interact

Interact Service Definition Document

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*

LEADER

"...significant penetration in the enterprise market. Strength in platform architecture, deployment and extensibility positions..."

Gartner Magic Quadrant for IPS 2026

Gartner

STRONG PERFORMER

"Customers report high satisfaction with Interact's overall customer service and its ease of use for content authors."

Forrester Wave 2026

FORRESTER

LEADING PRODUCT

"... a well-established product, packed with powerful features to meet the needs of many organizations with a diverse workforce, including frontline employees."

Clearbox 2026

ClearBox CONSULTING

LEADER

IDC MarketScape: Worldwide Experience

Integrated Employee Workspaces

IDC

Backed by Castik Capital

Castik Capital Partners

"... Customers consistently cite Interact's breadth of functionality, strong onboarding and CSM experience and value for money as key reasons for selection over competitors."

EY Parthenon Source: EY-Parthenon research and analysis Q4 2025

Company *Background*

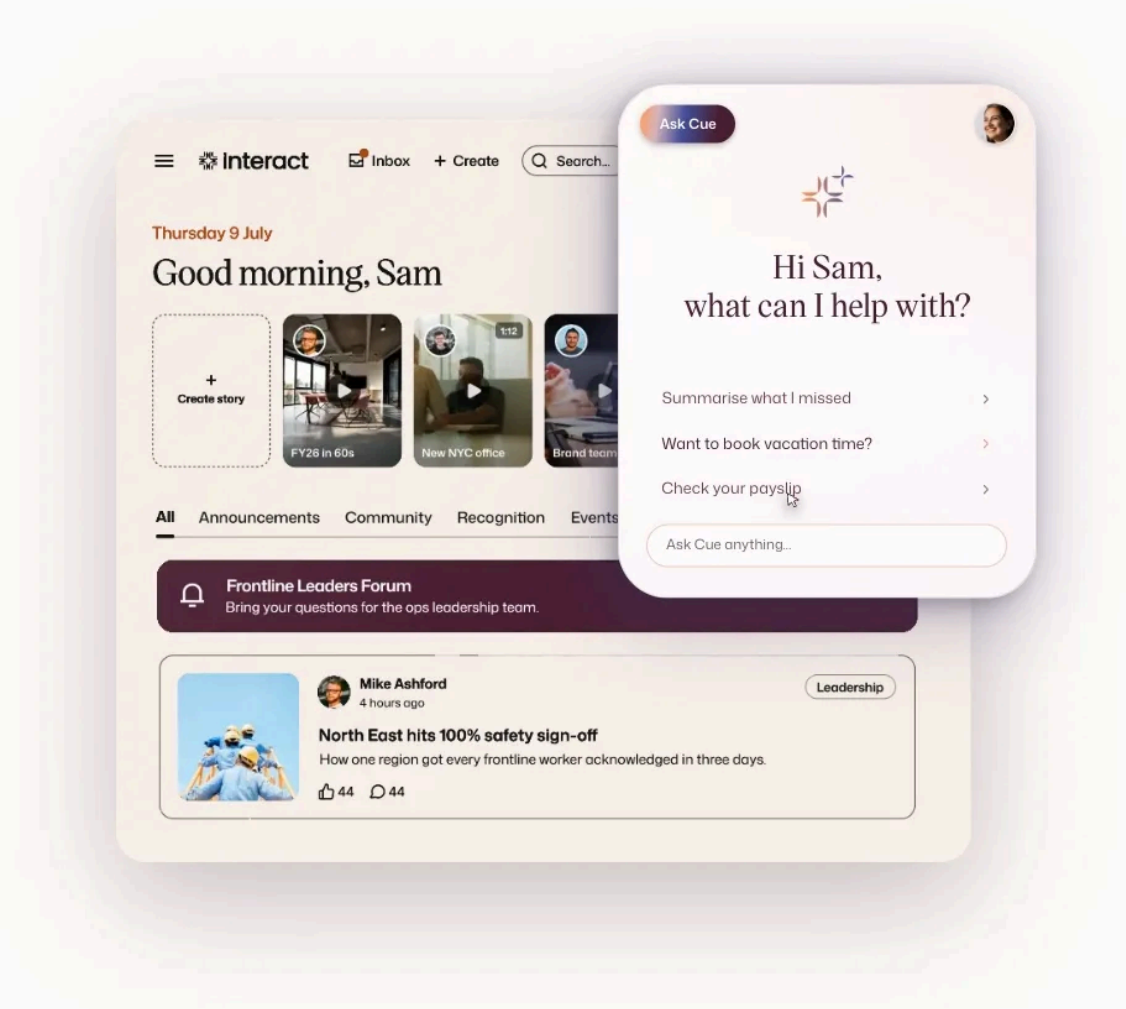
Interact is an established**, profitable business** with over 15 years' experience delivering successful employee experience solutions for our customers.

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 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 to ISO 27001, SOC 2 Type II, and Cyber Essentials. Interact has also been accepted into the Anthropic Cyber Verification Program.

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.

Find our more: https://www.interactsoftware.com/intranet-security-privacy/

Authentication

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.

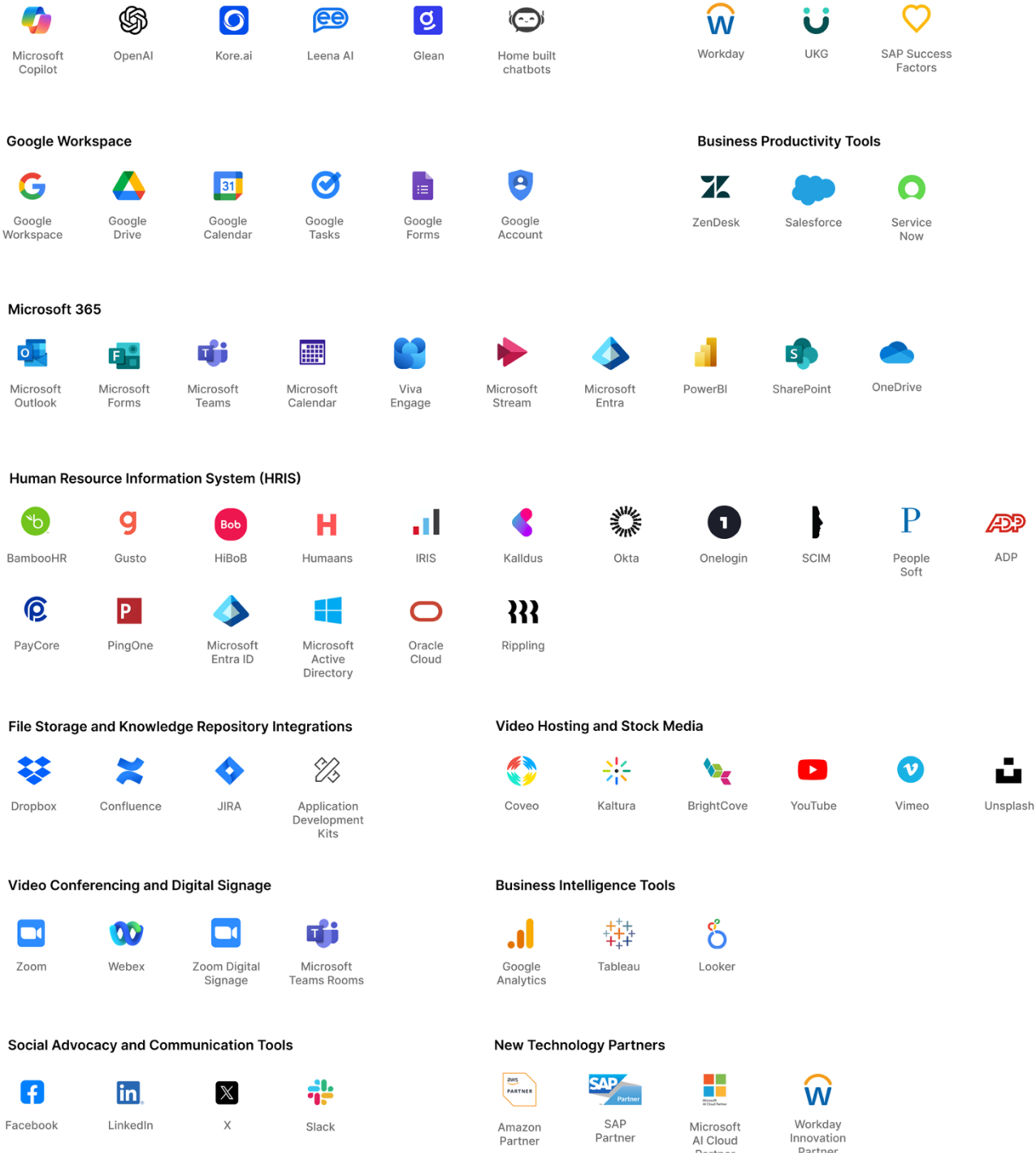
This reduces the number of logins employees need and streamlines work by removing the need to visit multiple sites. Everything they need can be accessed through your intranet's homepage.

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. Learn more here.

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.



Platform *support*

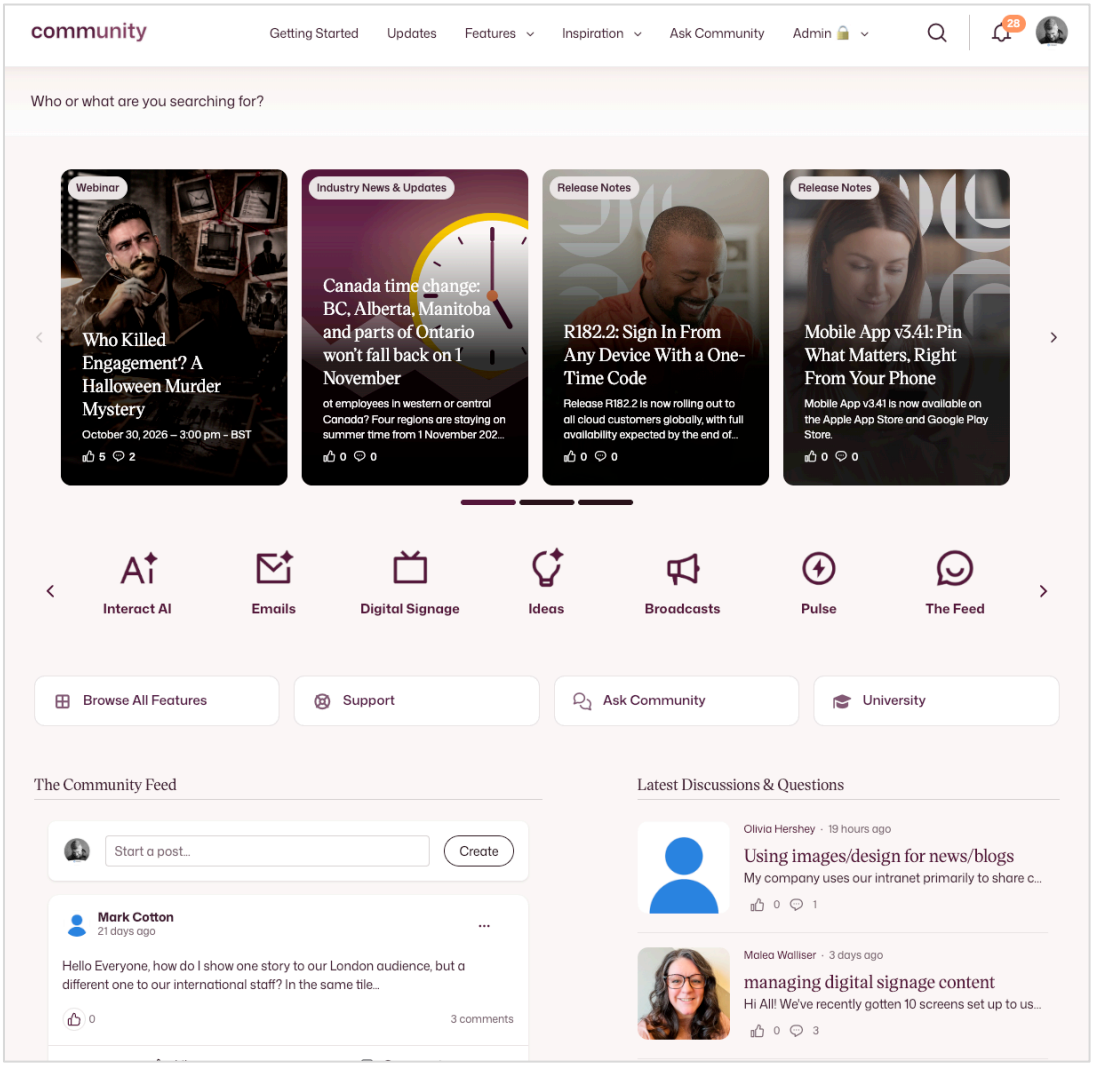
Interact offers tiered support packages:

- **Standard** - Our baseline support for all customers
- **Gold** - Extended support with out-of-hours availability
- **Platinum** - 24/7/365 premium support and 1 Sandbox instance (4x data refreshes/ year)

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.



Core Platform *Overview*

Everything included in the core platform.

Core Platform (highlighted features)

Core intranet capabilities for communication, knowledge access, workflows, governance and analytics.

- Block Editor CMS with AI
- Mobile app (iOS & Android public Frontline App)
- People Directory
- Workplace AI Search (Federated)
- Communities
- Application Bar
- Translation services
- Inbox / Notifications
- Promotion campaigns
- Unlimited custom homepages
- Interact Analytics
- Custom URL
- Onboarding
- Unlimited Sites
- Media Library
- Email Digest
- Theme Management
- Role-based access controls

Integrations

Noted out-of-the-box connections to the HR, IT and productivity systems your people already use.

- Microsoft 365 (e.g., Entra ID, SharePoint, Teams, Copilot, Viva Engage, Microsoft Stream, Power BI)
- Google Workspace
- SAP SuccessFactors
- SAP Concur
- UKG
- Box
- OKTA
- Workday
- ServiceNow
- Salesforce
- Slack

Platform Extensibility

Open tools to extend, customize and connect the platform to your own systems and AI assistants.

- Access to all APIs and webhooks
- Custom CSS and JS
- Interact MCP (requires Cue and Conductor licenses)
- Data Query Tool
- Access to App Development Kit
- Search Connectors
- IP Restrictions
- Outbound SSO

Hosting, Security, and Backup

Enterprise-grade hosting, backup and security to keep your data protected and available.

- Unlimited storage & secure public cloud hosting
- Backup, recovery, & 24/7/365 monitoring
- Guaranteed uptime
- Accreditations: ISO 27001, SOC 2 Type II, Cyber Essentials
- Anthropic Cyber Verification Program

Platform Support

A range of support tiers and a dedicated success team, from launch through long-term growth.

- Platinum/Gold/Standard Support
- Lifetime Customer Success Management
- Continuous updates with no downtime
- Customer Community Access
- Customer Events and Meet-ups
- Lifetime Technical Account Management (only for Platinum support)

Advanced Package Add-Ons

Optional packages to extend your platform and reach every employee as your needs grow.		
Advanced Communications *Extend your internal communications reach with additional functionality.*	• Broadcasts • Editorial Calendar • Live Streaming (beta)	• Listen to Content (Podcasts) • Slack & Teams Notifications
Advanced Knowledge & Productivity *Customize the search algorithm weightings and use AI to monitor employee sentiment.*	• AI Content Moderation • AI Signals Insights	• Customized Search Weightings • Workflow & Forms
Advanced Social & Engagement *Drive employee engagement through advanced social features and surveys.*	• Rewards & Recognition • Social Advocacy • Classified Ads • Profile Badges	• Mobile Chat • Pulse Surveys • Advanced Cross-Org Forums • Social Feed
Advanced Governance, Control & Analytics *Next-gen governance control and workforce analytics.*	• Advanced Analytics (private data lake) • Ask Analytics • Personas	• Geofences • User Enrolment Framework • Offline Registration & Authentication
Advanced AI *Cue for all employees and Conductor for your admins. Plus MCP for advanced connectivity.*	• Cue • Conductor	• Interact MCP Connector • AI Widget Builder

Optional Feature Add-Ons

Optional standalone Add-Ons	
Digital Signage	• Publish once, then deliver timely, targeted updates across shared screens.
Branded App	• White-labelled app for iOS & Android. MDM/MAM distribution.
Email Newsletters	• Create, target, and measure branded employee emails.
Sandbox Environment	• Separate instance for non-production testing (4x refreshes per year).
Idea Management	• Innovate faster by capturing, prioritizing and reporting on employee ideas.

Pricing 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.

Higher discounts are offered for non-profit and government.

Platform Pricing

Interact's core platform (see above) starts at a set per user per month figure and reduces gradually if more committed licenses are required. This 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 customisation 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 prices can range 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 *Overview*

Interact's Proven Phased Approach for Intranet Success

Interact delivers your intranet through a structured, phased process designed for quick wins and lasting impact:

- **Discovery**: We partner with you to craft a minimal viable product (MVP)—a streamlined intranet prototype. This early version sparks feedback to shape what's next.
- **Implementation**: Using MVP insights, we refine the intranet, rolling it out in stages if needed. This iterative approach ensures a smooth transition to full deployment.
- **Optimization**: Your dedicated Customer Success Manager (CSM) collaborates with you to fine-tune the platform over time, keeping it aligned with your evolving goals.

Our MVP accelerates value while gathering real-world input for a tailored launch. Staged rollouts simplify change management, and ongoing optimization ensures your intranet grows with you.

This methodology blends speed with customization, adapting to your unique needs through close collaboration.

The result? An intranet your team embraces from day one—and for years ahead.

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

Note: For organizations needing multiple audience rollouts (e.g., by region), we define segmentation early in the project. The process is flexible, tailored to your goals and timeline, which we finalize during Discovery.

Our Industry-Leading Support Services

Throughout this journey, Interact provides top-tier services to bring your vision to life. Below are high-level highlights of what we offer at each phase:

Discovery Phase Services

Our seasoned Onboarding team, with over 1,500 successful launches, guides you from the start. Expect:

- **Onboarding Management**
  - Kick-off meeting to align expectations
  - A clear project plan with assigned tasks
  - Access to Interact's peer Community for your key players

- **Onboarding Consultancy**
  - Strategy sessions to define governance, audiences, and objectives
  - Help assessing and collecting existing content
  - Core team training on Interact's tools and features
  - Delivery of an MVP showcasing structure, design, and user experience
  - Guidance on change management and internal buy-in

- **Technical Configuration**
  - Expert advice on provisioning, authentication, custom URLs, and developer tools

Implementation Phase Services

Here, we refine the MVP based on feedback, test with select users, and prepare for full rollout. Support includes:

- **Onboarding Management**
  - Project tracking and regular check-ins
  - MVP review and integration into the final design
  - Planning for phased and all-user rollouts

- **Onboarding Consultancy**
  - Updates to governance, content, and site structure post-MVP
  - Training via online modules, live sessions, and docs
  - Design support to refine branding and vision with MVP insights
  - Build-party Q&A sessions for hands-on help
  - Change management and comms advice
  - Risk mitigation and lessons learned from our expertise
  - Rollout project management support

- **Technical Configuration**
  - Final tweaks to technical setup
  - User sync and authentication integration
  - Custom URL activation and issue resolution

Project success for *the long term*

Your intranet's story doesn't end at launch and driving adoption requires more than new software - it takes continued planning and a partnership focused on your business goals. That's why every customer is assigned a dedicated Customer Success Manager (CSM).

Consider your CSM **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.**