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Intact launches dedicated global support team

Alex Scropton

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Dedicated reseller support and managed services provider Intact Integrated Services has announced the formation of a Global Solutions Team designed to support channel partners on large-scale network transformation and support projects.

The new team will report directly to the firm's CEO, Bob Dalton, and will include expertise in service design, operations, commercial management and technology, improving SLAs to Intact's service provider and system integrator customers.

Dalton said the move came as a result of substantial growth in Intact's business outside the UK: "Over the last five years [we have] set new standards in achieving consistent service excellence in complex global project environments."

"Our new team brings together all that experience in a manner designed to maximise our effectiveness as a delivery partner," he added.

The Global Solutions Team will support local engagement efforts at Intact's regional hubs, located in the UK, Germany, North America and Singapore.

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