



# Service Definition Document

TTEC Digital Microsoft Copilot+ AI Centre of  
Excellence



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# 1. Introduction

## 1.1. Company Overview

### **G-Cloud 15 Legal Entity and Ownership**

TTEC Consulting (UK) Limited, a TTEC Digital Company, is the legal entity for G-Cloud 15. TTEC Consulting (UK) Limited is ultimately owned by TTEC Holdings, Inc., a listed company publicly traded on the NASDAQ Stock Exchange.

### **Parent Company Overview: TTEC Holdings, Inc.**

TTEC Holdings, Inc. (NASDAQ:TTEC) is a leading global customer experience (CX) technology and services innovator for AI-enabled digital CX solutions. Serving iconic and disruptive brands, TTEC's outcome-based solutions span the entire enterprise, touch every virtual interaction channel, and improve each step of the customer journey.

TTEC operates through two business segments:

- TTEC Digital: Designs, builds, and operates omnichannel contact centre technology, CRM, AI and analytics solutions.
- TTEC Engage: Delivers AI-enabled customer engagement, customer acquisition and growth, tech support, back office, and fraud prevention services.

### **TTEC Digital: Customer Experience Technology and Consulting Services**

At TTEC Digital, we offer customer experience (CX) consulting, software, and technology services at the intersection of contact centre, CRM, AI and analytics. We call this intersection the point of conversation and we apply our expertise here to drive shareholder value for our clients in the form of revenue growth, cost reduction, and productivity improvement.

In today's digital landscape, customer conversations and the contact centre technologies that support them are inseparable. With decades of innovation across leading contact centre



platforms and deep expertise in CX strategy, Customer Relationship Management (CRM), data, and AI, TTEC Digital enables organisations to maximise their technology investments and create exceptional customer experiences.

### **Microsoft Credentials**

TTEC Digital is recognised among top Microsoft partners worldwide for our commitment to innovation and delivering outstanding customer solutions. In addition to achieving 2025 Microsoft Dynamics 365 Service Partner of the Year, TTEC Digital has also been named to Microsoft's Inner Circle for AI Business Solutions for ten years in a row. Our deep expertise spans the full Microsoft ecosystem, including their Cloud and AI Platform (Azure, Fabric, Analytics) and AI Business Solutions portfolio (Dynamics 365, Copilot Studio, Power Platform, Teams), enabling us to deliver faster, smarter outcomes.

## **1.2. Value Proposition**

Our Centre of Excellence combines Microsoft Copilot capabilities with deep expertise to deliver secure, scalable, and innovative solutions that drive measurable outcomes.

### **Why Choose Us?**

- Automates workflows to reduce manual effort and improve efficiency
- Enhances productivity with integrated Copilot tools across Microsoft 365
- Delivers real-time insights through advanced analytics and dashboards
- Ensures compliance with robust, secure Microsoft cloud architecture
- Scales effortlessly for multi-agency collaboration and interoperability
- Engages citizens via customisable digital platforms and AI-driven experiences
- Accelerates adoption through rapid implementation via the G-Cloud framework
- Mitigates risk with expert-led governance and best practices
- Future-proofs services through continuous AI innovation and optimisation
- Integrates seamlessly with existing IT ecosystems for minimal disruption



## **Our Promise**

Faster transformation, smarter decisions, and better citizen outcomes all powered by Microsoft Copilot and delivered by TTEC Digital.

## **Contact Centre Technology**

Your contact centre serves as the main point of interaction between your business and your customers. Effective technology, empowered agents and clear processes are critical to converting these customer interactions into key business outcomes like customer satisfaction, loyalty and sales growth.

## **Artificial Intelligence**

Along with our technology partners, TTEC Digital has pioneered AI solutions in the contact centre for more than a decade. That means we are ready to help you solve the tough questions, because we have solved them before. If AI is on your list, our team of CX experts can help you assess your AI roadmap, design an AI strategy and deploy the right AI toolset to enhance your contact centre's productivity.

## **Customer Relationship Management**

Your customer interactions take many forms. From sales to service to every touchpoint in between, a cohesive customer experience is the key to earning repeat business and lifetime loyalty. With CRM at the centre, TTEC Digital can help you execute a holistic CX strategy that strengthens your connection with customers and drives business growth.

## **CX Strategy and Design**

Customer experience (CX) is evolving, but a significant gap remains between what brands think they are delivering and what customers actually experience. Despite investing in new CX technologies, many organisations still face declining customer satisfaction.



At TTEC Digital, we recognise that technology alone cannot bridge the experience gap; it demands a comprehensive strategy. Our CX designers and strategists focus on integrating effective design and operational strategies first, ensuring they deliver the results your brand and customers deserve.

### **Data and Analytics**

Harnessing the power of your data is critical to differentiate your customer experience. TTEC Digital's data and analytics solutions gather customer and journey data from across your organisation, transforming it into insights that strengthen your connection with customers and introduce valuable efficiencies to your contact centre operations.

### **Managed Services**

The world is moving to a multi-cloud, multi-platform, multi-AI landscape. It is a complicated environment, and your customer experience depends on all aspects working perfectly in harmony.

So, how do you monitor the clouds and make sure apps are running as expected? How do you know which new platform features are best for your business? And how do you deploy these features safely and effectively?

You need to spend your time innovating and differentiating, not babysitting your CX technology. SurroundCX™ Managed Services can help.



## Software and Digital Engineering

Built on the legacy expertise of Avtex, Serendebyte, Voicefoundry, Aria, and others, our comprehensive portfolio of IP solutions is designed to help you effortlessly deploy new features and customer experience capabilities into your contact centre environment.

### 1.3. What the Service Provides

The TTEC Digital Microsoft Copilot+ AI Centre of Excellence delivers end-to-end support for AI-driven transformation in the public sector. Our service combines strategic consultancy, technical implementation, and ongoing optimisation to ensure successful adoption of Microsoft Copilot and related AI capabilities.

#### Key Service Features:

- Remote-first delivery model with optional onsite support by agreement.
- Sandbox deployments for safe testing before production rollout.
- Configuration in English (other languages available upon request).
- Expert guidance on architecture, governance, and compliance best practices.
- Custom AI workflows tailored to public sector processes and objectives.
- Integration services for seamless alignment with existing IT ecosystems.
- Advanced analytics setup for real-time insights and decision support.
- Continuous improvement through AI best practices and performance reviews.
- Rapid onboarding via G-Cloud procurement framework.

#### Buyer Responsibilities:

Licensing, access provisioning, and user acceptance testing remain the responsibility of the buyer.



## 1.4. Overview of the G-Cloud Service

TTEC Digital's Copilot+ AI Centre of Excellence empowers public sector organisations to transform engagement and service delivery through intelligent automation and advanced AI. Leveraging Microsoft's secure cloud architecture and Copilot capabilities, we provide tailored strategies, rapid deployment and continuous innovation to help agencies achieve:

- Greater efficiency through automated workflows and streamlined processes
- Robust compliance with UK public sector security and governance standards
- Enhanced citizen experiences via personalised AI-driven digital platforms
- Actionable insights through advanced analytics and real-time data visibility
- Future-ready operations with scalable, integrated solutions across multi-agency environments

Our expert-led approach ensures seamless integration with existing IT ecosystems, accelerates adoption through the G-Cloud framework and delivers measurable outcomes that align with organisational goals.

## 1.5. Associated Services

To maximise the value of your Copilot investment, TTEC Digital offers a range of complementary services designed to support adoption, governance, and continuous improvement:

- **AI Readiness Assessment:** Evaluate organisational maturity and identify opportunities for AI-driven transformation.
- **Change Management & User Adoption:** Drive engagement and ensure successful rollout through tailored training and support.
- **Governance & Compliance Frameworks:** Implement robust policies to meet UK public sector security and regulatory standards.



- **Custom Solution Development:** Build bespoke Power Platform apps and integrations aligned to your business needs.
- **Data Strategy & Analytics Enablement:** Unlock actionable insights with advanced analytics and reporting capabilities.
- **Continuous Innovation Programmes:** Keep pace with evolving AI technologies through ongoing optimisation and best practices.
- **Managed Services & Support:** Provide proactive monitoring, incident management, and performance optimisation.
- **Integration Services:** Seamlessly connect Copilot with existing IT systems and third-party applications.



## 2. Data Protection

### 2.1. Information Assurance/Security

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: 2022 - 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: 2022 - 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. Back-Up and Restore

TTEC Digital provides consulting services for Microsoft Dynamics 365 CRM, a SaaS solution hosted on Azure. While we do not deliver platform-level backup and restoration, we advise clients on leveraging Microsoft's built-in data protection features, including automated backups, geo-redundancy and recovery options. Where appropriate, we support the design of governance and continuity strategies aligned with Microsoft's SLAs and compliance standards. Business Continuity and Disaster Recovery planning is available as part of our consulting engagements, tailored to client-specific needs and regulatory requirements.



## 2.3. Data Processing and Storage Location

TTEC Digital's services for Microsoft Dynamics 365 CRM are consulting-led and delivered on Microsoft's SaaS platform hosted in Azure cloud environments. Data processing and storage are governed by Microsoft's compliance with UK data residency and sovereignty requirements, including hosting within UK or EU data centres where applicable.

TTEC supports clients in understanding and configuring data location settings, retention policies, and privacy safeguards in line with contractual obligations and regulatory frameworks. Where required, bespoke Data Processing Agreements (DPAs) are established to define roles, responsibilities, and technical and organisational measures for data protection, including intercompany standard contractual clauses

## 2.4. Data Restoration / Service Migration

TTEC Digital provides strategic consulting and delivery services to support seamless data restoration and service migration within Microsoft Dynamics 365 CRM environments. Our Adaptive Iterative Methodology (AIM) governs each phase of the transformation lifecycle - Prepare, Initiate and Define, Design and Build, Test, Train and Deploy, and Adapt and Sustain - ensuring data integrity, continuity, and compliance throughout. We conduct structured assessments of legacy systems, plan secure transitions, and execute migrations using scalable tools such as Azure Data Factory. Each AIM phase includes defined quality gates and governance checkpoints to mitigate risk and align outcomes with business objectives. Whether transitioning from on-premise to cloud or upgrading between Dynamics versions, our framework ensures right-first-time delivery of resilient and compliant CRM solutions tailored to public sector needs.



## 2.5. 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, People and Culture, 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 (Sr. Advisor BCDR/Resiliency, CSO, 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 27001:2022, 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.

## 2.6. 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 Process

Buyers wishing to find out more about this service and how to order should contact Wayne Kay, VP EMEA, at [gcloud@ttecdigital.com](mailto:gcloud@ttecdigital.com)

### 3.2. Availability of Trial Service

TTEC Digital does not provide a free trial for this service due to the complexity of enterprise-grade AI deployments and governance requirements. However, we offer proof-of-concept (PoC) engagements and pilot programs through the G-Cloud framework to help organisations validate use cases before full-scale implementation. These PoCs are delivered under agreed commercial terms and include:

- Scoped AI use case validation leveraging Microsoft Copilot capabilities.
- Secure, compliant sandbox environments aligned with public sector standards.
- Expert-led configuration and governance to ensure risk-free evaluation.
- Clear success criteria and outcome reporting for informed decision-making.

This approach ensures that public sector organisations can assess value, mitigate risk, and accelerate adoption without compromising compliance or security.

### 3.3. On-Boarding

TTEC Digital's onboarding process begins with a collaborative scoping exercise, where we work closely with the customer to define a precise scope of work based on our service definitions and associated rate card. This scope forms the foundation of the engagement and is aligned with our Adaptive Iterative Methodology (AIM), which governs each phase of delivery from preparation through deployment and sustainment. Our onboarding includes stakeholder alignment, access



planning, and readiness assessments to ensure a smooth project start. We also provide tailored implementation plans, training accelerators, and change management support to drive adoption and ensure the solution delivers measurable business value.

### 3.4. API

The Microsoft Copilot+ AI Centre of Excellence leverages the native Microsoft Graph API and other secure Microsoft cloud APIs to enable integration, automation, and extensibility across your existing IT ecosystem.

These APIs allow organisations to:

- Integrate Copilot capabilities with line-of-business applications
- Automate workflows using Power Platform connectors and Graph endpoints
- Access real-time data for analytics and reporting
- Extend functionality through custom connectors and secure REST APIs

All API interactions adhere to Microsoft security and compliance standards, including OAuth 2.0 authentication and role-based access controls, ensuring safe and governed integration within public sector environments.

### 3.5. International SMS

Our service supports SMS notifications and alerts, including international delivery, through integration with Microsoft-approved messaging APIs and third-party connectors.

Key capabilities include:

- **Global SMS delivery** for notifications, alerts, and citizen engagement.
- **Secure integration** via Microsoft Power Platform connectors and REST APIs.
- **Configurable workflows** to trigger SMS from Copilot or Power Automate.



- **Compliance with UK public sector standards** for data protection and security.
- **Scalable messaging** for multi-agency and cross-border communication needs.

All SMS services leverage trusted providers and adhere to GDPR and ISO security frameworks, ensuring secure and reliable communication across international jurisdictions.

### 3.6. Off-Boarding

TTEC Digital's offboarding process is designed to ensure a smooth and structured disengagement at the conclusion of the engagement. In alignment with the agreed scope of work and commercial terms, TTEC will work with the customer to define a clear exit plan that includes the transfer of deliverables, documentation, and knowledge required to support continuity. This may include final performance reports, implementation artefacts, training materials, and change management documentation. Where applicable, TTEC will support the customer in transitioning services to internal teams or alternative providers, ensuring minimal disruption to operations. All offboarding activities are planned collaboratively to meet contractual obligations and maintain data protection and confidentiality standards.

### 3.7. Training

TTEC Digital's training accelerator provides rollout implementation support and includes expert project management to ensure successful enablement of Microsoft Copilot and AI solutions. A key component of our approach is the ability to measure and track the impact of training on key performance indicators, ensuring that learning translates into business value. Our training services include the development and execution of a comprehensive training plan, content creation, and delivery tailored to the client's needs - whether through Train-the-Trainer programmes (or direct End User Training subject to further definition and agreement).



To support adoption of new Microsoft features such as Copilot, TTEC Digital incorporates targeted enablement sessions that help users understand and apply AI-powered capabilities within their day-to-day CRM workflows. These sessions are designed to demystify Copilot functionality, promote confidence in its use and accelerate productivity gains. Our training is delivered alongside a structured change management plan, which includes stakeholder communication strategies and adoption tracking to drive end-user engagement and ensure a smooth transition to enhanced CRM capabilities.

## 3.8. Implementation Plan

Our implementation approach is designed to ensure rapid, secure, and successful adoption of Microsoft Copilot and AI capabilities within public sector organisations.

The plan follows a phased methodology aligned with best practices and G-Cloud procurement standards:

### 1. Discovery & Assessment

- Conduct stakeholder workshops to define objectives and success criteria
- Assess current IT environment, data readiness, and compliance requirements

### 2. Design & Governance

- Develop a tailored AI adoption roadmap
- Establish governance frameworks for security, compliance and risk management

### 3. Pilot & Proof of Concept

- Deploy Copilot features in a controlled environment
- Validate use cases and measure outcomes against agreed KPIs

### 4. Full Deployment

- Scale solutions across departments or agencies
- Integrate with existing Microsoft 365 and IT ecosystems

### 5. Training & Change Management

- Deliver role-based training and user enablement programs



- Provide ongoing support to drive adoption and maximise ROI

## 6. Continuous Improvement

- Monitor performance and user feedback
- Implement iterative enhancements and AI best practices

Rapid onboarding is enabled through the G-Cloud framework, ensuring compliance and streamlined procurement.

## 3.9. 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 works. TTEC Digital applies a structured and collaborative approach to service management throughout the lifecycle of Microsoft Copilot and AI adoption and implementation. Our delivery is governed by the Adaptive Iterative Methodology (AIM), which ensures that service oversight, quality assurance, and stakeholder alignment are embedded into each phase - from preparation through to sustainment.

Each engagement is supported by a dedicated Customer Success Manager who acts as the primary point of contact and strategic advisor. This role ensures that service delivery remains aligned with business objectives, facilitates regular service reviews, and supports roadmap planning for future enhancements. Our service management model also includes governance checkpoints, performance tracking, and escalation protocols to ensure transparency and accountability.

TTEC Digital's service management framework is designed to deliver consistent outcomes, minimise risk, and foster long-term partnerships. It integrates with client-side programme and service teams to ensure seamless coordination across project delivery, support, procurement, and finance functions. This approach ensures that Copilot and AI solutions are not only delivered successfully but are also sustained and optimised post-implementation.



### **3.10. 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.

### **3.11. Service Levels**

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

### **3.12. Outage and Maintenance Management**

Outage and Maintenance Management is not required.

### **3.13. 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

To ensure successful delivery of the service, the customer is responsible for:

- **Providing timely access** to relevant stakeholders, decision-makers and technical resources as required by TTEC Digital.
- **Supplying accurate data and information** necessary for configuration, integration, and testing of Copilot and AI solutions.
- **Ensuring appropriate licensing** for Microsoft 365 and related services prior to implementation.
- **Maintaining secure connectivity** and access credentials for integration with existing IT systems.
- **Defining business objectives and success criteria** for AI adoption and workflow automation.
- **Supporting change management activities**, including communication and user engagement within the organisation.
- **Complying with governance and security requirements** as outlined in applicable public sector standards.
- **Providing feedback and approvals** at key project milestones to avoid delays.



## 4.2. Technical Requirements and Client-Side Requirements

To enable successful implementation and operation of the service, the following technical and client-side requirements apply:

### Technical Requirements

- Microsoft 365 licensing for relevant Copilot features and Power Platform components.
- Secure network connectivity to Microsoft cloud services, including HTTPS and VPN where applicable.
- Modern browser support (Microsoft Edge, Chrome, or equivalent) for web-based applications.
- Access to Microsoft Graph API and Power Platform connectors for integration scenarios.
- Compliance with UK public sector security standards, including MFA and role-based access controls.

### Client-Side Requirements

- End-user devices running supported operating systems (Windows 10/11 or equivalent).
- Updated Microsoft 365 desktop applications for Copilot integration (Word, Excel, Teams, etc.).
- Adequate bandwidth for real-time AI-driven features and analytics dashboards.
- Local administrative permissions for installing approved connectors or agents if required.
- User training and adoption readiness to ensure effective utilisation of AI capabilities.

## 4.3. Browsers

TTEC Digital's Microsoft Copilot and AI services are delivered on Microsoft's SaaS platform, which is accessible via modern web browsers. For optimal performance and compatibility, users should access using supported browsers such as Microsoft Edge, Google Chrome, Mozilla Firefox, or Apple Safari. We recommend using the latest stable versions of these browsers to ensure full access to features, security updates, and responsive user experience.



## 4.4. Outcomes/Deliverables

The deliverables of this service will be aligned with the agreed scope of work defined at contract award.

Typical outcomes include:

- **Documented AI adoption roadmap** tailored to public sector objectives.
- **Governance and compliance framework** for secure Copilot implementation.
- **Configured Copilot environment** integrated with Microsoft 365 and Power Platform.
- **Proof of Concept (PoC) report** with validated use cases and success metrics.
- **Custom workflow automation designs** leveraging AI-driven capabilities.
- **Advanced analytics dashboards** for real-time insights and performance monitoring.
- **Citizen engagement platform prototypes** with AI-enabled features.
- **Training and enablement materials** for end-users and administrators.
- **Change management plan** to support adoption and minimise disruption.
- **Post-implementation review** and **continuous improvement** recommendations.

## 4.5. Development Life Cycle of the Solution

The development life cycle for this service is aligned with the agreed scope of work and follows a structured, iterative approach to ensure secure, scalable, and successful delivery.

Typical phases include:

### 1. Discovery & Planning

- Define objectives, success criteria, and governance requirements
- Assess technical environment and data readiness

### 2. Design & Architecture

- Create solution blueprint for Copilot integration
- Establish compliance and security frameworks



### 3. Build & Configuration

- Configure Microsoft Copilot features and Power Platform components
- Develop custom workflows, connectors, and integrations

### 4. Testing & Validation

- Conduct functional, security, and performance testing
- Validate AI use cases against agreed KPIs

### 5. Deployment

- Roll out solution in production environment
- Ensure seamless integration with existing IT systems

### 6. Training & Adoption

- Deliver user enablement and change management programs
- Provide documentation and support resources

### 7. Continuous Improvement

- Monitor performance and user feedback
- Apply iterative enhancements and AI best practices

#### Methodology:

Our approach leverages Agile principles for flexibility and rapid delivery, combined with Microsoft's Secure Development Lifecycle (SDL) to maintain compliance and security throughout.

## 4.6. After Sales Account Management

Once you become a TTEC Digital Customer, you will be assigned a Client Success Manager (CSM), who will be responsible for the relationship with your organisation. Your CSM 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 CSM 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 CSM 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 CSM will take overall responsibility for the relationship and communication with your organisation. TTEC Digital's Account 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 Account Management as a way to build a long term and valuable partnership with your organisation.

## **4.7. 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.



## 5. Other Messaging Services

In addition to SMS, our service supports integration with a range of secure messaging platforms to enable multi-channel communication and workflow automation.

These include:

- **Microsoft Teams** for real-time collaboration and notifications
- **Email integration** via Microsoft 365 and Exchange Online
- **Push notifications** through Power Platform connectors and mobile apps
- **Third-party messaging APIs** (e.g., Twilio, WhatsApp Business) for extended reach
- **Omnichannel engagement** via Dynamics 365 Customer Service and Copilot-enabled chatbots

All messaging services adhere to UK public sector security and compliance standards, including encryption, GDPR, and ISO frameworks. Integration is managed through Microsoft-approved connectors and APIs, ensuring secure, scalable, and governed communication.



## 6. Environmental Action and Social Value

### 6.1. Environmental Action

#### **Global Environmental Governance and Strategy**

TTEC manages its environmental impact through a structured governance and operational framework. Oversight is provided by a dedicated Board committee and an Environmental, Social, Governance (ESG) Executive Council. We operate under a formal [Climate Change and Environmental Responsibility Policy](#) and align our disclosures with recognised frameworks, including SASB and TCFD. Our environmental strategy includes initiatives focused on energy efficiency, waste reduction, and emissions tracking, with progress informed by regular materiality assessments.

#### **UK-Specific Environmental Action and Net Zero Commitment**

TTEC Consulting (UK) Limited is committed to environmental sustainability and achieving net zero emissions by 2045, ahead of the UK Government's 2050 target. Our UK Executive Team has formally endorsed and published a comprehensive [Carbon Reduction Plan](#) that fully complies with PPN 06/21 and its associated guidance. The plan includes transparent disclosures of Scope 1 and Scope 2 emissions, as well as relevant Scope 3 categories, and is reviewed annually to ensure continued alignment with evolving regulatory standards and net zero objectives. This proactive approach reflects our leadership in climate responsibility and our dedication to supporting public sector clients in meeting their sustainability goals.



## 6.2. Social Value

### **Creating Positive Impact for Customers and Communities**

At TTEC Digital, we are committed to creating lasting social value that benefits both our clients and the communities they serve. Our efforts focus on tackling economic inequality, advancing equal opportunities, and expanding digital inclusion throughout the UK.

To support this mission, every UK-based TTEC Digital employee is encouraged to participate in corporate social responsibility (CSR) initiatives, with one paid day annually reserved for volunteering and community engagement.

### **Empowering Youth Through Digital Skills**

At TTEC Digital, we believe in leveraging our expertise and partnerships to create opportunities for the next generation. One example is the Digital Dev Academy, a collaborative programme that equips students from underserved communities with essential digital and technology skills. The programme is delivered in partnership with TTEC Digital and its network of clients, with support from local authorities and education stakeholders. Its goal is to create inclusive pathways into technology careers by providing hands-on learning experiences and exposure to real-world digital environments.

We work closely with clients to co-design the curriculum, ensuring it reflects current industry needs and emerging technologies. These partners also contribute mentorship, resources, and opportunities for students to engage with professionals across sectors. Their involvement helps bridge the gap between education and employment, making the learning experience both practical and aspirational.

In parallel, we collaborate with county councils to identify eligible schools and students, coordinate logistics, and ensure the program is accessible to those who need it most. This partnership is vital for community engagement and helps embed the academy within local



development strategies. It culminates in a showcase event where students present their work and explore career opportunities with participating partners. The Digital Dev Academy is a powerful example of how cross-sector collaboration can drive social impact and digital inclusion.

### **Promoting Fair Employment and Economic Resilience**

TTEC Digital is a Living Wage accredited employer in the UK, reinforcing our commitment to fair pay, community resilience, and inclusive growth. This milestone reflects our broader mission to empower future talent, support public sector innovation, and create lasting social impact.

At TTEC Digital, we believe that fair pay fosters a positive and collaborative work environment. By ensuring our employees feel genuinely valued, we strengthen relationships across teams and empower individuals to thrive. This leads to better outcomes for our clients, including:

- More engaged teams focused on solving customer challenges.
- Technical experts who go the extra mile to deliver innovative solutions.
- Project managers who build stronger, more trusting relationships.
- Consultants who invest their full expertise in transforming businesses.



## 7. Our Experience

### 7.1. Case Study 1

#### AI-DRIVEN EFFICIENCY FOR A UK GOVERNMENT DEPARTMENT

##### The Challenge

A central UK government department needed to modernise internal workflows, reduce administrative overhead, and improve citizen-facing services while maintaining strict compliance with UK public sector standards.

##### The Solution:

Through the Microsoft Copilot+ AI Centre of Excellence, TTEC Digital implemented Copilot in Microsoft 365 and Power Platform automation to streamline document processing, enable real-time analytics, and enhance collaboration.

The engagement included:

- Discovery workshops to identify high-impact use cases.
- Deployment of Copilot-enabled productivity tools across Teams, Word, and Excel.
- Integration of Power Automate workflows for repetitive tasks.
- Establishment of AI governance and compliance frameworks aligned with UK regulations.

##### The Outcomes:

- Reduced document processing time by 45%, accelerating policy approvals.
- Improved staff productivity by 30% through AI-assisted content generation.
- Delivered real-time dashboards for operational decision-making.
- Ensured full compliance with UK GDPR and security standards.
- Created a scalable AI adoption model for future departmental initiatives



This case demonstrates how Copilot AI capabilities deliver measurable efficiency gains and compliance assurance for UK government operations, enabling faster service delivery and improved citizen outcomes.



## 7.2. Case Study 2

### CASE STUDY 2: RAPID AI ADOPTION FOR PUBLIC SECTOR CITIZEN SERVICES

#### The Challenge

A regional government agency sought to improve citizen engagement and service delivery while maintaining strict compliance and security standards.

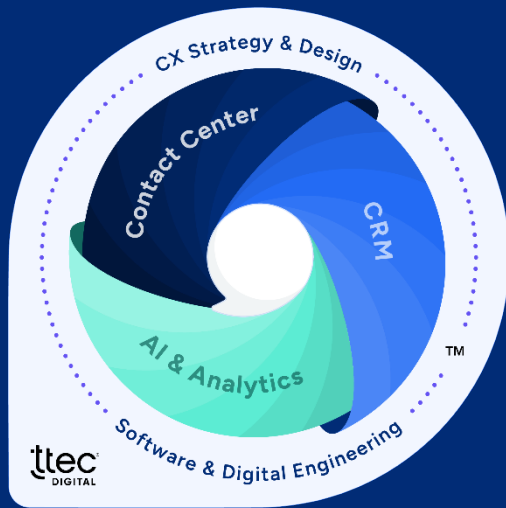
#### The Solution

Using the Copilot+ AI Centre of Excellence framework, TTEC Digital deployed Copilot Studio bots, Power Platform automation, and advanced analytics dashboards. The engagement followed an envision–design–PoC methodology, enabling rapid onboarding via the G-Cloud framework.

#### Outcomes:

- Automated high-volume citizen inquiries, reducing manual workload by 40%
- Delivered real-time insights for policy and resource planning
- Enabled secure, compliant AI workflows aligned with UK public sector standards
- Achieved faster service resolution and improved citizen satisfaction scores
- Established a scalable AI governance model for multi-agency collaboration

This case highlights how Copilot accelerates digital transformation in government, combining automation, analytics, and compliance for better citizen outcomes.



## 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.

## Contact Us

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