-risk, best practice** approach that supports you at every milestone.

More than a vendor, Interact provides an **end-to-end partnership** for the life of your intranet. Our phased model ensures maximum value as your needs evolve.

A Feature-Packed Intranet

At Interact, we optimize intranet experiences for how employees want to work - with simplicity and intuitiveness built-in. Our goal is enabling **seamless communication**, collaboration, and **engagement** across your organization.

Every employee gets value through easy access to resources, connections with colleagues, and capabilities tailored to their role and workstyle. Office, remote, and on-location staff all benefit.

We remove complexity so you can focus on **connecting your people, processes**, and platforms for greater organizational success.

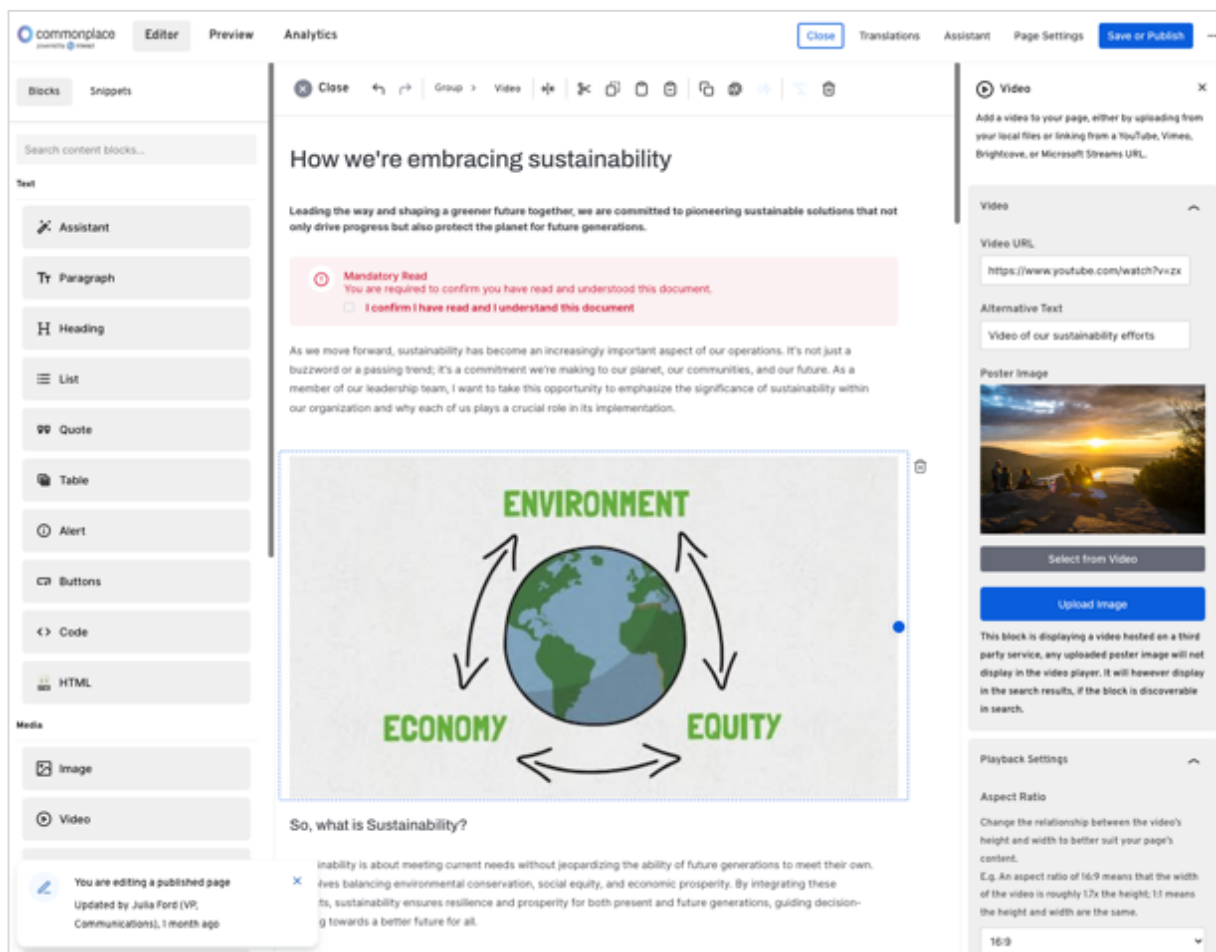
Simplify content creation & amplify engagement

Interact's intuitive drag-and-drop editor makes it easy for anyone to create engaging intranet content.

No technical expertise required. Customizable templates accelerate production and built-in translation reaches global audiences in over **100 languages**.

Admin controls like expiry notifications and bulk editing maintain relevance. Curate content from across your organization to share knowledge. Unlock your intranet's potential as a hub for **communication, collaboration, and culture**. Empower authors company-wide to publish content that informs, inspires, and connects employees.

Frictionless creation plus governance drives adoption. The result: an intranet where fresh, localized content engages every employee, effortlessly.



Boost content curation and relevancy with AI

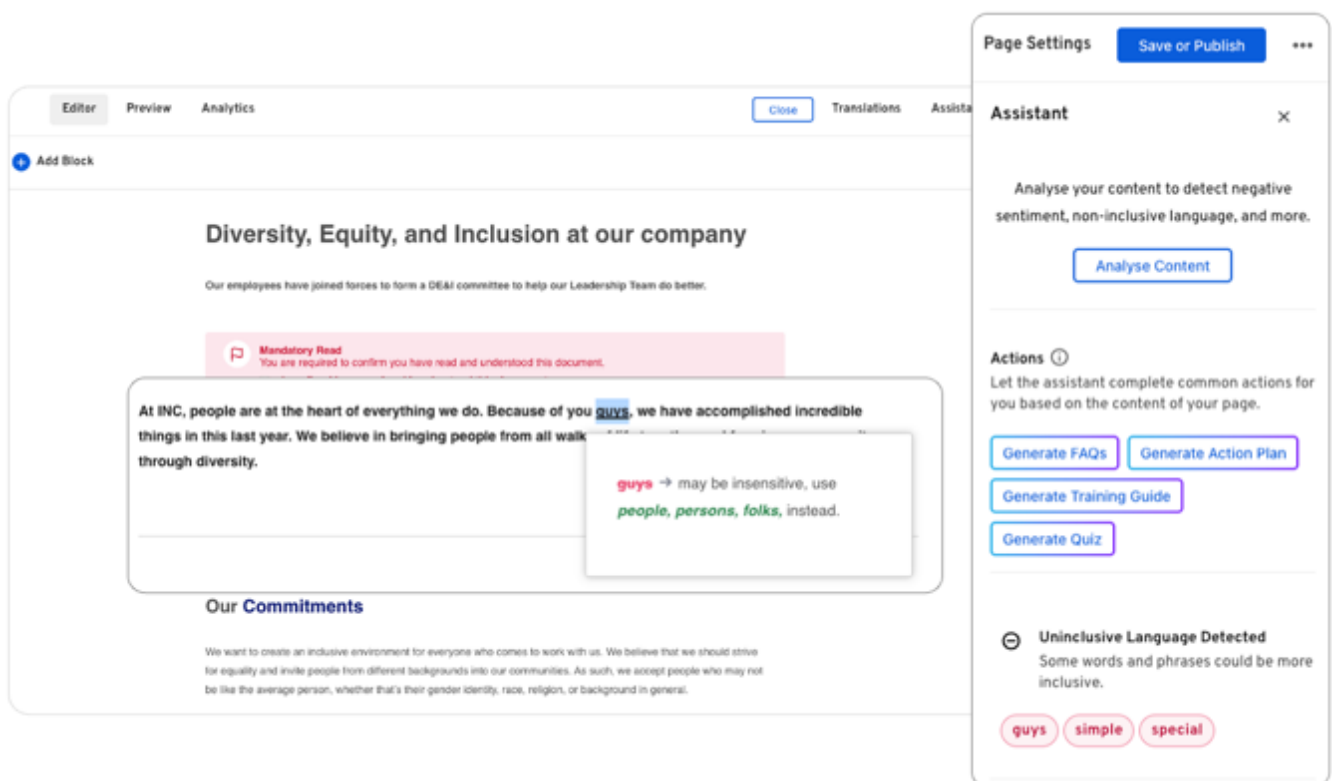
Interact includes a wide-range of AI-based technologies designed to improve content relevancy for employees and **amplify impact**.

Interact's block editor, used to create content, includes integrated AI assistance tools such as real-time **sentiment and inclusivity analysis**.

Authors can use the Assistant directly inside the editor create content from scratch using prompts, or modify content through tone suggestions, expand or shorten options, and simplification.

Built in **DALL-E** integration allows authors to curate images from scratch and built-in actions quickly allow content to be enriched with **FAQs, Quizzes, and Action Plans**.

The Assistant will also automatically suggest metadata tagging for improved content relevancy.



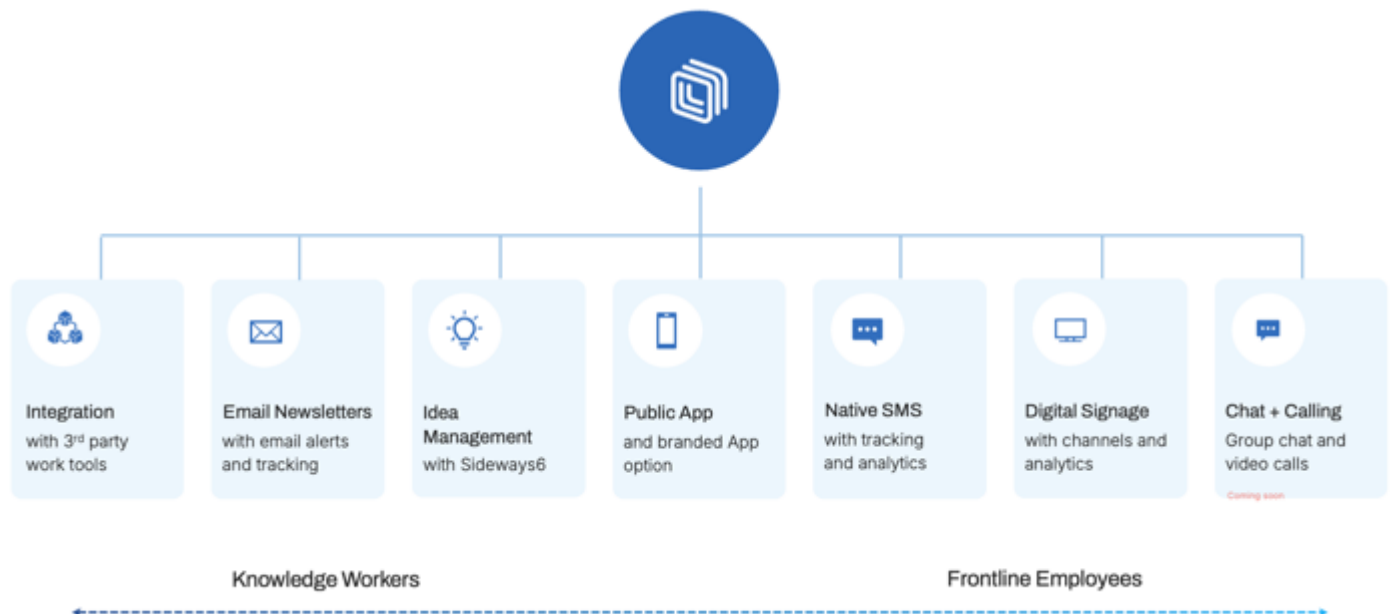
Auto Engage leverages behavioural analytics to create tailored communication strategies for the individual user.

Using AI, Interact ingests usage patterns across multiple dimensions and uses this information to maximize engagement; for instance, users who primarily consume content via email early in the morning will receive targeted communications on this platform within that window. This recommendation works on pages flagged for Auto Engage promotion.

Multichannel Campaigns to extend reach

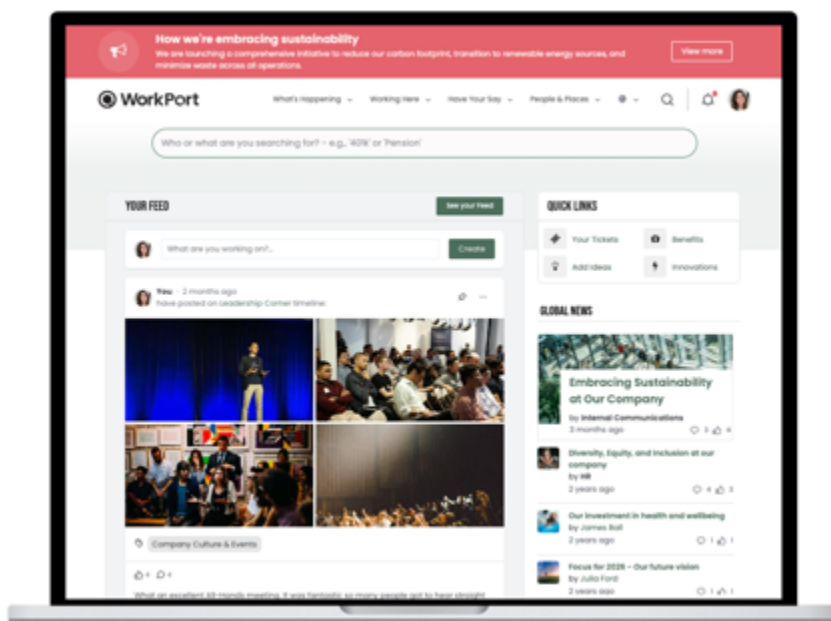
Engaging distributed workforces is tough. How do you make non-desk staff feel informed and valued? Interact centralizes messaging into one intuitive hub. Communicate corporate news, policies, training and more through **digital displays, SMS, mobile apps, Slack, Teams and more.**

But it's not just top-down comms. Employees access personalized resources and provide feedback through embedded tools. Surveys, forums, and more help close the loop.



With Interact, deskless staff in factories, hospitals, and on-the-move get a **consistent, interactive experience.**

Interact reaches and engages everyone through targeted multichannel communication tailored to how they work.



User profiles and communities that employees love

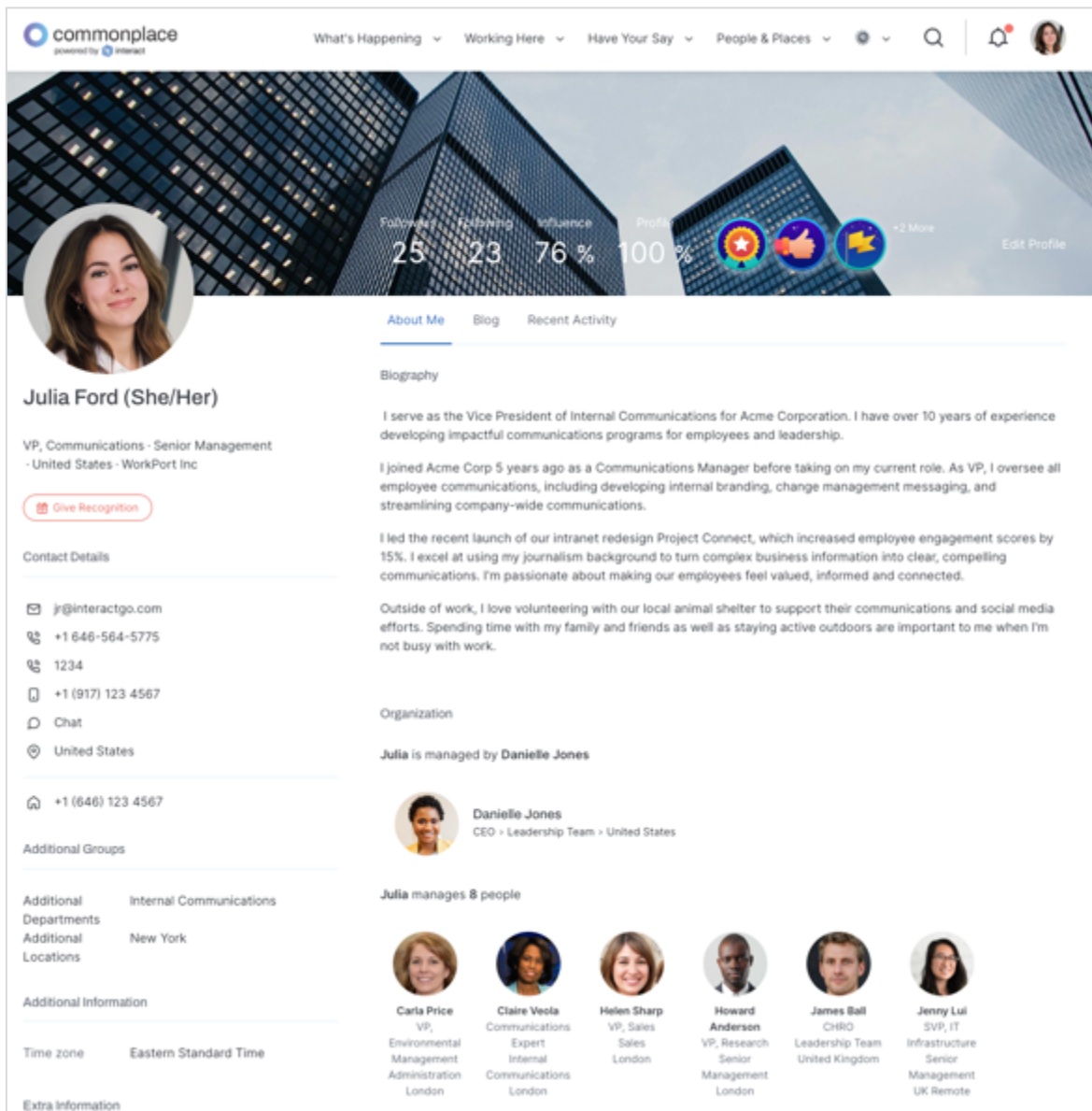
An intranet's success hinges on user adoption and engagement. That's why Interact focuses on features that connect people to people.

Through Azure and other system integrations, we enable hassle-free user provisioning and account setup. Employees can easily **build rich profiles** showcasing expertise, interests, and intranet activity.

Our advanced people search simplifies connecting with colleagues by skills, interests, department, and custom criteria. Features like activity feeds, groups, and peer recognition foster social connections. Employees engage through embedded forums, polls, and more.

At Interact, we understand **technology alone doesn't drive adoption**. By making it easy for employees to connect, share, and be recognized, we boost intranet stickiness.

Our people-centric capabilities transform your intranet from a static platform into a **thriving hub for relationships**. Engaged employees become brand ambassadors.



commonplace
powered by **Interact**

What's Happening | Working Here | Have Your Say | People & Places | Settings | Search | Notifications | Profile

Julia Ford (She/Her)
VP, Communications - Senior Management
United States - WorkPort Inc

[Give Recognition](#)

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- Chat: Chat
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Additional Groups

- Internal Communications
- New York

Additional Information

Time zone: Eastern Standard Time

Extra Information

Biography

I serve as the Vice President of Internal Communications for Acme Corporation. I have over 10 years of experience developing impactful communications programs for employees and leadership.

I joined Acme Corp 5 years ago as a Communications Manager before taking on my current role. As VP, I oversee all employee communications, including developing internal branding, change management messaging, and streamlining company-wide communications.

I led the recent launch of our intranet redesign Project Connect, which increased employee engagement scores by 15%. I excel at using my journalism background to turn complex business information into clear, compelling communications. I'm passionate about making our employees feel valued, informed and connected.

Outside of work, I love volunteering with our local animal shelter to support their communications and social media efforts. Spending time with my family and friends as well as staying active outdoors are important to me when I'm not busy with work.

Organization

Julia is managed by **Danielle Jones**

Danielle Jones
CEO > Leadership Team > United States

Julia manages 8 people

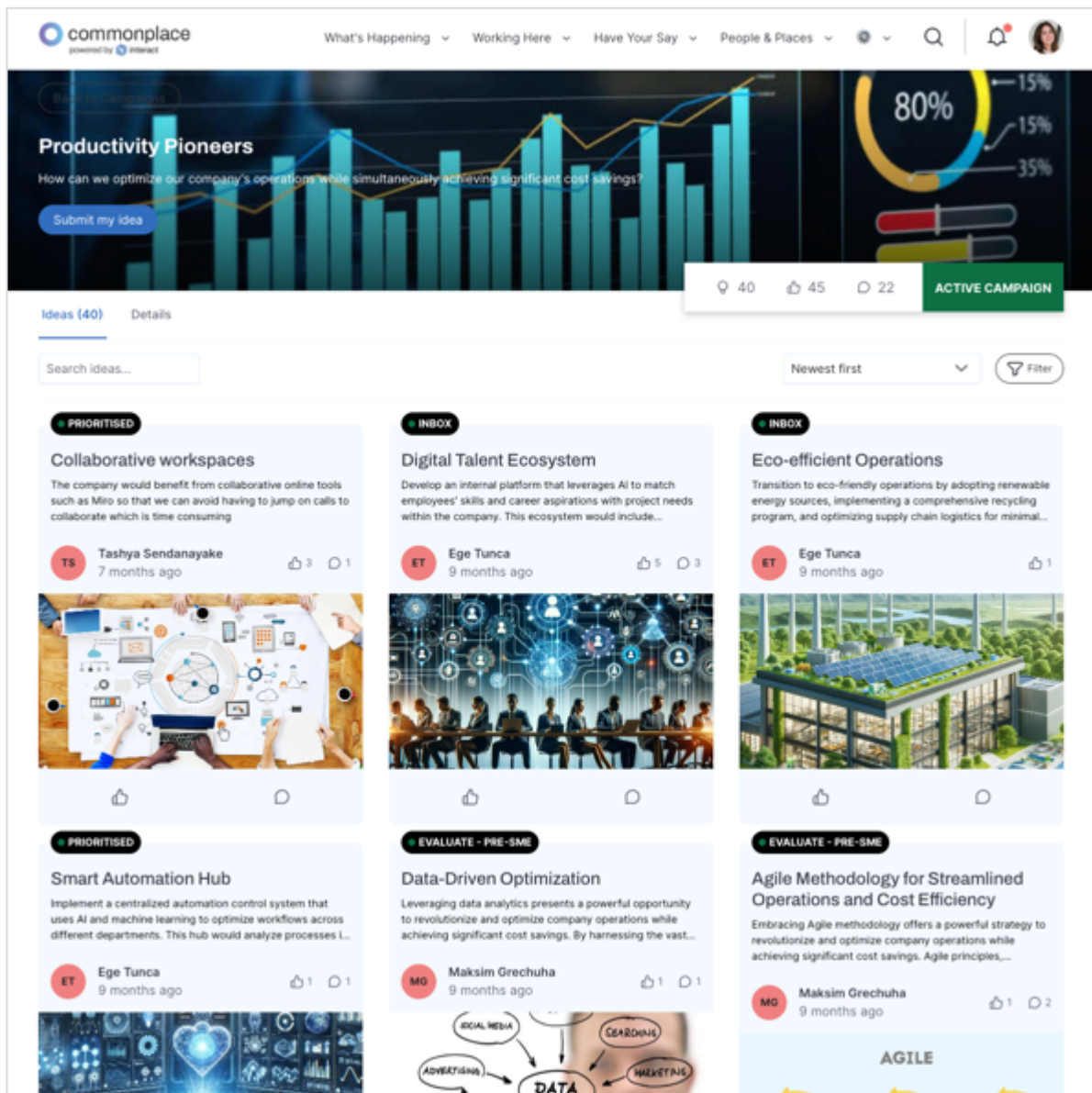
- Carla Price**
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Internal Communications
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- Helen Sharp**
VP, Sales
Sales
London
- Howard Anderson**
VP, Research Senior Management
London
- James Ball**
CHRO
Leadership Team
United Kingdom
- Jenny Lui**
SVP, IT Infrastructure Senior Management
UK Remote

Crowdsource innovation with Idea Management

Harness the wisdom of your employees through a **structured idea management process from Sideways6**. Empower every employee to submit innovations small and large through your intranet and Microsoft Teams and uncover growth opportunities, cost savings, and performance improvements.

Rally your organization around a culture of ideas. Idea management software boosts retention by giving employees an engaging voice. It demonstrates their input is valued and actionable and shows every employee can contribute to **shaping your future**.

Go from **suggestions to execution** in one integrated system.



Idea Management from Sideways – native integration

Get the full innovation picture through powerful analytics. Robust idea management dashboards quantify ROI, track participation across the org chart, and showcase your team's progress in real-time. **Data-driven approach proves the value of submitted ideas.**

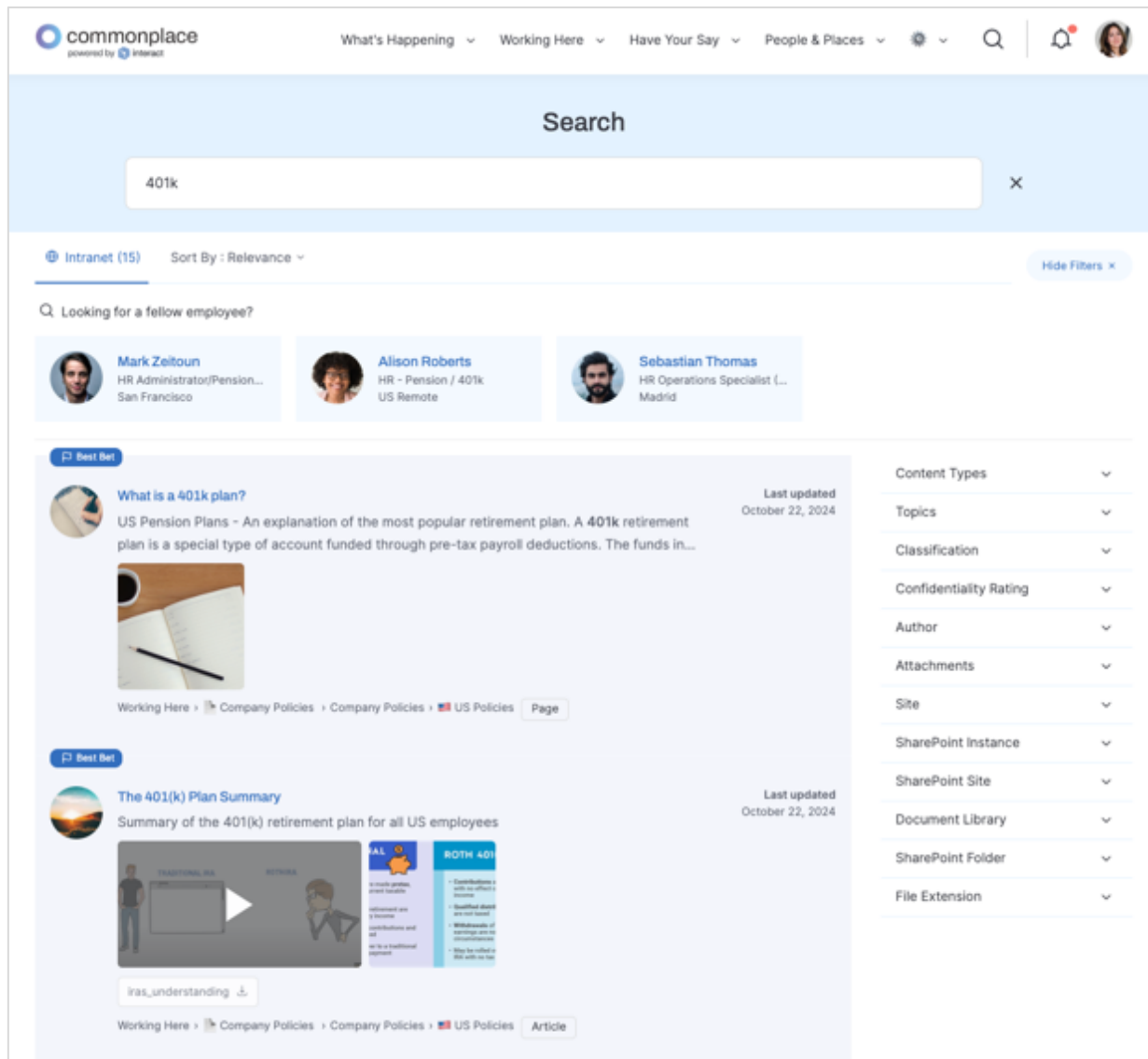
Drive 6-10x the adoption and engagement levels of 'standalone' idea management platforms by using a platform that is truly native and integrated to your Intranet and Microsoft Teams.

A powerful Workplace Search as standard

Interact offers a powerful federated search capabilities spanning both natively created intranet content and external systems.

Out-of-the-box connectors index content from third-party repositories like **SharePoint Online, OneDrive, ServiceNow and Confluence etc.** Interact also provides an enterprise search API to surface results from other information systems directly within the intranet search experience.

This creates a unified search portal for employees to easily find company information.



Personalized ranking displays the most relevant results for each employee based on individual behaviors, interactions, permissions, and search history.

Interact leverages elastic search technologies, natural language processing, and machine learning algorithms to **deliver the precise information employees need**. Integrated systems expand the searchable knowledge base.

Interact search provides a customizable, intelligent enterprise search experience to help employees stay informed and productive.

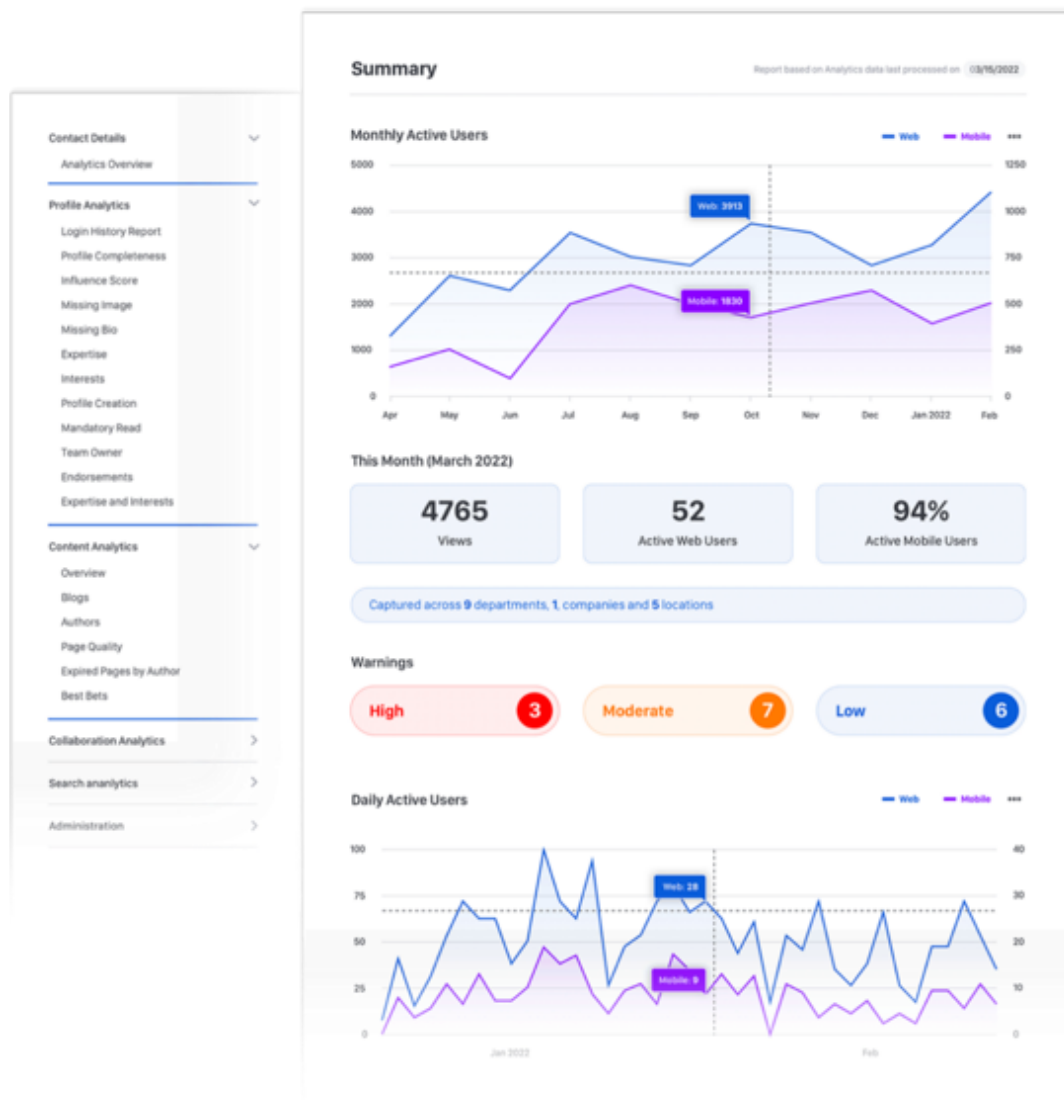
Measure performance and success

Interact's robust analytics empower intranet admins with actionable insights. Out-of-the-box reporting draws from multiple data sources - usage, content, search, and more. Easily track engagement, popular content, top contributors, and opportunities.

Monthly/Daily Active Users (M/DAU) deliver clear engagement metrics. Cross-segment by department, location, persona and more for granular understanding across your organization.

Share high-level monthly reports on M/DAU trends with senior leadership. Provide admins and site owners digests to optimize content and engagement.

With Interact's intuitive analytics, go beyond guesswork to data-driven decision making. Monitor performance, segment audiences, and showcase ROI like never before. Gain **visibility into digital workplace success**. Interact analytics help you continuously refine the employee experience and exceed your intranet goals.



Interact also offers **Advanced Analytics** (add-on) for advanced analytics reporting.

This service provides in almost real time all available metrics in a private data lake for consumption and manipulation in standard powerful BI tools (e.g., Power BI). As standard, Interact will provide technical assistance in this configuration process to assist in building custom reporting.

A secure environment

The security of our customers' platforms, and the data that resides within them, is of the utmost importance to us. We use the latest technology and rigorous security protocols to ensure Interact is secure.

Third-party certifications and audits are an important component of any mature security program. We have several respected third-party agencies certify and audit Interact and our environment.

Interact is certified and audited to the **ISO 27001** standard and we have modelled our Information Security Management System and controls on this. Our hosting partner, Amazon Web Services, holds multiple security certifications & accreditations (e.g., SOC1, SOC2).

All Interact employees are background checked (5-year criminal and financial record checks) as part of our new starter induction as well as providing proof of identity and references. Induction training includes specific Information and Data Security training, backed up by annual training and awareness initiatives.



Authentication

The average employee uses 5.5 different platforms or applications to support their day-to-day role. This is a necessary part of modern work, but it also opens new pathways through which credentials can be lost and cybersecurity breached.

Interact is a singular digital gateway that can be securely configured to give access to all your organization's third-party business apps. Protected by SAML 2.0 (Security Assertion Markup Language) single sign-on (SSO), users of your intranet only need one login to access your digital estate.

This reduces the number of logins employees need and streamlines work by removing the need to visit multiple sites. Everything they need can be accessed through your intranet's homepage.

To make this process secure for your organization and seamless for your IT team, Interact integrates with leading authentication providers, including Microsoft 365, Google Workspace, Okta, and OneLogin.



Integrations

Interact offers a wide range of pre-built integrations known as the "Marketplace," designed to seamlessly connect with popular third-party applications like **Microsoft 365**, **Google Workspace**, **SharePoint**, **Google Drive**, **Box**, **ServiceNow**, **Salesforce**, **Zendesk**, **Concur**, **Workday**, and more.

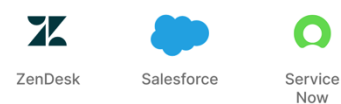
Furthermore, Interact empowers its customers by providing APIs that enable them to develop their own custom widgets, notifications, user profile interfaces, and enterprise search integrations. For full details, see Interact's [Developer Portal](#).



Google Workspace



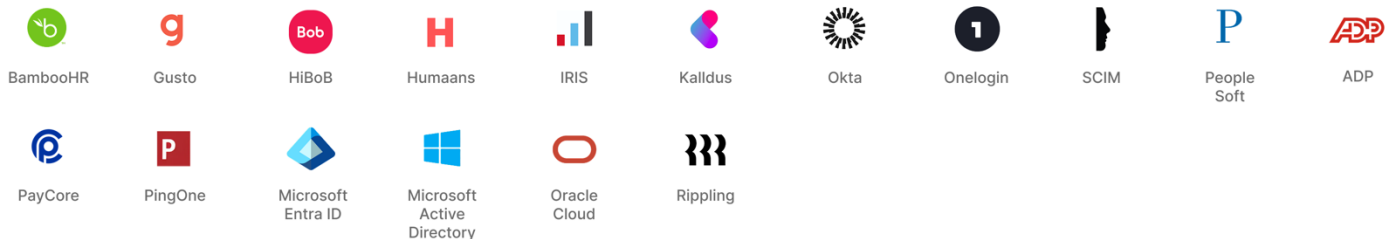
Business Productivity Tools



Microsoft 365



Human Resource Information System (HRIS)



File Storage and Knowledge Repository Integrations



Video Hosting and Stock Media



Video Conferencing and Digital Signage



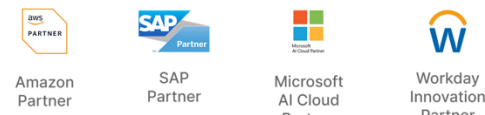
Business Intelligence Tools



Social Advocacy and Communication Tools



New Technology Partners



Product support

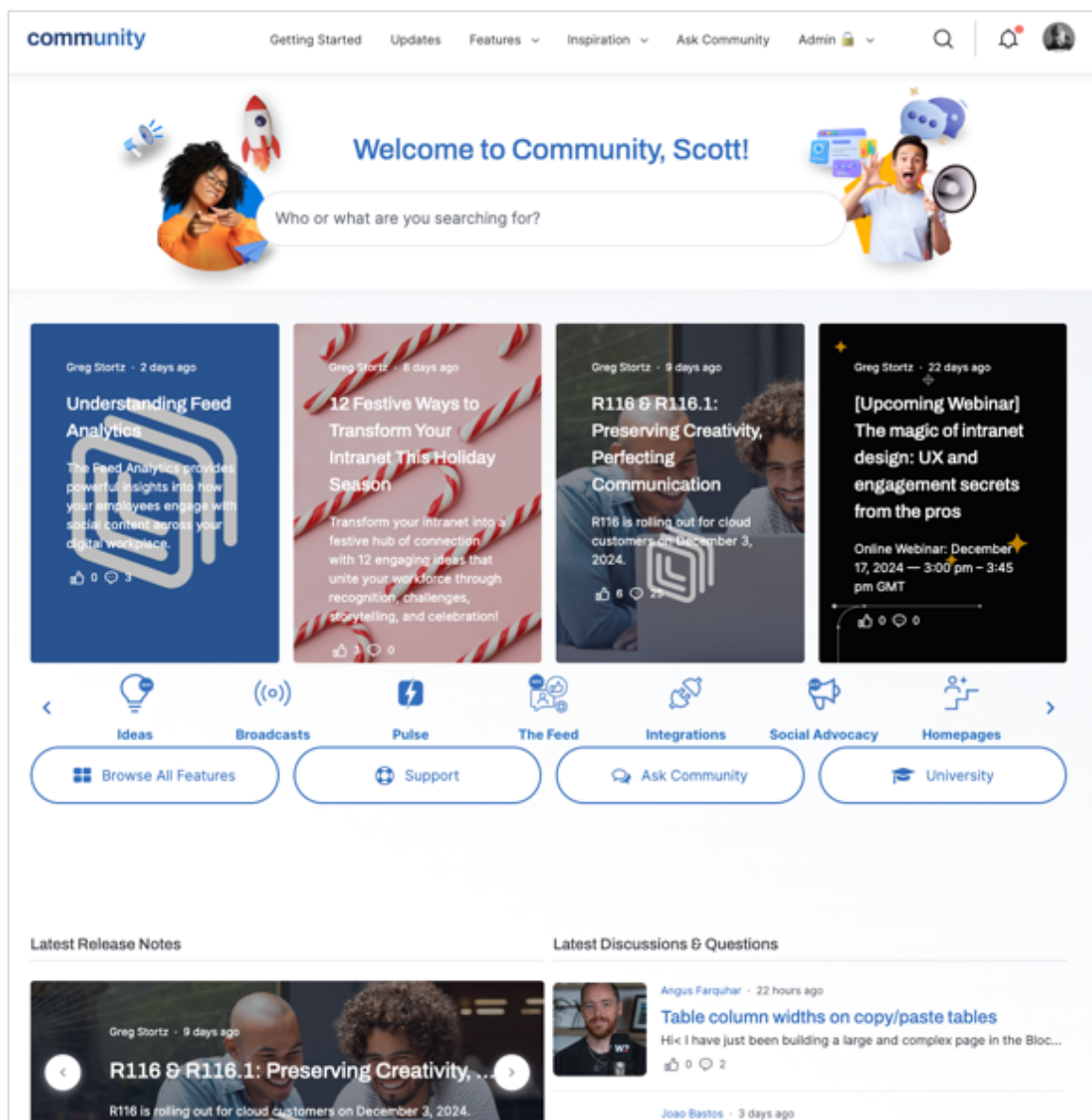
Interact offers tiered support packages:

- **Standard** - Our baseline support for all customers
- **Gold** - Extended support with out-of-hours availability
- **Platinum** - 24/7/365 premium support

All packages include:

- **Access to the Community** - Connect with peers to discuss best practices, find resources, and submit/track tickets. Our global community shares insights and accelerates success.
- **Regular Software Updates** - We continually enhance the platform through customer feedback and innovation. No downtime is required, and all documentation is provided via the Customer Community.
- Uptime **guarantees** and target **response and resolution times**.

At Interact, your success is our top priority. Our world-class support and Community resources help you get the most from your investment.



Helping your company at every stage

Driving adoption requires more than new software - it takes planning and partnership focused on your business goals. That's why every customer is assigned a dedicated Customer Success Manager (CSM).

Consider them **your intranet's chief advocate**. As a valued customer, your CSM and their surrounding team, will provide the following benefits through the lifetime of the intranet.

- **Onboarding:** CSM present and active through onboarding journey.
- **Success calls:** Designated CSM performs monthly success calls at a minimum with higher cadence/touch with customers when they require it (weekly/bi weekly) or during key initiatives.
- **Release updates:** Interact releases regular product updates. Release notes are provided for every release and larger updates will be discussed with your CSM during Success Calls.
- **Performance alignment:** Team performs annual Executive Business Reviews (EBR), and a condensed version for the core team quarterly (QBRs). This covers performance/analytics, alignment on mutually agreed objectives, & deep dives into product features that align with objectives.
- **Customer telemetry reports:** Powers users receive monthly telemetry reports on performance of use, search, profile views, content/page area views.
- **Customer meetups:** In person events in the US and EMEA designed to share knowledge and bring our customers together.
- **Webinars:** Scheduled and promoted by Engagement/Marketing team, regularly featuring peers and other high performing users of the Interact Platform.
- **Training:** Train the trainer & training materials are provided as part of Onboarding. Ongoing access is provided for all training materials. Customer success managers also provide verbal updates during regular review meetings. All release documentation is provided on the Customer Community.

But more importantly, your CSM will collaborate with you long-term to optimize **relevance, dynamism, and engagement**. Through insights on innovations, best practices, and your unique usage data, your CSM helps continuously evolve the intranet to meet changing needs.

At Interact, we don't disappear post-launch. Your CSM will help enable adoption and maximizes value and impact over time through an ongoing collaborative partnership.

Our customer success approach ensures your intranet delivers transformative outcomes, year after year. **We're invested in your enduring success.**

Platform Overview

Core Platform

Below is a summary of the core platform features included for all customers.

Type	Items	Description
Core Features	- Block Editor CMS with AI - Mobile app (iOS & Android public Frontline App) - People Directory - Workplace AI Search - Communities / Forums / Social Feeds	- Interact Analytics - Custom URL - Personalized journeys (e.g., Onboarding) - Broadcasts - Workflow and Forms - Custom Homepages A selection of core platform features. Learn more >
Integrations	- Microsoft 365 (e.g., SharePoint, Teams) - Google Workspace	- Workday / ServiceNow - SAP Concur / Salesforce / Slack Out the box integrations Learn more >
Platform Extensibility	Access to all APIs	Access to App Development Kit Available for customers Learn more >
Hosting, Security, and Backup	Unlimited storage & Secure hosting	Backup, recovery, & 24/7/365 monitoring Accreditations: ISO 27001, SOC1, SOC2, & SOC3 (via AWS). Learn more >

Support Level

Interact offers three levels of support. Standard is the default offering with upgrades available to Gold and Platinum. Enhanced tiers offer quicker response and resolution targets. Platinum also offers 24/7 support.

<https://www.interactsoftware.com/terms/support-services/>

All customers receive continuous updates (typically every 4 weeks with no downtime).

Optional Add-Ons

Below is the full suite of optional Add-Ons.

Type	Items
Advanced Analytics	Create custom reports in third-party platforms (e.g. Power BI & Tableau). Learn more >
Email Newsletters	Simplify your internal email communications strategy, delivery. Learn more >
Social Advocacy	Encourage employees to be your biggest advocates. Learn more >
Pulse Surveys	Track and measure employee sentiment. Learn more >
Branded Frontline App	White-labeled app for iOS & Android. MDM/MAM distribution. Learn more >
Digital Signage	Extend messaging reach on screens around all your locations Learn more >
Idea Management	Innovate faster by listening to, prioritizing, & reporting on ideas at scale. Learn more >
Mobile Chat	Connect your frontline employees with group chat.
Sandbox Environment	Separate instance for non-production testing (4x refreshes per year)

Cost Overview

The following prices for Core Platform Licenses (see Core Platform Overview above) and Add-Ons are based on a standard 3-year contract term which includes a multi-year commitment discount contingent on a 36-month software agreement, excluding contractual break clauses or deviations from standard payment terms.

Platform Pricing

Interact's core platform (see above) starts at £5 per user per month at 500 users. This figure reduces gradually if more licenses are required (e.g., starting £3 per user per month at 1,500 users). These figures exclude Add-Ons.

Add-Ons

Interact also offers a range of optional Add-Ons (see previous pages). The annual costs will be dependent on the Add-Ons selected.

Professional Services Pricing

All onboarding is handled in-house, and this offers several key benefits over relying on third-party support:

- **Deep Product Knowledge:** Interact's team is intimately familiar with the platform's architecture, features, and limitations, which reduces the learning curve and enhances efficiency.
- **Direct Access to Development Resources:** Interact's teams can escalate issues directly to developers or engineers responsible for the product, ensuring faster resolutions to complex problems.
- **Consistency in Support and Updates:** Interact's team can provide consistent updates, best practices, and security patches, aligning deployment with the latest standards and minimising compatibility issues.
- **Seamless Customization:** Interact's teams have a stronger understanding of the product's customization capabilities, helping ensure that modifications are not only possible but stable and scalable.
- **Faster Issue Resolution:** Interact can provide prioritized support, often with dedicated resources, reducing downtime and supporting critical, time-sensitive needs.
- **Accountability and Long-Term Relationship:** With Interact direct, there's a direct, accountable relationship leading to higher service quality and support continuity.

Professional services to help implement your intranet are comprised of the below streams/services split across project phases:

- **Onboarding Management:** Onboarding Project Management
- **Onboarding Consultancy:** Strategic Consultancy, Training Services, Design/Branding and UX, Migration and Content Build*
- **Technical Configuration:** Technical Consultancy, Technical Migration Services.

Professional services can range from £12,600 to >£40k, depending on the level of support needed.

Interact offers additional services to support specific content migration, ranging from a content audit through to bulk and delta migrations. These custom activities require scoping to understand the impact.

Projects are generally delivered in 16-20 weeks as standard unless custom timescales have been agreed (e.g., within a custom Statement of Work).

See below for information on what is included.

Onboarding Professional Services

Interact follows proven, phased implementation for rapid time-to-value:

- **Discovery:** Starting pre-sales, we collaborate to shape your MVP, a simplified intranet for early feedback.
- **Implementation** - Incorporate insights from the MVP to iterate the intranet before expanding to full rollout. Take a staged approach if needed.
- **Optimization** - Your CSM optimizes long-term value through continuous collaboration. Maximize relevance as your needs evolve.

The Interact MVP accelerates benefit realization while gathering input to refine the broader launch. Staged rollouts ease change management. Ongoing optimization means your intranet scales impact over time. Our phased methodology balances speed with personalization for a smooth experience. We tailor each phase to your organization and objectives through close partnership. The result is an intranet **employees rapidly adopt and engage with**. Interact's implementation approach enables success from day one and for years to come.

Category	Objective	Description	Estimated Timescale
Discovery	MVP	Minimum Viable Product for key stakeholders	3-6 weeks
Implementation	Phased rollouts	Rollout(s) to a subset of users*	4-8 weeks following the MVP
	Global rollout	Final release to all users	2-6 weeks following audience subset rollout(s)
Optimization	Post-rollout	Support of Customer Success and Technical Support teams	Ongoing

** Please note, if your company requires multiple audience subset rollouts (e.g., by country) before the final release, the segmentation for these multi-rollout opportunities is decided through consultation at the beginning of the project. The guidelines above are general approaches that can be altered to fit the goals and requirements of each customer. Timescales are variable and are agreed with customers as part of Discovery. Interact can provide an indicative rollout plan if required.*

Throughout this process, we will support you with a set of industry-leading services. Please that the below descriptions are high-level only.

Services during the Delivery phase

Our highly experienced Onboarding team will help you make your intranet vision a reality. Having delivered over 1,500 intranet launches for complex organizations, they will support you from day one. Discovery phase services include:

Onboarding Management

- Arrangement and delivery of an initial kick-off meeting
- Agreement on your project plan, including task assignment
- Access to Interact's peer Community provided for your key stakeholders

Onboarding Consultancy

- Objective-focused consultation to define your intranet's governance model, strategy, and audiences
- Support and advice on assessing and gathering existing intranet content
- Initial training to your core project team on Interact's features and functionality
- Creation and delivery of an Interact MVP site designed to outline the intended structure, design, UX/UI considerations, and content of your eventual intranet
- Advice on rollout communications and change management planning to gain internal buy-in

Technical Configuration

- Technical consultancy to discuss account provisioning, authentication, custom URL use, the Interact developer framework, and other key topics

Services during the Implementation phase

During this phase, we will review the lessons learned and stakeholder feedback from the MVP, iterate and improve the intranet, and then roll out the platform to an agreed subset(s) of users. The 'soft' rollout(s) (the number required will depend on complexities identified during Discovery) prepares the way for your final, all-user rollout. As we test, receive and action feedback, include additional functionality, and build internal confidence, we will also continue to supply integral support so you can deliver an intranet and comms plan that engages and empowers all users. Support includes:

Onboarding Management

- Tracking and management of project plan
- Review of Interact MVP and incorporation of results into phased/final iterations of your intranet site
- Planning for phased rollout(s) and all-user rollout
- Regular status calls and support in coordination with your intranet project manager

Onboarding Consultancy

- Post-MVP refinement of your intranet's governance model, content strategy, and site structure
- Delivery of online training modules, documentation, and supportive live sessions
- Design consultation and support to identify vision, branding needs, and allow development of a design brief that also incorporates MVP feedback and pre/post-rollout design amendments
- Build parties to answer and support build queries throughout the process
- Advice on rollout communications and change management planning to gain internal buy-in
- Risk management and expert provision of lessons learned
- Project management support during rollout(s)
- Consultative support for strategic inquiries or issues outstanding after the initial phases

Technical Configuration

- Actioning of technical configuration changes
- Completed sync of User Management Interface/Authentication to Interact system
- Custom URL setup and completion
- Support to resolve any outstanding technical issues

Post-rollout Optimization services

An intranet's impact extends far beyond your launch day. Interact provides ongoing support to continually evolve your platform and realize full value. Post-rollout, Customer Success and Technical Support are your trusted partners. Common optimization activities include:

- Reviewing usage data to identify improvement opportunities
- Training on beneficial features and best practices
- Advocating for your comms team with internal stakeholders
- Advising through business challenges like staff/strategy changes
- Enabling participation in events, case studies and awards
- Sharing industry best practices on adoption, design, and engagement
- Providing help desk, phone, and email technical support
- Facilitating peer learning through the Interact Community

With Interact, your intranet success story never ends. We collaborate to drive continuous optimization aligned to your strategic goals. Consider us an extension of your team, revealing new opportunities through data and insights. Together, we'll evolve the platform and practices to keep your **workforce informed, connected, and engaged**.