

Accelerating M&A Deal Velocity

Ensuring 100% uptime and Service Assurance for the world's most critical financial transactions.

Zero

Unplanned Downtime

<1s

Response Time

Unified

Sales & Support

100%

Assurance Coverage

The Challenge

In the high-stakes world of M&A, downtime is not an option. Datasite needed a partner who could provide proactive Service Assurance—guaranteeing that their support infrastructure was as robust as their deal platform.

The Solution

CloudInteract implemented deep observability tools and a proactive "Service Assurance" layer. We also migrated outreach workflows to Amazon Connect, creating a unified view for better client insights.



"CloudInteract's Service Assurance gives us the confidence that our support infrastructure will always be there when our clients need it most."

— Dominic Toloui, Director of Technology

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