



Service Definition Document

TTEC Digital Microsoft Dynamics Housing and
Property Management Services



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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, 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

TTEC Digital's Microsoft Dynamics Housing and Property Management Services, available through G-Cloud 15, deliver a comprehensive, cloud-based solution designed to drive digital transformation and operational efficiency for public sector housing providers. Built on Microsoft Dynamics 365 and the Microsoft Digital Contact Centre Platform, the service unifies tenant engagement across multiple channels, leverages AI for intelligent automation, and provides tailored CRM capabilities for case management and tenancy lifecycle tracking. With a strong focus on customer experience strategy, advanced analytics, and managed services, TTEC Digital enables organisations to streamline operations, personalise tenant interactions, and ensure regulatory compliance. The offering includes seamless integration with legacy systems, robust security aligned with ISO 27001 and Cyber Essentials Plus, and a proven delivery methodology supported by a Centre of Excellence. Ultimately, TTEC Digital empowers housing providers to deliver modern, efficient, and tenant-centric services, ensuring continuous innovation, operational resilience, and measurable improvements in tenant satisfaction and business outcomes.



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, Serendebite, 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

TTEC Digital, in strategic partnership with Microsoft, delivers a comprehensive suite of cloud-based services for Housing and Property Management, aligned with the G-Cloud 15 framework's emphasis on digital transformation, user-centric design, and scalable cloud solutions.

TTEC Digital's Microsoft Dynamics Housing and Property Management Services deliver a comprehensive, cloud-based solution designed to transform housing operations, enhance tenant engagement, and improve organisational efficiency. Our offering leverages the Microsoft Digital Contact Centre Platform, built on Dynamics 365 and supported by Power Platform, AI, and advanced analytics; our offering enables housing providers to streamline workflows, reduce arrears through predictive insights, and deliver omni-channel customer service. From lifecycle management and rent setting to digital service delivery and consolidated dashboards, these capabilities empower public sector organisations to achieve compliance, scalability, continuous innovation, while improving tenant satisfaction, operational resilience, and improved communication across voice, chat, email, and social channels, enabling efficient and personalised service delivery.

Key Features and Associated Benefits

- Complex Project Lifecycle Management (Design to Deployment and Support)
 - *Benefit:* Ensures structured delivery with governance, reducing risk and accelerating time-to-value.
- Housing Solution Aligned with HACT Standards
 - *Benefit:* Guarantees compliance with housing sector regulations and best practices.
- Asset Creation, Management, and Reporting with Rent Setting and Service Charges
 - *Benefit:* Improves financial transparency and operational control across housing portfolios.
- Predictive, Personalised Tenancy and Case Management



- *Benefit:* Enhances tenant experience and reduces arrears through proactive interventions.
- Omni-Channel Customer Service and Digital Service Delivery
 - *Benefit:* Provides tenants with seamless access to services across voice, chat, email, and portals.
- AI-Based Algorithms for Arrears Prediction
 - *Benefit:* Reduces financial risk by identifying and addressing arrears early.
- Digital Transformation for Rental Workflow and Void Reduction
 - *Benefit:* Accelerates property turnaround times and optimises resource allocation.
- CX Transformation and Technology Roadmap
 - *Benefit:* Aligns housing operations with long-term digital strategy and innovation goals.
- Combined Dashboards for Tenant Satisfaction and Performance Metrics
 - *Benefit:* Enables data-driven decision-making through real-time insights and analytics.
- Scalable Cloud-Native Architecture with Low-Code Extensibility
 - *Benefit:* Supports rapid deployment, continuous improvement, and cost-effective scalability.

The sales, marketing, & customer service automation connect your data and technology systems using Dynamics 365 workloads. This streamlines operations across the enterprise, ensuring that the right message reaches the right audience at the right time and through the right channel. By automating routine processes, you can reduce manual workload and enhance overall efficiency.

TTEC use Customer Insights, AI, Machine Learning, & Analytics to collect, manage, and analyse data to develop deep, actionable customer insights. These insights allow you to proactively address issues and create personalised experiences for tenants and property owners. Real-time updates on property-related matters foster transparency and enable digital rent payments, enhancing convenience for tenants. We ensure consistent operation of critical solutions without



the need for an internal support team. Our client support services and consultants maintain the functionality of your housing and property management systems.

The service provides a wide range of capabilities to support digital transformation using ERP and CRM using change management and data science & analytics.

Core Capabilities

- **Contact Centre:** Unified tenant engagement across channels using Dynamics 365 Customer Service and Nuance AI, enabling proactive issue resolution and improved satisfaction.
- **Tenant Relationship Management:** CRM capabilities tailored for housing providers, including case management, tenancy lifecycle tracking, and automated communications.
- **Digital Rent & Repairs:** Enable tenants to make payments, report issues, and track service requests via self-service portals and mobile apps.
- **Customer Insights & Analytics:** AI-powered analytics to understand tenant behaviour, predict service needs, and optimise resource allocation.
- **Workforce & Field Service Management:** Schedule and dispatch housing officers and maintenance teams using Dynamics 365 Field Service, with real-time updates and mobile access.
- **Data Integration & Migration:** Seamless integration with legacy systems and third-party platforms, ensuring continuity and data integrity.
- **Change Management & Training:** Structured onboarding, training accelerators, and adoption programmes to ensure successful implementation and stakeholder engagement.
- **Security & Compliance:** Services are delivered in alignment with ISO 27001, SOC 2, and Cyber Essentials Plus certifications, ensuring robust data protection and regulatory compliance.



Enhanced Capabilities

- **AI-Infused CX Delivery:** Embedded AI capabilities for intelligent routing, sentiment analysis, and virtual assistants.
- **Real-Time Journey Orchestration:** Personalised tenant journeys powered by Dynamics 365 Customer Insights (Data & Journeys).
- **Low-Code/No-Code Extensibility:** Rapid solution development using Power Apps and Power Automate to meet evolving housing sector needs.
- **Sustainability & Accessibility:** Cloud-native architecture supports remote access, energy efficiency, and inclusive design principles.

Our highly skilled team helps drive improvements to many aspects of your business creating efficiencies and growth.

TTEC Digital understands the CX transformation journey and what it takes to run a successful transformation for an organisation. harnessing the power of the latest technologies and seamlessly integrating them into businesses. As a global consultancy firm working across the private and public sectors, we specialise in user-friendly business applications based on the Microsoft cloud.

TTEC Digital's 360 CX strategy is designed to help you eliminate poor member experiences keeping customer experience at the top of any Dynamics 365 implementation. TTEC Digital provides the following services to implement Dynamics 365 solution or Upgrade and migrate to a Dynamics 365 solution. Our Experience 360 understands that a successful transformation programme for any customer touchpoint solution begins and ends with an excellent customer experience.



Our Dynamics 365 solution covers all aspects of Digital transformation including:

- CX design
- Dynamics 365 implementation
- Integration
- Data migration
- Testing
- Training
- Analytics and BI
- Workforce Planning
- Adoption and change management
- Solution/version migration
- Solution/version upgrade
- Managed services support
- Centre of Excellence

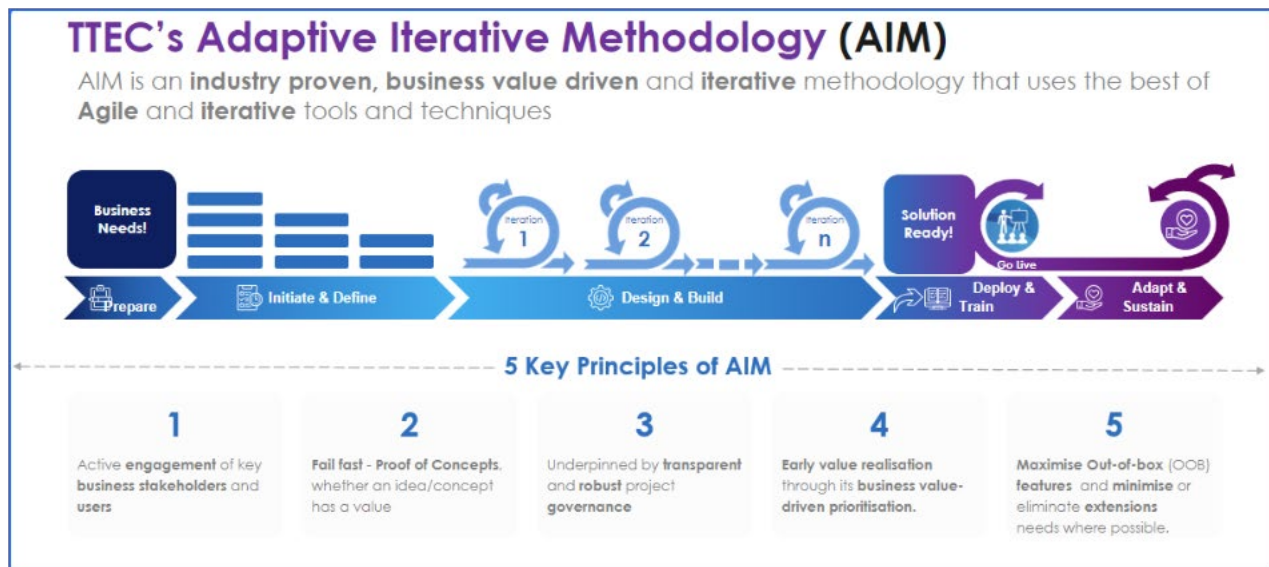


TTEC Digital caters to the all the Microsoft Dynamics components such as:

- Previous Microsoft Dynamics CRM & AX versions
- Microsoft Dynamics 365 CRM
 - Customer Insights – Journeys
 - Customer Insights – Data
 - Sales
 - Customer Service
- Microsoft Dynamics 365 Field Service
- Microsoft Dynamics 365 Finance
 - Operations
 - Commerce
 - Human Resources
- Microsoft Power Platform
- Microsoft Power Apps
- Microsoft Azure Data Platforms
- Microsoft PowerBI
- Microsoft Azure Infrastructure
- Microsoft Azure IoT Hub
- Microsoft Azure AI cognitive services

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, namely: 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.



AIM focuses on three key tenants

1. Customer Experience

- o Defining a CX strategy - engage with the business to consistently render experiences that impress and inspire engagement and loyalty.
- o Developing a comprehensive and actionable strategy is the first step in creating experiences that engage the end-users.

2. Robust and scalable architecture

- o Plug-and-play to onboard different regions.
- o An architectural best practice is applied across the technology stack and line of business applications.
- o A strong and repeatable test and release strategy.
- o Integration is stable, scalable, and monitorable as each region is onboarded.
- o Internal tickets categorised as application services, integration and other architecture are low.

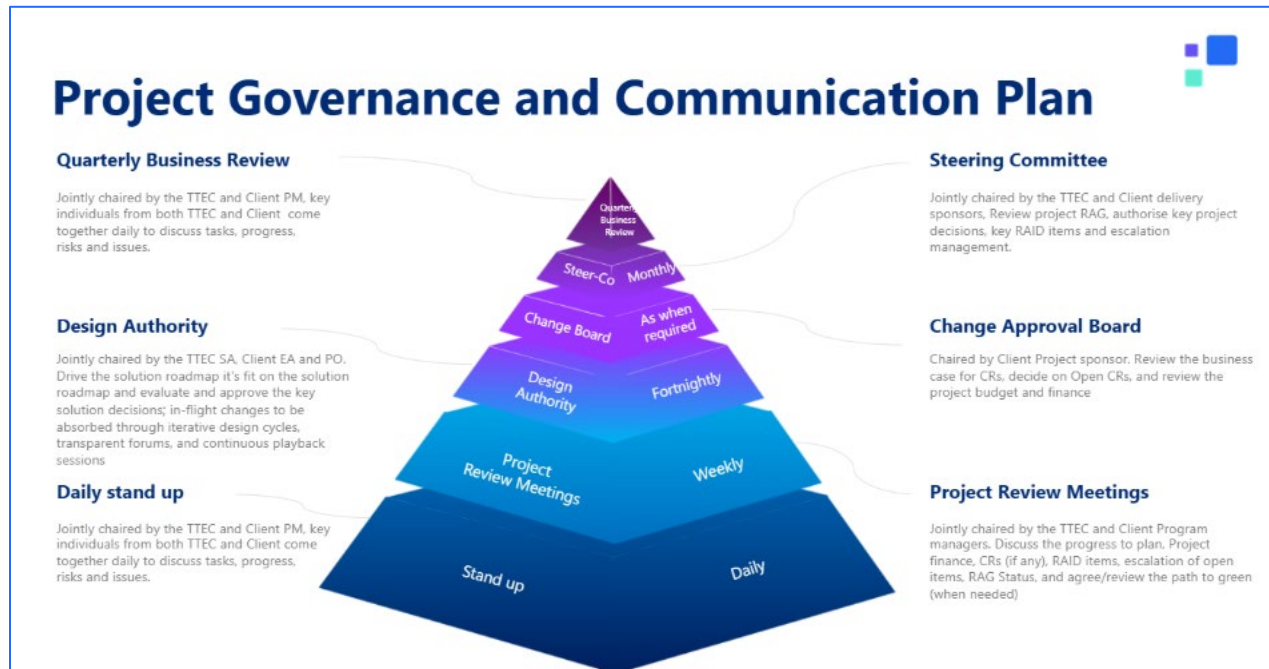
3. Adoption and Ownership

- o Adoption is high for groups that contribute most to the business case (ROI).
- o End users pro-actively asking for new features or upgrades.
- o A high number of advocates.



Our Governance

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



Support & Governance

- Centre of Excellence (CoE): Dedicated support hubs offering lifecycle services, continuous improvement, and innovation.
- Adaptive Iterative Methodology (AIM): Proven delivery framework with defined phases, Prepare, Initiate, Design, Build, Deploy, and Sustain; ensuring quality and agility.
- Customer Success Management: Assigned success managers to guide strategic alignment, performance tracking, and roadmap planning.



1.4. Overview of the G-Cloud Service

The CCS G-Cloud 15 framework continues to provide public sector organisations with a streamlined and compliant route to procure cloud-based services, including hosting, software, and support. As the latest iteration of the UK Government's cloud procurement model, G-Cloud 15 builds on the success of previous frameworks by offering access to a wide range of pre-vetted suppliers, including a significant number of SMEs. It aligns with updated government priorities around digital transformation, sustainability, accessibility, and user-centric service design. Structured into three service lots: Cloud Hosting, Cloud Software, and Cloud Support, the framework simplifies procurement, reduces time to contract, and ensures services meet rigorous standards for security, scalability, and value for money.

TTEC Digital EMEA combines human-centred design with advanced cloud technologies to deliver transformative public sector solutions. Now available on the Digital Marketplace under G-Cloud 15, our services span AI-powered contact centre transformation, omnichannel engagement platforms, and Microsoft Dynamics 365-based Housing and Property Management solutions. These offerings are supported by our proven delivery methodology, governance model, and Centre of Excellence, ensuring consistent quality and innovation across every engagement. TTEC Digital participates under the Cloud Software and Cloud Support lots, providing implementation, training, data analytics, automation, and customer journey orchestration services; all designed to align with G-Cloud 15's principles of cloud-native delivery and secure, scalable infrastructure.



1.5. Associated Services

TTEC Digital's Adapt and Sustain services are designed to support public sector organisations in maintaining and evolving their Microsoft Dynamics 365 Housing and Property Management solutions. Delivered under the G-Cloud 15 framework, these services provide a compliant and scalable support model that enables continuous improvement, operational resilience, and alignment with evolving tenant needs and government priorities.

Our steady-state support mechanism is built on a unified Delivery Operations model that spans the full Microsoft Business Applications ecosystem. This includes Dynamics 365, Power Platform, Azure AI, and associated cloud services. The model enables organisations to adapt to ongoing business changes and product updates from Microsoft without disruption, ensuring that Housing and Property Management systems remain current, secure, and effective.





TTEC Digital's global Centre of Excellence (CoE) network underpins our Lifetime Services offering, providing proactive support, governance, and innovation across all phases of solution delivery. Our CoE teams bring deep expertise in tenant engagement, omnichannel communication, data analytics, and AI-powered service orchestration, ensuring that housing providers can deliver responsive, personalised, and efficient services to tenants and property stakeholders.

Whether implementing new features, integrating with legacy systems, or scaling services across regions, our Adapt and Sustain services ensure that public sector organisations can confidently manage their digital transformation journey. These services are aligned with G-Cloud 15's principles of cloud-native delivery, accessibility, and continuous improvement, helping housing providers meet their strategic goals while delivering exceptional tenant experiences.



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's offering under G-Cloud 15 is consulting in nature and centres on the implementation and optimisation of Microsoft Dynamics 365, a Software-as-a-Service (SaaS) solution hosted on the Microsoft Azure cloud platform. As such, data backup and restoration responsibilities fall under Microsoft's managed cloud infrastructure and service-level commitments.

TTEC Digital does not directly manage or provide backup and restore services for client data within Dynamics 365. Instead, our role is to advise, configure, and support clients in leveraging Microsoft's native capabilities, including data retention policies, audit trails, and recovery options. Where required, we assist clients in understanding and aligning their data governance strategies with Microsoft's platform features, ensuring compliance with UK public sector regulations and best practices.



2.3. Data Processing and Storage Location

TTEC Digital's Housing and Property Management services are delivered through Microsoft Dynamics 365, a Software-as-a-Service (SaaS) platform hosted on the Microsoft Azure cloud. As such, data processing and storage are governed by Microsoft's cloud infrastructure policies, which ensure compliance with UK public sector standards for data residency, protection, and sovereignty.

All customer data is stored within Microsoft Azure data centres, with options to select UK-based regions to meet local data residency requirements. Microsoft's infrastructure supports geo-redundant storage, high availability, and disaster recovery capabilities, ensuring that housing providers can maintain continuity of service and safeguard sensitive tenant information.

TTEC Digital does not directly host or store customer data. Instead, our consulting services focus on configuring, implementing, and optimising Dynamics 365 solutions to meet the specific operational and regulatory needs of housing and property management organisations. Where required, TTEC supports clients in establishing bespoke Data Processing Agreements (DPAs) that define roles, responsibilities, and safeguards in line with GDPR and other applicable privacy frameworks.

To further support compliance, TTEC Digital's UK operations are certified under Cyber Essentials and Cyber Essentials Plus, demonstrating our commitment to secure data handling and protection against common cyber threats. These certifications validate our technical and organisational measures, including secure configuration, access control, malware protection, and patch management.



2.4. Data Restoration / Service Migration

TTEC Digital provides strategic consulting and implementation services to support public sector organisations in transitioning to and evolving within the Microsoft Dynamics 365 ecosystem. While data backup and restoration are managed natively by Microsoft as part of its SaaS offering on Azure, TTEC Digital plays a critical role in enabling data restoration readiness and service migration planning tailored to the needs of housing and property management providers. Our services include comprehensive data migration support for organisations upgrading from legacy housing systems or previous Dynamics versions to Dynamics 365. This includes data mapping, cleansing, validation, and secure transfer; ensuring continuity of tenant records, property data, and service histories. We also support solution/version migration and upgrade activities, helping clients adopt new features and platform enhancements with minimal disruption.

TTEC Digital's Experience 360 framework ensures that every migration is aligned with customer experience goals, regulatory requirements, and operational priorities. Our delivery methodology includes robust testing, training, and change management to ensure successful adoption across housing teams and stakeholders.

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

3.2. Availability of Trial Service

TTEC Digital does not currently offer a trial service for its Microsoft Dynamics 365 Housing and Property Management solution

3.3. On-Boarding

TTEC Digital's onboarding approach for Microsoft Dynamics 365 Housing and Property Management services is designed to ensure a smooth, structured, and outcome-driven transition for public sector organisations. Our process begins with a collaborative scoping exercise, where TTEC Digital works 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 ensures alignment with housing-specific operational goals, tenant engagement strategies, and regulatory requirements.

Onboarding is delivered through TTEC Digital's proven Experience 360 framework, which encompasses all critical phases of solution deployment; from CX design and data migration to training, testing, and change management. For housing providers, this means tailored onboarding activities such as:



- **Tenant Data Migration:** Secure and validated transfer of tenancy records, property details, service histories, and financial data from legacy systems into Dynamics 365.
- **CX Strategy Definition:** Mapping tenant journeys and identifying friction points to design intuitive, responsive service experiences.
- **Solution Configuration:** Customising Dynamics 365 modules to support housing workflows such as rent collection, repairs management, and case handling.
- **Training & Adoption:** Delivery of training plans including Train-the-Trainer and End-User sessions, supported by change management strategies to drive adoption across housing teams.
- **Testing & Deployment:** Rigorous testing of integrations, workflows, and user interfaces to ensure readiness for go-live.
- **Governance & Support:** Ongoing oversight through our Centre of Excellence (CoE), ensuring continuous improvement and alignment with evolving housing sector needs.

Each onboarding engagement is supported by a dedicated Customer Success Manager, who acts as a strategic advisor and liaison throughout the lifecycle of the project. This ensures that housing organisations not only implement the solution successfully but also realise long-term value through improved tenant satisfaction, operational efficiency, and digital maturity.

3.4. API

TTEC Digital works closely with public sector housing organisations to ensure seamless integration of Microsoft Dynamics 365 Housing and Property Management solutions with internal systems, third-party platforms, and external data sources. API collaboration is a core component of our implementation and support strategy, enabling housing providers to deliver connected, efficient, and responsive services to tenants and property stakeholders.

Dynamics 365 offers a rich set of standard connectors through the Microsoft Power Platform, including Power Automate and Dataverse. TTEC Digital leverages these out-of-the-box



connectors to integrate with common housing sector systems such as finance platforms, scheduling tools, document management systems, and communication channels (e.g., email, SMS, WhatsApp). These connectors accelerate deployment, reduce cost, and ensure compliance with Microsoft's security and performance standards.

Where standard connectors do not meet specific housing workflow needs, TTEC Digital designs and develops custom APIs and connectors. This includes:

- Integrating with legacy housing management systems.
- Connecting to bespoke property maintenance platforms.
- Enabling real-time data exchange with local authority systems.
- Supporting tenant self-service portals and mobile apps.

Our development lifecycle includes robust testing, documentation, and governance to ensure that custom APIs are secure, scalable, and maintainable. We apply architectural best practices across the technology stack to ensure integrations are stable and monitorable as each region or housing association is onboarded.

TTEC Digital also supports collaborative API integration where third-party vendors have already developed APIs. In these cases, we:

- Work directly with the third-party provider to understand their API specifications.
- Coordinate with the client's IT and business teams to align integration goals.
- Configure Dynamics 365 to consume or expose APIs as needed.
- Ensure data governance, security, and performance standards are met.

This approach is particularly valuable in housing scenarios where external contractors, payment gateways, or tenant engagement platforms are involved. TTEC Digital ensures that all parties are aligned on data flows, error handling, and service continuity.

Governance and Support



API integration is governed through TTEC Digital's Adaptive Iterative Methodology (AIM) and supported by our Centre of Excellence (CoE). This ensures that integrations are not only technically sound but also aligned with housing sector priorities such as tenant satisfaction, regulatory compliance, and operational efficiency.

3.5. International SMS

TTEC Digital offers robust international SMS capabilities as part of its omnichannel communication strategy for public sector housing organisations. These capabilities are integrated into the Microsoft Dynamics 365 ecosystem and designed to enhance tenant engagement, streamline service delivery, and support digital transformation goals aligned with the G-Cloud 15 framework.

Core Capabilities

- **Global Reach:** TTEC Digital supports international SMS delivery, enabling housing providers to communicate with tenants across borders; ideal for housing associations with diverse tenant populations or properties in multiple regions.
- **Omnichannel Integration:** SMS is embedded within the Dynamics 365 Customer Service and Marketing modules (D365 Customer Insight Journeys and Customer Insights Data), allowing housing teams to send automated alerts, appointment reminders, rent payment notifications, and service updates directly to tenants' mobile devices.
- **Asynchronous Messaging:** SMS is part of TTEC's asynchronous messaging suite, which includes chat, WhatsApp, and web messaging. This allows tenants to engage with housing services at their convenience, improving accessibility and satisfaction.
- **Deflection and Routing:** SMS can be used as a deflection channel from voice or web interactions, helping reduce contact centre load while maintaining service quality. For example, tenants visiting a housing portal can be routed to SMS-based support for faster resolution.



TTEC Digital has successfully deployed SMS capabilities in high-volume public sector environments, including government departments managing citizen services. In one case, SMS was integrated into a contact centre solution to support over 4 million citizens, enabling real-time updates and reducing pressure on voice channels.

TTEC Digital can collaborate with third-party SMS gateway providers if a housing organisation already has an existing vendor. We work with both the client and the provider to ensure seamless integration with Dynamics 365.

Furthermore, SMS workflows can be tailored to housing-specific scenarios such as repair scheduling, arrears notifications, and tenant satisfaction surveys.

All SMS communications are configured to comply with UK data protection regulations, including GDPR. TTEC Digital ensures secure handling of tenant data and message content through Microsoft's Azure infrastructure.

3.6. Off-Boarding

TTEC Digital's offboarding process is designed to ensure a smooth, secure, and transparent disengagement for public sector housing organisations transitioning away from our Microsoft Dynamics 365 Housing and Property Management services. In line with G-Cloud 15 principles, the process prioritises data protection, continuity, and minimal disruption to tenant services.

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 and guide the offboarding activities, ensuring alignment with contractual obligations and housing-specific operational needs.



Upon termination of services, TTEC Digital collaborates with the client to define a mutually agreed exit plan.

This includes:

- Finalising all deliverables and outstanding work.
- Settling fees for services rendered, products ordered, and expenses incurred up to the termination date.
- Returning or securely disposing of any confidential information held in connection with the engagement.

Although TTEC Digital does not host or store client data directly (as Dynamics 365 is a SaaS product on Microsoft Azure), we support clients in:

- Documenting system configurations, workflows, and customisations.
- Facilitating access to data stored within Dynamics 365 for export or migration.
- Providing guidance on Microsoft's native data export tools and retention policies.
- Ensuring that housing-specific data, such as tenancy records, property maintenance logs, and financial transactions, are securely handed over or archived according to client requirements.

TTEC Digital provides:

- A detailed offboarding checklist tailored to housing operations.
- Documentation of integrations, APIs, and third-party connectors used during the engagement.
- Support for decommissioning custom components or transitioning them to internal teams or new vendors.
- Recommendations for maintaining service continuity, especially for tenant-facing channels such as SMS, portals, and contact centres.



The offboarding process is governed by TTEC Digital's Adaptive Iterative Methodology (AIM), ensuring that all phases (Prepare, Initiate, Design, Build, Deploy, and Sustain) are closed out with clear exit criteria. Our Centre of Excellence (CoE) and Customer Success Managers remain engaged throughout the offboarding period to ensure knowledge transfer, stakeholder alignment, and strategic closure.

3.7. Training

TTEC Digital's training accelerator is a core component of our implementation strategy for Dynamics 365 Housing and Property Management services. It is designed to support public sector housing organisations in achieving rapid, confident adoption of new digital capabilities while ensuring measurable impact on operational performance and tenant engagement.

Our training approach begins with expert project management and a collaborative scoping exercise to define the training needs based on the agreed service definitions and rate card. This ensures that the training program is aligned with the housing provider's specific workflows, such as tenancy management, rent collection, repairs handling, and case resolution, and supports the broader goals of digital transformation under G-Cloud 15.

Key Components of the Training Accelerator

- Training Plan Development
 - A tailored training plan is created to reflect the roles and responsibilities of housing officers, property managers, customer service teams, and administrative staff. This includes scheduling, delivery formats, and content mapping to Dynamics 365 modules.
- Content Creation and Delivery
 - Training materials are developed to reflect real-world housing scenarios, including tenant interactions, property lifecycle events, and service request handling. Delivery options include:



- Train-the-Trainer: Equips internal champions to cascade knowledge across teams.
 - End-User Training: Direct training for frontline staff using role-based simulations and guided walkthroughs.
- Change Management Execution
 - A structured change management plan is embedded in the rollout, including stakeholder communication strategies, readiness assessments, and adoption tracking. This ensures that housing teams are informed, engaged, and supported throughout the transition.
- KPI Measurement and Impact Tracking
 - TTEC Digital works with clients to define key performance indicators (KPIs) relevant to housing operations, such as first-time fix rates, tenant satisfaction scores, and service request turnaround times. Training effectiveness is measured against these KPIs to ensure tangible business outcomes.
- Support from Centre of Excellence (CoE)
 - Our CoE provides ongoing advisory and support services post-training, helping housing organisations sustain adoption, onboard new staff, and evolve their use of Dynamics 365 capabilities.

3.8. Implementation Plan

TTEC Digital provides a structured implementation plan for Dynamics 365 Housing and Property Management services, designed to support public sector organisations in achieving a smooth and successful deployment. The plan is aligned with the specific scope of works agreed with the buyer and is delivered using TTEC Digital's proven Adaptive Iterative Methodology (AIM) framework.

The implementation begins with a collaborative scoping phase. 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 scope forms the foundation of the delivery plan and ensures alignment with housing-specific operational goals, such as tenancy lifecycle management, property maintenance coordination, and tenant engagement.

The AIM framework includes five distinct phases, each with defined entry and exit criteria:

1. Prepare

- a. Stakeholder alignment and governance setup
- b. Initial discovery and housing process mapping
- c. Definition of success metrics and KPIs

2. Initiate and Define

- a. Finalisation of scope and delivery plan
- b. Identification of housing workflows and data sources
- c. Risk assessment and mitigation planning

3. Design and Build

- a. Configuration of Dynamics 365 components to support housing operations
- b. Integration with third-party systems (e.g., finance, repairs, tenant portals)
- c. Development of custom features and connectors if required

4. Test, Train and Deploy

- a. Functional and user acceptance testing
- b. Execution of training accelerator including Train-the-Trainer and End-User sessions
- c. Deployment of solution into production environment

5. Adapt and Sustain

- a. Post-deployment support and optimisation
- b. Ongoing change management and adoption tracking
- c. Transition to steady-state support via TTEC's Centre of Excellence



Each phase is supported by TTEC Digital's governance model, ensuring timely decision-making, issue resolution, and quality control. Regular checkpoints and progress reviews are conducted with the client to ensure transparency and alignment throughout the implementation.

3.9. Service Management

Service Management is aligned with the specific scope of work that will be provided to the buyer upon completion of the scoping phase. TTEC Digital ensures that all service management activities including governance, reporting, issue resolution, and performance monitoring, are tailored to the operational needs of housing and property management. Our approach includes structured engagement through Customer Success Managers, access to our Centre of Excellence (CoE), and ongoing service reviews to ensure delivery remains aligned with tenant service expectations, regulatory requirements, and evolving housing sector priorities.

3.10. Service Constraints

There are no service constraints for this consulting engagement beyond the need for relevant stakeholders and information to be available to support the exercise. TTEC Digital will work collaboratively with the customer to define all necessary inputs during the scoping phase, and these requirements will be clearly documented in the agreed Scope of Works. This ensures that the delivery of housing and property management services through Dynamics 365 is aligned with operational priorities and can proceed without unnecessary delays or dependencies.

3.11. Service Levels

TTEC Digital does not provide formal Service Levels for consulting engagements, as these are typically scoped and delivered based on agreed project milestones and outcomes.



However, for technical implementations, such as solution deployment, integration, or support, Service Levels can be defined as part of a separate scope of work. These would be documented in a dedicated agreement outlining performance targets, response times, and escalation procedures, tailored to the housing and property management context.

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 the successful delivery of Dynamics 365 Housing and Property Management services, customers are expected to fulfil a set of responsibilities that support collaboration, access, and decision-making throughout the engagement. These responsibilities are essential to enabling TTEC Digital to deliver services effectively and in alignment with the agreed scope of work.

Key customer responsibilities include:

- **Stakeholder Access:** Providing timely access to relevant personnel, including housing officers, property managers, IT representatives, and decision-makers, to support workshops, discovery sessions, and implementation activities.
- **Information Provision:** Supplying accurate and complete data, documentation, and business process information required to configure, integrate, and validate the Dynamics 365 solution. This includes tenancy records, property asset data, service request workflows, and financial structures.
- **Engagement in Scoping:** Actively participating in the scoping phase to define the precise scope of work. This includes reviewing service definitions, confirming priorities, and validating assumptions that will be documented in the Scope of Works.
- **Change Management Participation:** Supporting change management activities by identifying internal champions, facilitating communication across housing teams, and encouraging adoption of new processes and technologies.
- **Testing and Validation:** Engaging in user acceptance testing (UAT) and providing feedback to ensure the solution meets operational needs and tenant service expectations.
- **Governance and Decision-Making:** Participating in governance forums, such as steering committees or project boards, to ensure timely decisions, issue resolution, and alignment with strategic housing objectives.



These responsibilities are critical to ensuring that the Dynamics 365 solution is tailored to the unique needs of housing and property management, and that the implementation delivers measurable value to both internal teams and tenants.

4.2. Technical Requirements and Client-Side Requirements

TTEC Digital's consulting services for Microsoft Dynamics 365 Housing and Property Management are delivered via Microsoft's cloud-based SaaS platform, which significantly reduces infrastructure overhead for public sector clients. However, successful engagement and implementation require certain client-side readiness and technical provisions.

In addition to the previously outlined Customer Responsibilities, the following technical and client-side requirements apply:

- **User Access and Identity Management:** Clients must manage user identities and access permissions using Azure Active Directory or equivalent identity services. Role-based access control should be configured to reflect housing-specific roles such as tenancy officers, maintenance coordinators, and finance administrators.
- **Device and Connectivity Readiness:** End users must have access to supported devices (desktop, tablet, mobile) and browsers that are compatible with Dynamics 365. Network configurations must allow secure access to Microsoft cloud services, including Dynamics 365, Power Platform, and Azure services.
- **Data Availability and Quality:** Clients must ensure that housing-related data, such as tenancy records, property asset details, service request logs, and financial transactions, is available, accurate, and accessible for migration, configuration, and reporting purposes.
- **Integration Support:** Where integration with third-party systems is required (e.g., finance, scheduling, document management), clients must provide API documentation, access credentials, and technical contacts to support integration planning and execution.
- **Security and Compliance Alignment:** Clients must collaborate with TTEC Digital to ensure that any local security policies, data protection requirements, and compliance



obligations (e.g., GDPR, Cyber Essentials) are addressed during solution design and implementation.

- **Environment Readiness for Testing and Training:** Clients should provide access to sandbox or test environments where applicable, to support solution validation, user acceptance testing (UAT), and training activities.

These requirements will be refined and documented during the scoping phase and included in the final Scope of Works. TTEC Digital will guide clients through readiness assessments and provide advisory support to ensure all prerequisites are met before implementation begins.

4.3. Browsers

To access Microsoft Dynamics 365 Housing and Property Management services, users must have access to a modern, supported web browser. Microsoft officially supports the following browsers for Dynamics 365 applications:

- **Microsoft Edge** (latest version)
- **Google Chrome** (latest version)
- **Mozilla Firefox** (latest version)
- **Apple Safari** (latest version on macOS)

These browsers must be configured to allow secure access to Microsoft cloud services. For optimal performance, users should ensure that browser settings permit JavaScript, cookies, and pop-ups from trusted Microsoft domains. Additionally, network configurations must support HTTPS traffic and allow access to Microsoft Azure endpoints.

TTEC Digital recommends that housing officers, property managers, and administrative staff use updated browsers on secure devices to ensure full functionality of tenant portals, service dashboards, and reporting tools.



4.4. Outcomes/Deliverables

The outcomes and deliverables of this service will be aligned with the specific scope of work that will be provided to the buyer at the point of contract award. TTEC Digital's delivery approach ensures that all outputs are tailored to the operational needs of housing and property management organisations, supporting digital transformation, tenant engagement, and service efficiency.

Typical deliverables include:

- **Documented Customer Experience Vision and Strategy:** A clear articulation of how the housing organisation will deliver improved tenant experiences using Dynamics 365 capabilities.
- **Documented Customer Journey Maps and Prioritised Friction Points:** Visual and narrative mapping of tenant interactions across housing services, identifying areas for improvement and automation.
- **Solution Prototypes:** Configured examples of Dynamics 365 components tailored to housing workflows such as rent collection, repairs management, and case handling.
- **Documented Implementation Plan:** A detailed delivery roadmap aligned with the agreed scope, including milestones, dependencies, and resource allocation.
- **Performance Reports:** Analysis of the impact of implemented changes on key performance indicators (KPIs), such as tenant satisfaction, service request turnaround, and operational efficiency.
- **Successful Fulfilment of Agreed Requirements:** Delivery of all functional and non-functional requirements as defined in the scope of works.
- **Documented Change Management Plan:** A structured plan to support stakeholder engagement, communication, and adoption of new processes and technologies.
- **Documented Training Plan and Training Content:** Role-based training materials and delivery plans, including Train-the-Trainer and End-User options, tailored to housing teams.



These deliverables are supported by TTEC Digital's Adaptive Iterative Methodology (AIM), governance model, and Centre of Excellence (CoE), ensuring quality, transparency, and alignment with G-Cloud 15 principles throughout the engagement.

4.5. Development Life Cycle of the Solution

The specifics of the development lifecycle for this service will be aligned with the scope of work and agreed upon with the buyer at the time of contract award. TTEC Digital applies its proven Adaptive Iterative Methodology (AIM) to guide delivery across five key phases. This approach ensures that housing and property management organisations receive a structured, transparent, and outcome-driven implementation aligned with G-Cloud 15 principles.

1. Prepare

This phase establishes the foundation for a successful engagement:

- Stakeholder alignment and governance setup.
- Initial discovery workshops focused on housing operations, tenant services, and property workflows.
- Definition of success metrics and key performance indicators (KPIs).
- Identification of risks, dependencies, and constraints.

2. Initiate and Define

During this phase, TTEC Digital works with the client to:

- Finalise the scope of work and delivery plan.
- Document housing-specific business processes and data sources.
- Confirm integration points with third-party systems (e.g., finance, repairs, scheduling).
- Establish project governance and communication protocols.

3. Design and Build

This phase focuses on solution configuration and development:



- Design of Dynamics 365 components to support housing workflows such as tenancy management, rent collection, and service request handling.
- Development of custom features, forms, and connectors where required.
- Configuration of security roles, data models, and user interfaces.
- Integration with external systems and data sources.

4. Test, Train and Deploy

This phase ensures readiness for go-live:

- Execution of functional testing and user acceptance testing (UAT).
- Delivery of training via TTEC's training accelerator, including Train-the-Trainer and End-User sessions tailored to housing teams.
- Deployment of the solution into the production environment.
- Final validation of KPIs and readiness criteria.

5. Adapt and Sustain

Post-deployment, TTEC Digital supports continuous improvement:

- Transition to steady-state support via the Centre of Excellence (CoE).
- Ongoing change management and adoption tracking.
- Support for solution upgrades, enhancements, and new feature rollouts.
- Regular service reviews and performance reporting.

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

Beyond SMS, TTEC Digital provides a suite of asynchronous and omnichannel messaging services designed to enhance tenant engagement, streamline housing operations, and support digital transformation across public sector housing organisations.

Key Capabilities

- WhatsApp and Web Messaging
 - Tenants can initiate conversations via WhatsApp or directly from housing portals, enabling real-time updates on rent, repairs, and service requests. These channels are integrated into the contact centre environment, allowing housing teams to manage interactions efficiently.
- Chatbots and Conversational AI
 - TTEC Digital deploys intelligent bots to handle routine queries such as rent balance checks, appointment scheduling, and repair status updates. These bots reduce pressure on housing staff and improve response times.
- Email and Social Media Integration
 - Communications can be managed across email and social platforms, ensuring tenants receive updates through their preferred channels. This is particularly useful for housing associations with diverse tenant demographics.
- Omnichannel Routing and Deflection
 - Messaging channels are integrated with IVR and voice systems to enable deflection from high-volume voice calls to digital channels. For example, tenants calling in can be redirected to WhatsApp or web chat for faster resolution.
- Citizen-Scale Messaging
 - TTEC Digital has experience supporting large-scale public sector messaging environments, including implementations that served over 4 million citizens. This demonstrates the scalability and reliability of its messaging infrastructure.



Tailored to Housing and Property Management

These messaging services are configured to support housing-specific workflows such as:

- Rent reminders and arrears notifications.
- Repair scheduling and updates.
- Tenant satisfaction surveys and feedback collection.
- Community announcements and emergency alerts.

All messaging services are delivered securely via Microsoft's cloud infrastructure and can be integrated with Dynamics modules to ensure a unified tenant experience.



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 programme 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

UK COUNCIL MODERNISES CX WITH TTEC DIGITAL AND MICROSOFT

The Challenge

A City Council provides over 700 services to local residents in its community. Like many government entities facing budget pressures, they have been tasked to do more with less – a difficult proposition with their previous technology stack. They needed a system that streamlined citizen journeys, offered channels of choice, and provided self-service capabilities to achieve operational efficiency and improved citizen experiences as part of their wider digital transformation strategy.

The Solution

The council partnered with TTEC Digital due their rich expertise in contact centre optimisation to assist in identifying an alternative platform aligned to their needs. Through the initial assessment, TTEC Digital identified Microsoft Dynamics 365 Contact Centre Platform as a solution that could deliver an integrated omnichannel approach to customer service, bringing together customer data across various business line applications and digital channels such as chatbot, voice, and social into a single cohesive platform to deliver a connected experience.

The Result

With TTEC Digital and Microsoft, the Council has seen the following benefits:

- Full visibility across customer journeys.
- Improved call handling time and advisor workflow.
- Ability to identify repeat calls with improved insights.
- Enhanced self-service capabilities through Chatbot & IVR.
- Opportunities to innovate with Microsoft's rich product roadmap.



7.2. Case Study 2

TTEC DIGITAL BUILDS A MODERN CX HUB FOR UK HOUSING RESIDENTS

The Challenge

The company, a leading affordable housing provider in the UK, had a vision to create a Customer Service Hub that put the customer voice at the heart of every interaction. They aimed to deliver a unified system where agents could easily access everything they needed to support residents across all service areas.

To solve challenges like long wait times, high call volumes, and legacy systems that made personalisation and operational efficiency difficult, the company turned to TTEC Digital to help remove data silos, streamline operations, and build connected customer journeys. Implementing a unified CCaaS and CRM platform was only part of the solution. More importantly, they needed a partner who could help transform how their services operated day to day.

The Solution

TTEC Digital began with workshops and operational reviews to map out existing processes, pain points, and gaps in the customer journey. After a technical evaluation, they built a proof of concept that allowed the client to test key journeys in a sandbox environment and refine the solution before going live.

The final implementation focused on a true omnichannel experience and included:

- Voice, live chat, and email communication channels.
- A unified desktop for agents to access all tools in one place.
- Intelligent IVR and call routing based on a skills matrix.
- Real-time transcription, AI-powered sentiment analysis, and agent assist tools.
- Auto case creation and reporting to monitor and manage service demand.

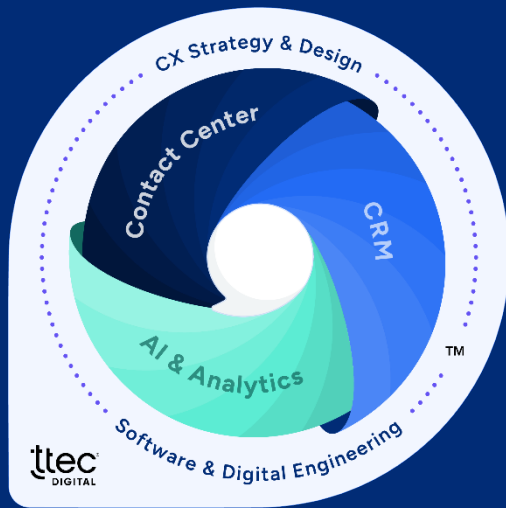


The Result

By creating a Customer Hub that unified systems and services, the customer was able to deliver faster, more effective, and more personalised support.

From day one, the results spoke for themselves:

- 65% improvement in Average Queue Time (AQT).
- 96.3% of calls answered.
- 89% of calls answered within 60 seconds.
- 20% reduction in Average Handling Time (AHT).
- 39% reduction in After-Call Work (ACW).



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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