



Service Definition

TTEC Digital Power Platform Consulting and Delivery



Table of Contents

- Table of Contents..... 2
- 1. Introduction..... 4
 - 1.1. Company Overview..... 4
 - 1.2. Value Proposition..... 5
 - 1.3. What the Service Provides 6
 - 1.4. Overview of the G-Cloud Service 10
 - 1.5. Associated Services 10
- 2. Data Protection12
 - 2.1. Information Assurance12
 - 2.2. Data Back-Up and Restoration..... 14
 - 2.3. Business Continuity Statement/Plan..... 14
 - 2.4. Privacy by Design17
- 3. Using The Service 18
 - 3.1. Ordering and Invoicing 18
 - 3.2. Pricing Overview 18
 - 3.3. Availability of Trial Service..... 18
 - 3.4. On-Boarding, Off-Boarding, Service Migration, Scope etc..... 18
 - 3.5. Training 18
 - 3.6. Implementation Plan19
 - 3.7. Service Management19
 - 3.8. Service Constraints19
 - 3.9. Service Levels.....19
 - 3.10. Outage and Maintenance Management.....19
 - 3.11. Financial Recompense Model for not Meeting Service Levels19



- 4. Provision of the Service.....20**
 - 4.1. Customer Responsibilities20**
 - 4.2. Technical Requirements and Client-Side Requirements.....20**
 - 4.3. Outcomes/Deliverables.....20**
 - 4.4. Development Life Cycle of the Solution.....21**
 - 4.5. After Sales Account Management21**
 - 4.6. Termination Process.....21**
- 5. Our Experience 23**
 - 5.1. Case Study 23**
 - 5.2. Clients 23**



1. Introduction

1.1. Company Overview

TTEC Consulting (UK) Limited, a TTEC Digital Company, is the legal entity for G-Cloud 14. TTEC Consulting (UK) Limited is ultimately owned by TTEC Holdings, Inc., a listed company publicly traded on the NASDAQ Stock Exchange.

TTEC Holdings, Inc. (NASDAQ:TTEC) is a leading global CX (customer experience) technology and services innovator for AI-enabled CX with solutions from TTEC Engage and TTEC Digital. The Company's Digital business designs, builds, and operates omnichannel contact centre technology, conversational messaging, CRM, automation (AI / ML and RPA), and analytics solutions. The Company's Engage business delivers digital customer engagement, customer acquisition and growth, content moderation, fraud prevention, and data annotation solutions.

At TTEC Digital, we believe the conversation, where a customer directly engages with your brand, is the most critical moment in the customer journey. In that moment, the experience can deepen a customer relationship, or damage it forever. That is why TTEC Digital is singularly obsessed with optimising CX at the point of conversation.

These conversations, and the contact centre enter technologies that support them, are inseparable. With that in mind, we have built our business around helping clients apply powerful technology and proven CX strategy together.

Our decades of innovation on the world's leading technology platforms, and proven expertise in CX strategy, data and analytics, AI and more, have made TTEC Digital a leader in creating deep customer relationships at the point of conversation.

We balance these exceptional customer experiences with your key business priorities. By putting the experience first, we help you find the highest levels of customer satisfaction at the lowest total cost.

Whether you are moving your contact centre to the cloud for the first time, optimising your current customer data and customer experience platforms, or exploring advanced automation and AI, TTEC Digital can help. All while protecting the most crucial part of the customer journey: The conversation.

1.2. Value Proposition

TTEC Digital company is a full-service Customer Experience (CX) consulting and solution provider focused on helping organisations create better experiences for their customers. As an Inner Circle Microsoft Partner (Business Applications and AI) with depth and experience building industry-focused solutions across the entire Microsoft Cloud, TTEC is uniquely suited to address any CX challenge using the Microsoft Power Platform.

From Microsoft Cloud implementations and industry solutions to training and innovative applications, we ensure that our clients have the capabilities needed to execute a CX strategy.

The Power Platform is Microsoft's low code/no-code platform, which is built on the principle to allow business analytics, rapid application development and workflow automation, using the software you already have, that anyone in your team (Citizen developers) can use. The Power Platform primarily consists of the following components:

- Power Apps
- Power Automate
- Power BI
- Power Virtual Agents
- Dataverse

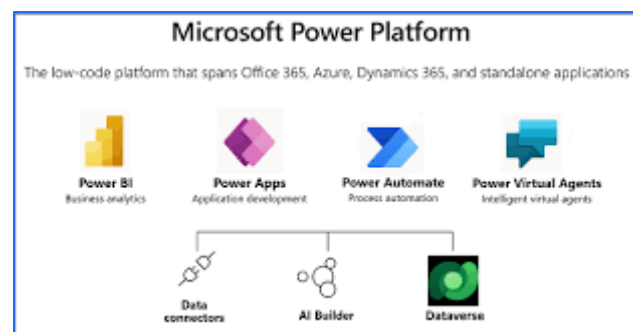


Figure 1 Microsoft Power Platform



Supported with over 300+ data connectors, such as Office 365, Outlook, SharePoint, Dynamics 365, and many other services, such as AI Builder, give Citizen developers access to a wide range of data services using the Power Platform.

Our Vision:

Fuelling Exceptional Customer Experiences through the use of Microsoft's Power Platform

Our Mission:

Using our technical know-how to enable our clients to deliver an exceptional experience to their members, through maximising the adoption of the core components of the Power Platforms.

1.3. What the Service Provides

The service provides a wide range of capabilities to support delivering solutions based on Power Platform services over a wide range of industry verticals including automation and integration with Power Automate and exceptional UI/UX presentation through Power Apps, that seamlessly integrate into your business. The main goal is to optimise everyday business processes and operations by analysing data, personalising dashboards, developing catered applications, responding to generated insights, and automating processes with minimal technical expertise.

The Power Platform suite consists of five core services:

- **Power BI:** A business analytics service that specialises in analysing data, uncovering hidden insights, providing interactive data visualisations, and connecting data sources.
- **Power Automate (Flow):** Service focused on boosting productivity by streamlining workflows, automating organisational processes, and enhancing workflows with artificial intelligence.
- **Power Apps:** Service with a range of apps, services, data connectors and platforms that allow for quick and easy development of custom apps with little to no coding expertise.
- **Power Virtual Agents:** Service that allows for easy development and management of powerful chatbots to engage with both customers and employees to take action on collected data.
- **Dataverse:** Lets you securely store and manage data that are used by business applications. Data within Dataverse is stored within a set of tables.



Envisioning and Assessment Services

- **Microsoft Catalyst Envision and Planning** - Use the Microsoft Catalyst approach to demonstrate the practical use of MS Dynamics and Power Platform for your specific business scenarios. Collaborating with your SMEs, we'll identify pain points and design a ROI-driven Blueprint for successful deployment. Realistic demos and insights will provide a tailored solution aligned with your business requirements.
- **Connect & Inspire** - Unleash the Power Platform's Art of the Possible! Based on Microsoft's Inspire event, TTEC Digital will contextualise new features from Microsoft Inspire to your organisation's goals and bring them to life.
- **App Modernisation** - Step into the future with our App Modernisation Assessment. Harness the power of Gartner's TIME model to rejuvenate your legacy systems. Eliminate app clutter and tap into the seamless efficiency of Low Code. Our strategic roadmap offers unmatched agility and cost savings, turning every IT choice into a strategic triumph. Boost your operations and innovate with confidence through our all-inclusive assessment.
- **AI Readiness** - Discover your AI readiness for CX by completing our quick 10-question self-service online assessment and receive a benchmark report outlining key AI opportunities tailored to your organisation
- **Contact Centre** - Unlock the full potential of your Contact Centre with our Contact Centre Assessment - Evaluate Microsoft Digital Contact Centre, in combination with the Power Platform for operational excellence and discover the benefits over traditional telephony systems.

Service Offerings:

- Power Platform Consultancy
- Power Platform Bite-size Transformation
- Power Platform Development and configuration
- Power Platform Centre of Excellence (Governance)
- Legacy Application migration & modernisation to Power Apps i.e. Lotus Notes
- Legacy Workflow migration to Power Automate i.e. SharePoint/Nintex workflows
- Legacy InfoPath Forms migration to Power Apps
- Power Platform AI and Insights
- Power BI Reporting
- Training and Event Services, such as App in a Day and Hackathons

Benefits for your Organisation:

- Gathers all your business activities on a single platform.
- Improves data accuracy and value.
- Streamlines process and improves overall business productivity.
- Brings extensive cost savings.
- Simplifies compliance management.
- Streamlines reporting activities.
- Facilitates remote working and multi-device functionality.
- Elevates your data security.
- Enables easy adoption and maximisation of capabilities.
- Takes advantage of the oncoming AI revolution.

Delivery Methodology

TTEC Digital has delivered over 500 full lifecycle Dynamics 365 programmes. Combining TTEC Digital's industry-proven AIM (Adaptive Iterative Methodology) framework with our deep Dynamics experience helps our customers achieve their transformation goals. AIM has five distinct phases: Prepare, Initiate and Define, Design and Build, Test, Train and Deploy and Adapt and Sustain. Each phase has quality gates with well-defined entry and exit criteria.

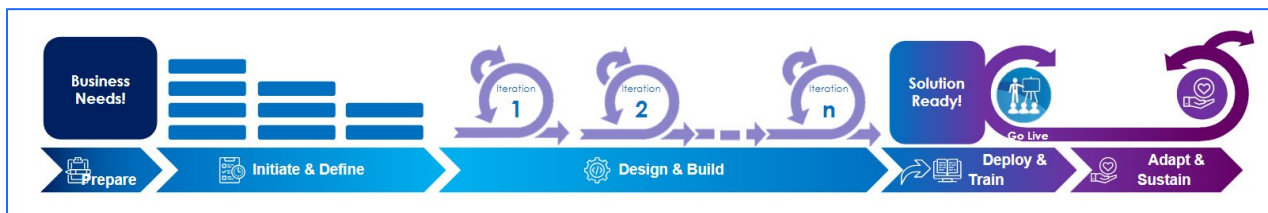


Figure 2 AIM Phases

AIM focuses on 5 key principles

1. Active engagement of key business stakeholders and users.
2. Fail fast - Proof of Concepts, whether an idea/concept has a value.
3. Underpinned by transparent and robust project governance.
4. Early value realisation through its business value-driven prioritisation.
5. Maximise Out-of-box (OOB) features and minimise or eliminate extensions needs where possible.



Our Governance

AIM is supported by TTEC's governance model, thus ensuring effective and timely governance is applied throughout the SDLC.

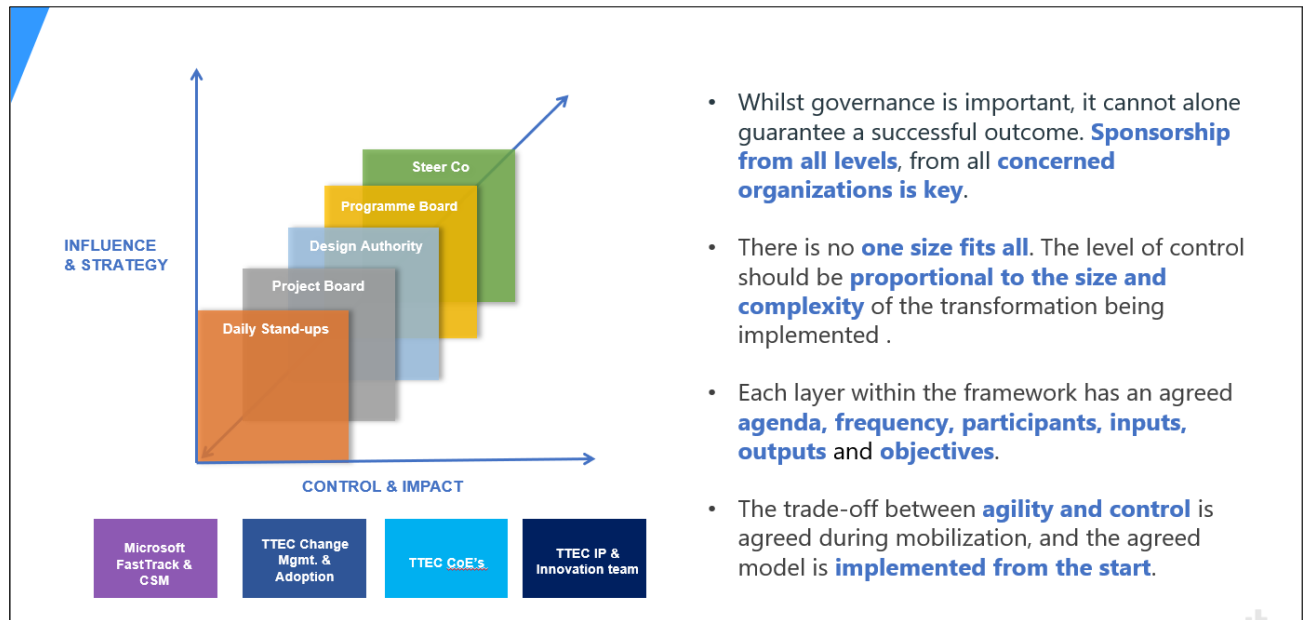


Figure 3 Governance Model



1.4. Overview of the G-Cloud Service

The CCS G-Cloud 14 provides public sector organisations with a straightforward and compliant way to purchase cloud-based services, including hosting, software, and support. It aims to continue the success of previous G-Cloud frameworks by offering access to multiple suppliers and cloud services, including a significant number of small and medium-sized enterprises (SMEs). The framework simplifies the procurement process and ensures timely access to services and resources.

TTEC Digital EMEA combines humanity and technology to serve the public with a digital-first approach. Our award-winning cloud contact centre and digital transformation solutions are now available on the Digital Marketplace. Services include contact centre transformation, optimisation accelerators, omnichannel solutions, and more.

1.5. Associated Services

Support Services: Adapt and Sustain

TTEC's Adapt and Sustain services within the Microsoft stack offer a unified Delivery Operations as part of a steady-state support mechanism for all Microsoft Biz Apps in the application ecosystem. This provides a unique ability to accomplish continuous change arising from business changes or product changes from Microsoft.



Figure 4 Adapt and Sustain Support Services

TTEC Digital is a global organisation with extensive experience supporting clients on a regional and global scale. Our Centre of Excellence (CoE) sites provide support which is the foundation of our Lifetime Services offering.



2. Data Protection

2.1. Information Assurance

Information security is one of the important pillars of TTEC Holdings, Inc. (NASDAQ: TTEC) and TTEC affiliates core global business model, and maintaining it is crucial for our company, our stakeholders, and our clients. By performing internal audits and independent IT compliance audits, the results provide information that can be used to improve operations, enhance accountability, and identify areas for improvement.

The adherence and certification to multiple compliance frameworks ensures that TTEC maintains industry standards to secure data and network systems for our business and our clients. To maintain compliance across these frameworks, TTEC contracts an independent, third party, accredited, qualified auditing firm to conduct the following assessments. Depending on the platform, TTEC technology environment and business facility space, TTEC aligns and is certified under these compliance frameworks:

Engage:

- PCI DSS (Service Level 1) - maintained and assessed annually.
- SOC 1 Type II (SSAE 18) - maintained and assessed annually.
- SOC 2 Type II (SSAE 18 / 4 of the 5 Trust Principles) - maintained and assessed annually.
- ISO 27001: 2013 (will be moving to 2022 in 2025) - maintained and assessed annually.
Full assessment year 1, surveillance audits year 2 and 3.
- HIPAA S.C.R.A. - maintained and assessed annually.

Digital:

- PCI DSS (Service Level 1) - maintained and assessed annually.
- SOC 2 Type II (SSAE 18 / 4 of the 5 Trust Principles) - maintained and assessed annually.
- ISO 27001: 2013 (will be moving to 2022 in 2025) - maintained and assessed annually.
Full assessment year 1, surveillance audits year 2 and 3.
- HIPAA S.C.R.A. - maintained and assessed annually.

**TTEC Consulting (UK) Limited and TTEC (UK) Solutions Limited Environments (EU Cloud Services Only):**

- Cyber Essentials Certificate of Assurance (Basic) - maintained and assessed annually for EU cloud services only.
- Cyber Essentials Certificate of Assurance (Plus) - maintained and assessed annually for EU cloud services only.

Cyber Essentials and Cyber Essentials Plus are certifications developed and recognised by the UK government to help organisations protect themselves against common cyber threats and demonstrate their commitment to cybersecurity best practices.

TTEC's achievement of the Cyber Essentials and Cyber Essentials Plus certifications validates TTEC's security controls and safeguards implemented and maintained adhere to these cybersecurity best practices, how we secure TTEC and our clients against common cyber threats and how TTEC demonstrates, annually, our commitment to improving our cybersecurity posture to align to these best practices.

The following provides an overview of each Cyber Essentials Certification assessment which includes but not limited to:

- Cyber Essentials Certification:
 - Focuses on five key areas of cybersecurity: boundary firewalls and internet gateways, secure configuration, user access control, malware protection, and patch management.
 - Designed for organisations of all sizes and sectors.
 - Requires organisations to complete a self-assessment questionnaire and provide evidence of their cybersecurity measures.
 - Certification is valid for one year and can be renewed annually.
 - Provides a basic level of assurance to customers, suppliers, and stakeholders that an organisation has implemented essential cybersecurity controls.
- Cyber Essentials Plus Certification:
 - Includes all the requirements of Cyber Essentials certification.



- Involves an independent assessment and verification of an organisation's systems to ensure they meet the necessary security standards.
- Requires organisations to undergo vulnerability scanning and penetration testing.
- Provides a higher level of assurance compared to Cyber Essentials certification.
- Certification is valid for one year and can be renewed annually.

2.2. Data Back-Up and Restoration

TTEC's offer is Consulting in nature and is for Microsoft Dynamics 365 a SaaS product on Azure cloud; data back-up and restoration does not apply to this service.

2.3. Business Continuity Statement/Plan

TTEC and TTEC's affiliates are committed to business continuity planning, a prudent business practice to protect employees, clients, stakeholders, and TTEC from various risks and events that may impact the ability to conduct business. TTEC's programme aligns with ISO 22301, NIST 800-34 & 84, CSF (Cyber Security Framework) and Disaster Recovery Institute International – The Professional Practices for Business Continuity Management.

TTEC, being a global company, must remain diligent and be prepared when unexpected incidents occur (fire, earthquakes, typhoons, hurricanes, human events, etc.). TTEC's Crisis and Resiliency Management programme, which includes Business Continuity (BC) and IT Disaster Recovery (DR), emphasises the ability to continue providing business services in the face of adverse operational impacts. TTEC's Global Crisis Management Programme is led by the Vice President of Business Continuity (BC) and IT Disaster Recovery (DR).

TTEC's approach to global crisis and business continuity and IT disaster recovery is to adhere to guiding principles of: Putting People First; Establish Trust; Protection of Clients; and Providing Leadership, with managing unexpected and expected incidents and events. With a strong focus on these principles, TTEC will have the ability to anticipate, prevent, recover from, and learn from crises that may impact employees, facilities, brand/reputation, or operations. Along with TTEC achieving the protection of TTEC's people, TTEC's clients and client's brand, profits and TTEC's brand.



TTEC's Global Crisis and Business Continuity (BC) and IT Disaster Recovery (DR) Management programme has developed a product-driven customer focused recovery model that is both practical and scalable. TTEC establishes, implements, and maintains world class crisis response capabilities through solidifying policies and procedures for response to an emergency or other occurrence that can compromise the privacy, confidentiality, integrity, or availability of Client Personal Information and/or damage TTEC's information systems. Such policies and procedures include, but are not limited to: creating and maintaining retrievable copies of Client Personal Data; restoring any loss of Client Personal Information; enabling continuation of critical business processes involving Client Personal Information in emergency mode; assessing relative criticality of specific applications and Client Personal Information to support other contingency plan components; periodic and annual testing and updates of contingency plans and implement lessons learned from testing.

The programme integrates and builds upon existing capabilities within our Security Event Handling Plan, Information Security Operations, Business Continuity, IT Disaster Recovery and Virtual Response teams. Additional partners in resiliency include Information Technology, Operations, Real Estate and Facilities, Legal, Human Capital and other shared services. The unifying approach and framework are contained in TTEC's Global Crisis Management Policy for managing and responding to crises across TTEC's global enterprise (including but not limited to WFH environment).

TTEC provides redundancy in our technology through hardware and software configuration. Redundancy provides clients with the services that in the event of hardware failure, or software failure, services remain active and available.

Redundant premise equipment mitigates the risk of equipment failure; dual firewalls with stateful inspection, dual routers, and dual core switches in the data centre provide a highly available architecture for client links. TTEC firewall infrastructure provides stateful inspection and the configuration is in active/active or active/standby mode depending on the project specifications/requirement.



The different types of DRP technology and redundancy capabilities used include but not limited to:

- Geo-redundant centralised data centres.
- Dual MPLS WAN via multiple carriers.
- Carrier grade disaster recovery.
- Voice via PSTN TFN/DID, TDM, VoIP, or SIP (SBC).
- Regular testing to ensure readiness and After-Action Plans for lessons learned.
- Functional Management tool that enables systemic, collaborative, and controlled resiliency programme management.

In addition, at least annually, TTEC's Executives (VP of BCDR, CISO, CIO, IT, and other supporting departments) review the Global Crisis Programme and the Business Continuity and IT Disaster Recovery plans, processes, and policies, update (as needed) to align to TTEC's business, security and compliance models and adherence with industry compliance framework requirements. TTEC's BCDR and applications are exercised annually and are governed by our Crisis Management and Disaster Recovery policies and guidelines. TTEC's Global Crisis and Resiliency Management Programme, including TTEC's Security Event Handling Programme is assessed and maintained annually, and is certified against TTEC's ongoing industry compliance audit assessments of PCI DSS, SOC 2 Type II, ISO 27001:2013, HITRUST and more.

Lastly, regarding TTEC's Business Continuity (BC) and IT Disaster Recovery (DR) plan approach, TTEC bridges a partnership with our clients with the development of a specific client focused business continuity (BC) and disaster recovery (DR) plans. TTEC collaborates with clients to build a tailored, resilient, and mutually agreeable BC and IT DR plan that encompass applicable TTEC Technology and Services, prevailing industry compliance standards, information security controls, safeguards, and measures, along with operational best practices, and client-specific SLA requirements. Through TTEC and client partnership and strong collaboration will result with eliminating risks and returning to "business as usual" status, and more.



2.4. Privacy by Design

TTEC Digital accommodates applicable data privacy regimes through bespoke data processing agreements (DPA) with its customers that set forth relevant rights and obligations in the context of the data controller-data processor relationship. TTEC Digital also applies appropriate agreed technical and organisational measures and data privacy safeguards (including intercompany standard contractual clauses) to satisfy the legal requirements and the DPA undertakings.



3. Using The Service

3.1. Ordering and Invoicing

Buyers wishing to find out more about this service and how to order should contact Wayne Kay, VP EMEA, at wayne.kay@ttecdigital.com

3.2. Pricing Overview

The Skills for the Information Age (SFIA) Definitions and rate card will be used to determine the project cost based on its agreed scope. The Skills for the Information Age (SFIA) Definitions and rate card document is available within the service documents section.

3.3. Availability of Trial Service

We currently do not offer a Trial Service.

3.4. On-Boarding, Off-Boarding, Service Migration, Scope etc.

Regarding Scope, TTEC Digital will work with the customer to define a precise scope of work based on our service definitions and associated rate card. This will form the basis of our engagement.

3.5. Training

Our training accelerator provides roll out implementation support and includes expert project management. A key component of the approach is measure and track the impact on the key performance indicators. Included in the approach is a change management plan and execution to provide stakeholder communication and drive end-user change adoption as well as the development and execution of a Training plan development and content creation and delivery which includes Train the Trainer or End User Training options.



3.6. Implementation Plan

We have provided implementation plans as part of delivery. A detailed delivery plan, aligned with the specific scope of works will be provided to the buyer on completion of the scope of works.

3.7. Service Management

Service Management is aligned with the specific scope of work that will be provided to the buyer on completion of the scope of work.

3.8. Service Constraints

There are no Service Constraints for a Consulting exercise beyond the need to have the relevant people and information available to conduct the exercise. TTEC will work with you to define all necessary information during the scoping of the requirement and these needs will be identified in the appropriate Scope of Works.

3.9. Service Levels

TTEC Digital does not provide Service Levels for consulting arrangements. Service Levels are available for technical implementations.

3.10. Outage and Maintenance Management

Outage and Maintenance Management is not required.

3.11. Financial Recompense Model for not Meeting Service Levels

TTEC Digital does not provide Service Levels for consulting arrangements. Service Levels are available for technical implementations.



4. Provision of the Service

4.1. Customer Responsibilities

The customer responsibilities include:

- Providing access to people as required by the service provider to perform the service.
- Providing the data and information required by the service provider to perform the service.

4.2. Technical Requirements and Client-Side Requirements

As per the above "Customer Responsibilities".

4.3. Outcomes/Deliverables

The deliverables/outcomes of this service will be aligned with the specific scope of work that will be provided to the buyer whilst awarding the contract.

Typical deliverables include:

- Documented customer experience vision and strategy.
- Documented customer journey maps and prioritised friction points.
- A solution prototypes.
- Documented implementation plan.
- Documented reports on the performance of the change on key performance measurement.
- Successful fulfilment of the agreed requirements.
- Documented change management plan.
- Documented training plan and training content.



4.4. Development Life Cycle of the Solution

The specifics of the development Lifecycle of this service will be aligned with the scope of work and agreed upon with the buyer whilst awarding the contract.

4.5. After Sales Account Management

Once you become a TTEC Digital Customer, you will be assigned a Customer Success Manager, who will be responsible for the relationship with your organisation. Your Customer Success Manager will act as your trusted advisor and will get to know you and your business and help you to identify key strategic objectives to meet your organisational goals. Your Customer Success Manager will also run regular business/service reviews with you to make sure that we are helping you to deliver effective solutions and will also help you to roadmap your journey to digital transformation. Your Customer Success Manager is your first point of escalation in times of need. Whilst our teams will align directly with your teams (Project & Programme Management, Service, Support, Procurement, Finance, etc), your Customer Success Manager will take overall responsibility for the relationship and communication with your organisation. TTEC Digital's Customer Success Strategy is to make sure that we meet and exceed your expectations. We see the role as a key function to ensure smooth service delivery and to educate, benchmark and challenge the status quo, helping you to drive efficiencies and outstanding Customer Experience wherever possible.

We see effective Customer Success Management as a way to build a long term and valuable partnership with your organisation.

4.6. Termination Process

TTEC Digital is open to entertaining reasonable termination mechanisms as part of the contract negotiation that will account for the specificities of the individual business opportunity and the associated commercial terms.

In the event of any termination, Buyer shall pay TTEC Digital for all Services rendered, Products ordered, and expenses incurred by TTEC Digital up to the effective date of termination and each



party shall promptly, upon written request, return to the other Confidential Information of the other held by each for the purposes of and in connection with the Agreement.



5. Our Experience

5.1. Case Study

The Drug Management Solution (DMS), developed by TTEC Digital utilising the Power Platform, is a single data source process management system focused on new speciality drugs, biosimilars, generics as well as expanded indications for existing drugs. The DMS was tailored based upon our findings through Experience Design Sessions to define the necessary process automation and dashboard reporting needed to efficiently monitor the drug data, operational readiness, and implementation work to service new drugs. Optional features include consumer engagement via mobile apps to enable virtual trails.

- Utilising the Power Platform and leveraging Microsoft Common Data Model, the DMS facilitates automated notification, alerts, reporting and dashboards via triggers and flags to manage communication, operation readiness activities and normal operations.
- Through Power Automate the system allowed for task/milestone completion acknowledgement by assigned user/role.
- Allowed all stakeholders to utilise a single, authoritative data source for key technical, clinical, and operational speciality drug information, affecting, treatment, availability, benefit, therapy, and administration.

5.2. Clients

TTEC Digital (UK) brings a wealth of expertise to the table when it comes to Power Platform Consulting and Delivery. We empower our clients by maximising the adoption of the core components of the Power Platform. Our team leverages deep technical knowledge to enable exceptional experiences for your members. We guide you through the intricacies of the Power Platform, ensuring seamless adoption and impactful results.

We believe in collaborative design thinking and Agile methodologies. Our App Innovation Factory model fosters rapid application deployment and continuous improvement.

Our success stories speak volumes. For instance:

- Streamlined application landscape.



- Optimised operational efficiency and governance.
- A mantra to “sell the platform, not just a use case.”

Within the TTEC Digital EMEA team, we currently have four Microsoft FastTrack Recognised Solution Architects; they don't just follow best practices; they redefine them. Expect innovation and technical excellence.



Contact Us

Wayne Kay

Vice President, EMEA

E: wayne.kay@ttecdigital.com

T: +44 (0) 7967305068

www.ttecdigital.com

ABOUT TTEC DIGITAL

TTEC Digital is a global leader in customer experience orchestration, combining technology and empathy at the point of conversation. Today customer conversations, and the contact centre technologies that support them, are inseparable. We bring decades of innovation experience across the world's leading contact centre technology platforms – and blend it with in-house expertise in CX strategy, data and analytics, AI and more – to help organisations maximise their technology investments and create truly exceptional customer experiences.