

Services: Support



inContact provides ongoing support to your organisation through a number of service offerings that compliment your internal capabilities.



Systems Support

Ongoing support of custom modules, components and applications that we develop for customers.

Specific product/technology support

Technical support of key product technologies that inContact recommends and implements. inContact provides front-line support, for our international partners. Our close ties with these companies means you benefit from a global support network should you also have foreign operations.

Knowledge team staffing

Short and long term assignments to augment your internal resourcing levels and help fill the gaps. If you are after a permanent solution, you can outsource the entire function to inContact or we will happily assist in the recruitment process.

Hosting and managed services

inContact maintains relationships with several leading providers and will manage the service on your behalf as one of our ongoing services.

Benefits

- Skills transfer to internal resources
- Increased ROI on technology purchases
- Augment internal capabilities with specialist knowledge
- Ability to focus on core functions and tasks
- Accountability
- Single point of contact

For more information, please get inContact on:

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