Interact

Interact Solutions®

Foundation: 1999

Interact Solutions is the business unity of **INTERACT GROUP**, a Brazilian **software research and development** company. It operates in the Information Technology market with **Suite SA**, a set of more than 20 corporate governance and business intelligence applications.

Interact in numbers

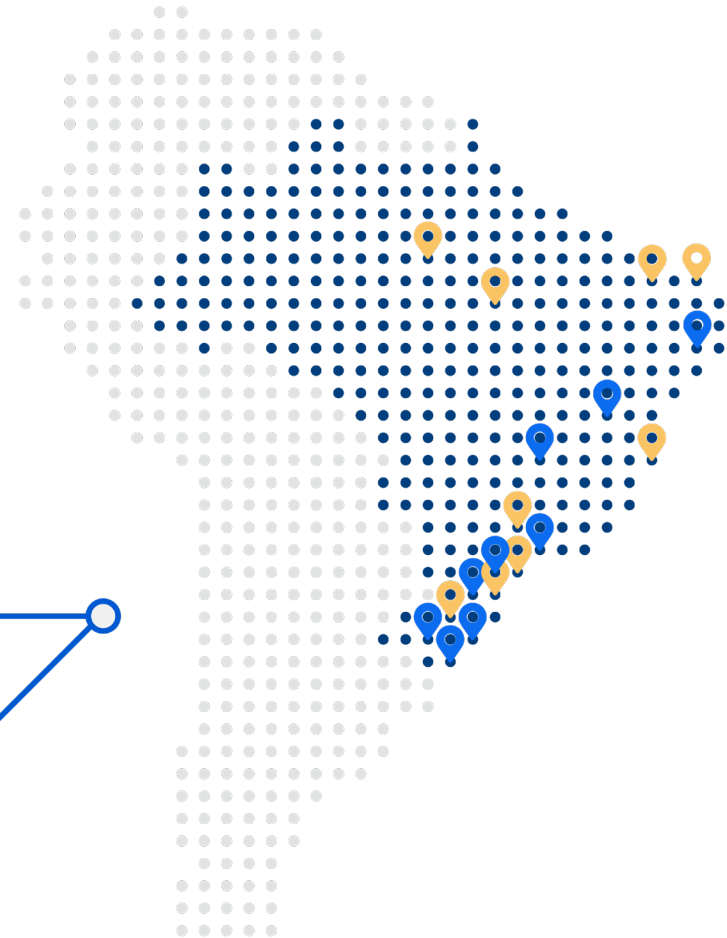| 150	8	35	21	1064
Employees	Units in Brazil	Distribution Partners in Brazil	Distributors in Latin America	Installed bases in Latin America

Our partners in Brazil

Interact has 3 headquarters in Rio Grande do Sul and more than 30 partners throughout Brazil. The company's operating modalities are Interact Units, Consulting partners (consultancy and management assistance), Commercial Partners and Business Partners (referral partners).

Interact Unity

Adviser Partner

Commercial Partner

Business Partner

Our distributors in Latin America

We are present in several countries in Latin America, acting together with business partners. These companies are responsible for the distribution, provision of services and consultancy, a complete job that results in delivering quality and efficient service to customers.

Brazil · Argentina · Bolivia · Chile · Colombia · Ecuador · Guatemala · Mexico · Panama · Paraguay · Peru · Uruguay
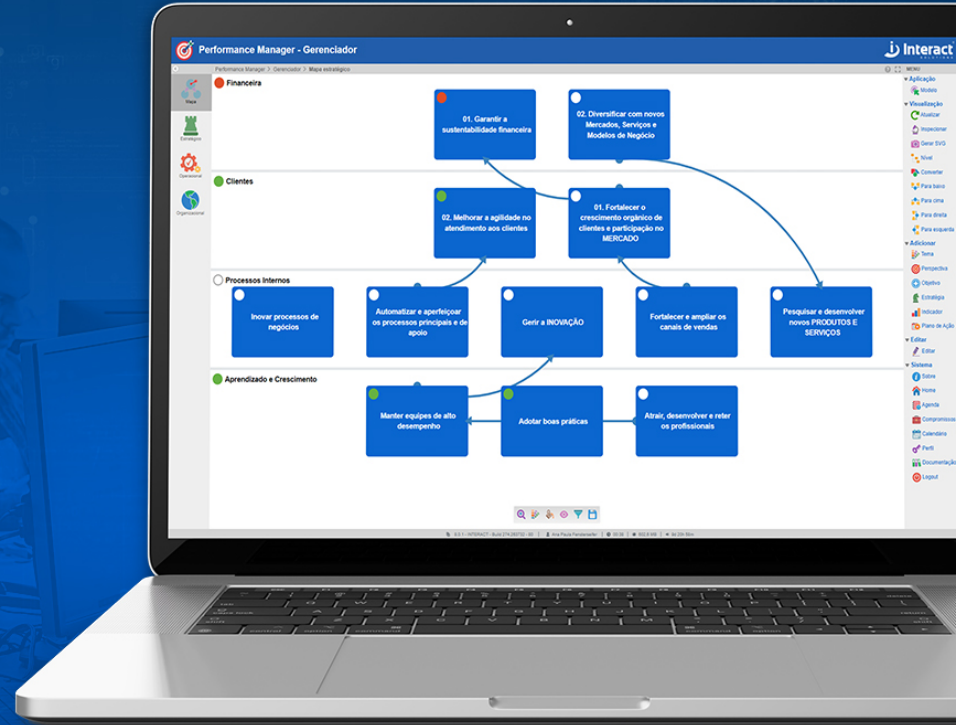
Quality Management Solution

Quality management

Quality Management expresses the integration of several management models, which have consolidated into an efficient cycle of continuous improvement, called PDCA/PDCL (Plan, Do, Check, Act/Learn):

PLANNING, EXECUTION, VERIFICATION AND ACTION

(Approach by William E. Deming, inspired by Walter A. Shewhart)

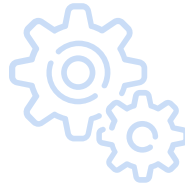QUALITY MANAGEMENT

PLAN

DO

CHECK

ACT

Quality management

The Management Excellence Model (MEG) launched by the National Quality Foundation of Brazil (FNQ) proposes the practice of learning and continuous improvement, then incorporating the term PDCL (Plan, Do, Check, Learn).

Our Solution

Interact presents the Quality Management Solution, based on the Continuous Learning Cycle - PDCA/PDCL, which meets the requirements of the main certifications and accreditations in the market.

Our proposal encompasses five different tools, built based on international methodologies, which result in greater security and assertiveness in the search for quality in organizations.

MANAGE YOUR OCCURRENCES
SET YOUR STRATEGIES
ADMINISTER YOUR DOCUMENTS
MAKE YOUR ACTION PLANS
CREATE YOUR PROCESSES
CONTROL YOUR RISKS
PERFORM YOUR AUDITS
FOLLOW YOUR PERFORMANCE INDICATORS

QUALITY MANAGEMENT SYSTEM

PLAN
Set your goals, strategies and metrics integrated in a corporate planning.

ACT
Perform your actions, strategies and operations and manage the occurrences, documents and risks.

CHECK
Analyse the performance of your organization and perform your critical and management analysis.

LEARN
Incorporate the improvements of the learning in the process and culture of your organizations.

Plan

Make your company's strategic and operational planning, with action plans and performance indicators. Our solution fully meets the BSC – Balanced Scorecard and MBG – Management by Guidelines methodologies.

Execute

Put your actions into practice by aligning all of your company's perspectives. Feed your indicators and track your results in real time.

Learn

Incorporate all learning improvements up to this step. Review your action plans, indicators and processes, applying continuous improvement in your company.

Verify

Monitor your indicators, make a critical analysis and management through various tools, such as indicator radars and dashboards.

SET YOUR STRATEGIES

MAKE YOUR ACTION PLANS

FOLLOW YOUR PERFORMANCE INDICATORS

CREATE YOUR PROCESSES

PLAN
Set your goals, strategies and metrics integrated in a corporate planning.

ACT
Perform your actions, strategies and operations and manage the occurrences, documents and risks.

LEARN
Incorporate the improvements of the learning in the process and culture of your organizations.

CHECK
Analyse the performance of your organization and perform your critical and management analysis.

QUALITY MANAGEMENT SYSTEM

Control non-conformities

Manage occurrences of non-conformities and process routines, with a systemic view of all stages of registration and analysis of corrective, preventive and predictive actions.

Manage documents

Manage your documents electronically, with version control, definition of responsible and distribution, access statistics and reporting.

Perform audits

Perform all audit steps through a customizable and dynamic workflow, in line with best market practices.

Control risks

Analyze, monitor and consult impacts and risk probabilities, identifying threats and opportunities, a preponderant aspect in decision making.
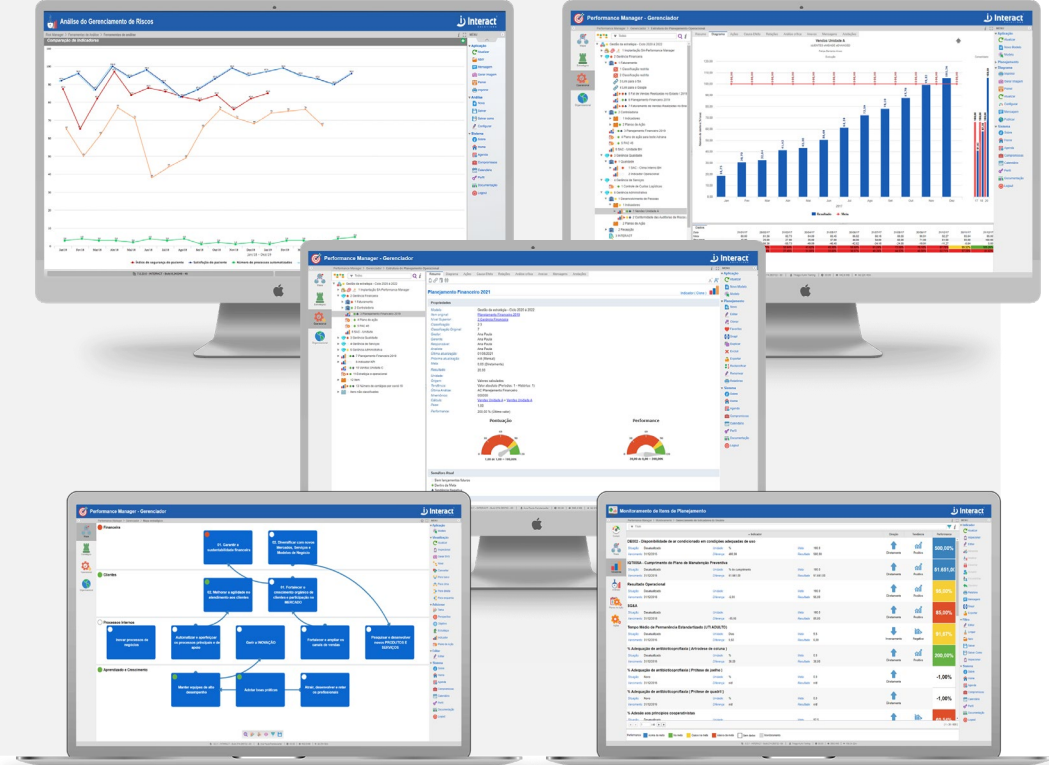
MANAGE YOUR OCCURRENCES
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QUALITY MANAGEMENT SYSTEM

Solution Modules

SA Performance Manager

SA Performance Manager ensures full control of an organization's planning. The system is able to disseminate the strategic culture to all organizational levels.
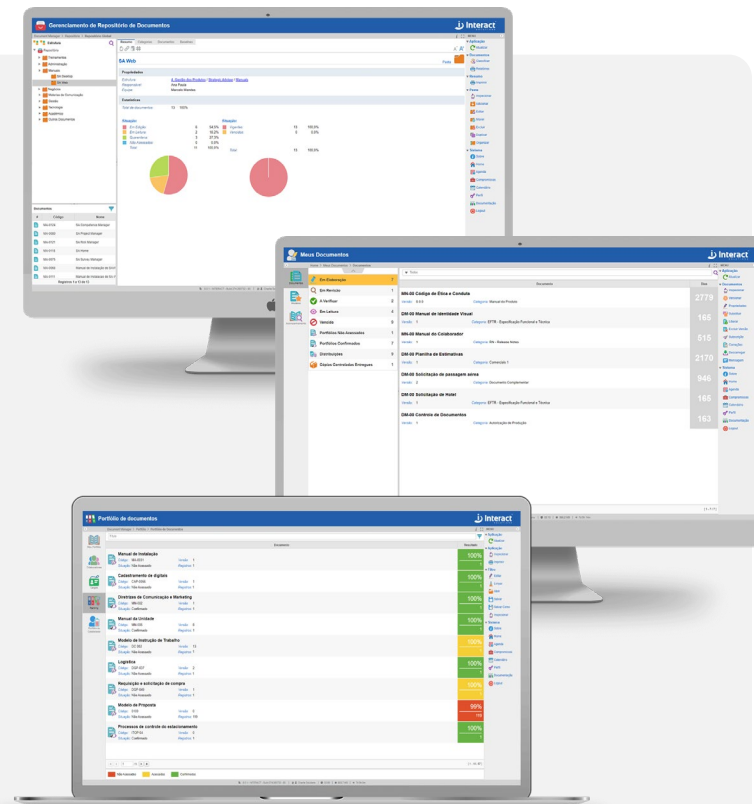
- ✓ Strategic planning
- ✓ Operational Planning
- ✓ BSC and GDP Methodology
- ✓ Performance indicators
- ✓ Projects and Action Plans
- ✓ Critical analysis
- ✓ Executive Presentations

SA Document Manager

SA Document Manager is an excellent tool for document management. The module allows you to prepare and make documents available electronically, in addition to monitoring controlled documents.

- ✔ Electronic Document Management (EDM)
- ✔ Version control and distribution of controlled copies
- ✔ Complete workflow - from document elaboration to obsolescence
- ✔ Document portfolio by department, sector or position
- ✔ Custom Document Catalogs
- ✔ Master customized document list
- ✔ Security, availability and integration
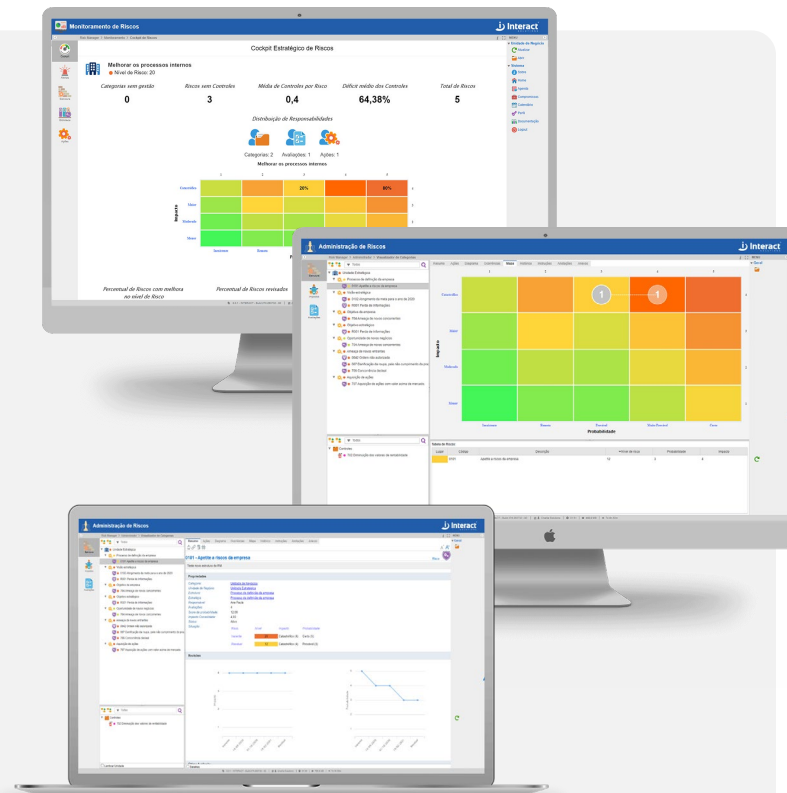- ✔ Compatible with ISO Certifications

SA Risk Manager

SA Risk Manager supports and guides risk management, with stages of identification, analysis, review or audit and treatment. The module covers the entire risk management structure, with integration of governance, strategic planning, processes and operations, with control practices, risk factors, application of audits and control of actions. The ultimate objective is to mitigate the materialization of risks and support strategic decision-making.

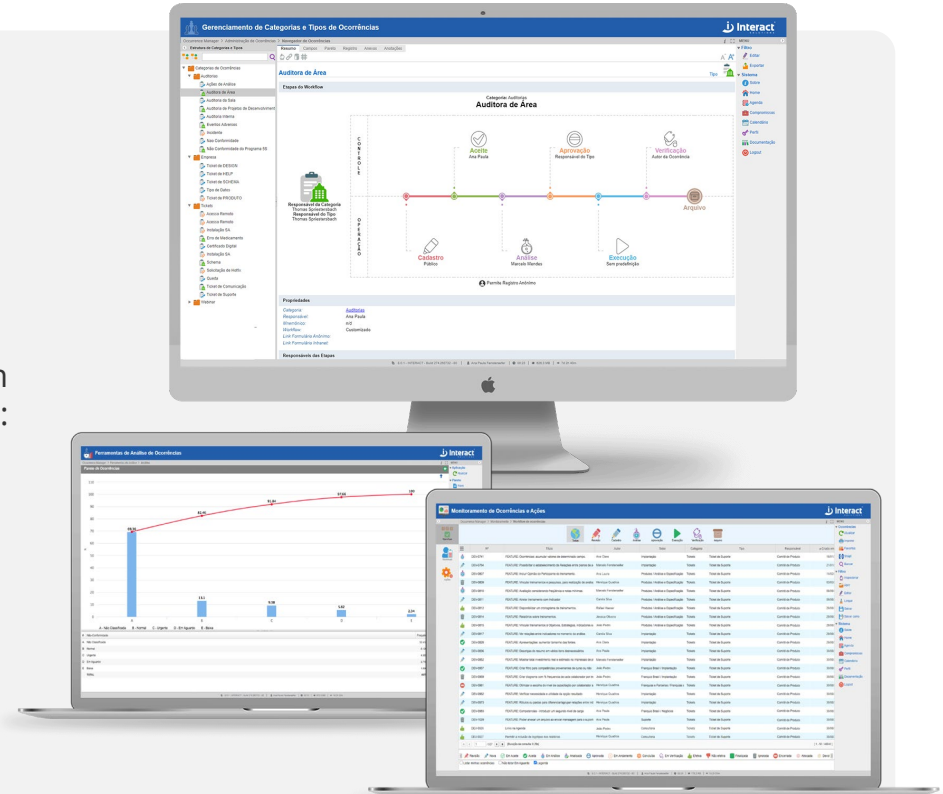In line with the main methodologies used worldwide, such as:
- ✔ ISO 27002
- ✔ ISO 31000
- ✔ COSO
- ✔ SOX Law – Sarbanes-Oxley

SA Occurrence Manager

SA Occurrence Manager is an occurrence and non-conformities manager. In the Compliance Program, the module becomes an important ally for enabling the creation of an anonymous reporting channel. Among its benefits are:
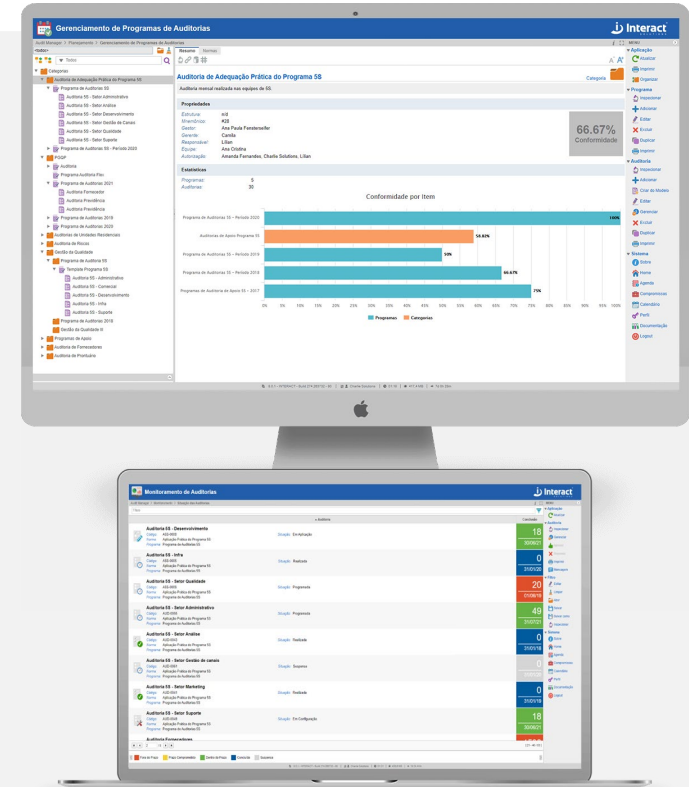
- Custom record of non-conformities
- Workflow of occurrences
- Pareto Chart Analysis
- Gantt Diagram
- Ishikawa Diagram
- Preventive and corrective action plans
- Generation of performance indicators
- Integration with portals and websites

SA Audit Manager

SA Audit Manager module, through the management of audit programs, allows the organization to audit based on external and internal standards requirements, highlighting and recording non-conformities and opportunities for improvement.

✔ Planning and management of audit programs
✔ Complete workflow for preparing and applying audits
✔ Parameterization of checklists appropriate to the regulations
✔ Recording of evidence and non-conformities for checkpoints
✔ Integration with Non-Compliance Management
✔ Control and management of the audit team's schedule
✔ Audit management report

All products

SA Application Modules

Suite SA comprises modular applications that make up Interact's core product portfolio. Together with management tools and in an integrated manner, these products make up the **Interact Solutions Group.**

Suite SA 8
STRATEGIC ADVISER

Security for high performance governance

SA Performance Manager	SA Process Manager	SA Project Manager
SA Occurrence Manager	SA Service Manager	SA Analytics Manager
SA Survey Manager	SA Competence Manager	SA Customer Manager
SA Corporative TV	SA Componentes Manager	SA Budget Manager
SA Document Manager	SA Risk Manager	SA Audit Manager

SA Scrum	SA Teleconferência

SA Components Manager

Suite SA has several management tools that, combined with the modules, increase the productivity and performance of your business. All are available and integrated with other Interact products.

SA Dashboard	SA Panel	SA Presenter
SA 5 Whys	SA Ishikawa	SA SWOT Analysis
SA Risk Map	SA BAM Analysis	SA Pivot
SA Workflow Designer	SA Project Canvas	SA Digital Signature
SA Bow Tie	SA Defense Layers	SA Reports

Certifications and Accreditations

Certifications and Accreditations

Interact's Quality Management solution meets national and international accreditation levels such as the International Organization for Standardization (ISO), National Accreditation Organization of Brazil (ONA), Joint Commission International (JCI) and Accreditation Canada International (ACI).

One third of the institutions accredited in Brazil by the Joint Commission International (JCI) are Interact clients.

21.5% of our clients in the health sector are certified by the Brazilian National Accreditation Organization - ONA.
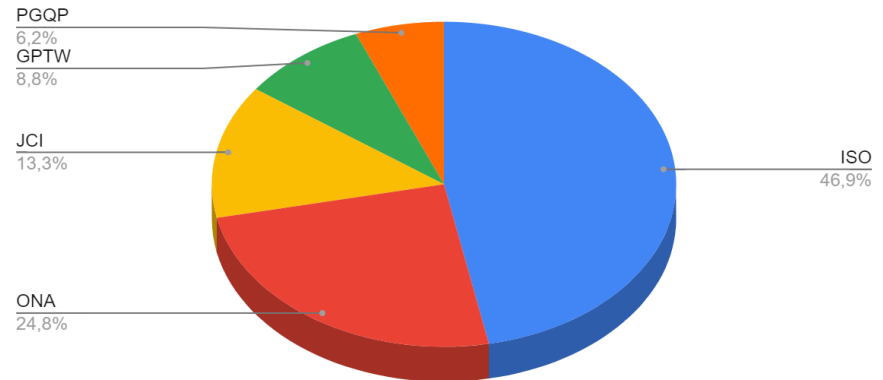
Our clients

Interact has 1,064 Suite SA bases installed in clients throughout Latin America. With our solutions for corporate governance, these public and private companies ensure the highest criteria for international certifications.

Main certifications of Interact customers

- PGQP 6,2%
- GPTW 8,8%
- JCI 13,3%
- ISO 46,9%
- ONA 24,8%

Our clients

Brazilian customers portfolio

Brazilian customers portfolio

International customers portfolio