



Lot 3: Cloud Support Pricing Document

TTEC Digital ServiceNow Professional Services



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1. Overview

TTEC Digital ServiceNow Professional Services deliver expert design, implementation, and optimisation of ServiceNow solutions. We help organisations enhance customer engagement, streamline operations, and achieve measurable outcomes through tailored strategies, secure deployments, and ongoing support, ensuring scalable, reliable, and innovative experiences across contact centre environments.

CXEdge™

TTEC Digital's Professional Services helps clients harness the power of AI-enabled CX transformation to deliver exceptional customer experiences at the point of conversation.

We create measurable, meaningful outcomes that are carefully orchestrated by a team of experts that works closely with you every step of the way. And we do it with consistency by activating our transformation-focused delivery model, CXEdge™.

CXEdge™ takes you far beyond technology implementation, to full-scale customer experience transformation. Your dedicated team of experts in strategy, analytics, AI, and the leading contact centre technology platforms will follow proven, documented processes and frameworks, while at the same time putting you in the decision-making driver's seat.

TTEC Digital's CXEdge™ ServiceNow delivery model is designed to accelerate time-to-value while ensuring measurable customer experience (CX) outcomes. TTEC Digital leverages a phased approach aligned with ServiceNow's Now Create best practices, enriched by our global talent network, AI-driven accelerators, and TTEC Digital way of working efficiencies.

1. Initiate: We begin by deeply understanding the client's strategic objectives, cost optimisation, productivity gains, and enhanced customer satisfaction, ensuring alignment before mobilisation.



2. Plan: Requirements gathering and architecture design are guided by a CX-first mindset, focusing on how technology enables business outcomes rather than just technical execution.
3. Execute: Using our deep ServiceNow expertise and AI automation we streamline configuration, integration, and testing activities. This reduces manual effort, accelerates delivery timelines, and improves quality.
4. Test & Validate: Our approach incorporates AI-driven testing optimisation, ensuring faster defect resolution and higher accuracy during SIT and UAT phases.
5. Deliver: Deployment is supported by global delivery teams and asset-based efficiencies, ensuring a smooth cutover and early life support with minimal disruption.
6. Sustain & Innovate: Beyond implementation, TTEC Digital offers SurroundCX™ managed services, providing continuous innovation, critical system resilience, and proactive enhancements aligned with the client's evolving business needs.



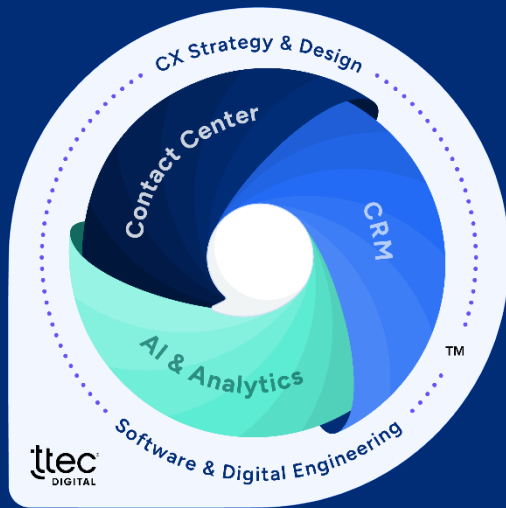
2. Pricing

2.1. Managed Service Pricing

Not applicable for this service.

2.2. Professional Service Pricing

Please refer to the Lot 3 rate card.



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.

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