

Signature Support

Maximize business value with proactive, personalized expertise.

Client success is a top priority at Transact. That's why we offer Signature Support to ensure that our clients with the most complex needs and ambitious vision are on the right path.

With industry-leading features such as an assigned dedicated Technical Support Engineer, personalized roadmap readiness, proactive services, and our fastest issue resolution, you can expect proactive, personalized expertise every step of the way.

Developed from more than 20 years of proven best practices, our high-touch Transact Signature Support Plan will help you bring innovations to clients faster.

Accelerate your vision and future-proof your business

Rely on guidance, partnership, and advocacy from your assigned Dedicated Support Engineer. This Transact champion will know your Technical solutions inside and out.

Optimize performance and maximize stability

With proactive services, you'll get continuous monitoring, early alerts, remediation, and quarterly health checks. You'll also receive support for key business events, such as high-volume periods, rollouts, and product releases.

Innovate with speed and precision

We'll work in partnership to develop and advocate for a joint engagement plan including activity prioritization and timelines. The plan provides for pre-deployment support for developers. You'll also get exclusive insights from Transact on trends related to your industry.

The Value of Dedicated Support

Demonstrated practical value from customers with Transact Signature Support customers in a range of industries have realized the value of engaging with experts through Success Plans. Here are some of the ways companies have leveraged these plans to accelerate time to value:

Protect digital revenue streams

- Mitigate the risk of delays or errors on high-volume days
- Protect time-sensitive student experiences
- Identify and unblock issues before they cause downstream impact

Innovate and launch new products fast

- Implement complex solutions by relieving technical debt
- Supercharge adoption by eliminating technical and communication silos



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Compare Success Plans and Top Features

		Transact Support	Transact Platinum+ Support	Transact Signature Support
Self-Guided Resources	Connect Portal, Documents and Knowledge Base: 800+ Articles	✓	✓	✓
Support	Technical	-Online Case Submission Response: 48 Hours, Mon-Fri 8am – 8pm est. -Access 24/7/365 -1 hour response for business-stopping issues	-Includes Transact Support Features -1 hour response for business-stopping issues -Online case submission -Phone appointment scheduling through Calendly -Senior engineer case submission priority -Slack channel integration	-Includes Transact Platinum+ Support Features -30 minute response for business-stopping issues -Weekend/Holidays and Off Hours Concessions Support/ Sporting Events ¹
	Availability	All	A La Carte for Campus ID, Campus Commerce or Integrated Payments solutions ³	All subscribed products must be currently using Platinum+ ²
	Developer	—	5 Hours Quarterly of Expert Hands Services ⁴	Enhancement Request Tracking and Follow Up
Insights	Quarterly Technical Health Check and Review	—	✓	✓
	Holistic Technical Trend Analysis and Coaching	—	—	✓
Specialized Guidance	Personalized Success Paths	—	✓	✓
	Expert Coaching for Onboarding & Implementation	—	✓	✓
	Expert Coaching for Adoption & Optimization	—	—	✓
Proactive Services	24x7 Proactive Monitoring	✓	✓	✓
	Early Alerts & Remediation	—	—	✓
	Annual Technical Health Reviews	—	—	✓
Account Management	Technical Account Management	—	—	✓
	Key Event Management	—	—	✓

¹ Two-week notice required for off hours help and sporting event coverage requests. ² If one of the products is not included in client's current subscription, Signature will be granted by default. ³ Each product line is subject to its own pricing. Other terms and conditions may apply.

⁴ Not available during peak seasons, please consult your CSM for additional details.

Contact your Client Success Manager for more details and availability.