



Lot 3: Cloud Support Pricing Document

TTEC Digital Unified Service Model for Managed
Services



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1. Overview

TTEC Digital's Unified Service Model for Managed Services provides flexible access to expertise and innovation related to Dynamics 365, Co-Pilot, Power Platform, and Azure. These services include on-demand Proof of Concepts (PoCs), unified Release and Environment Management, Performance and Capacity Tracking, and efficient, centralised delivery.



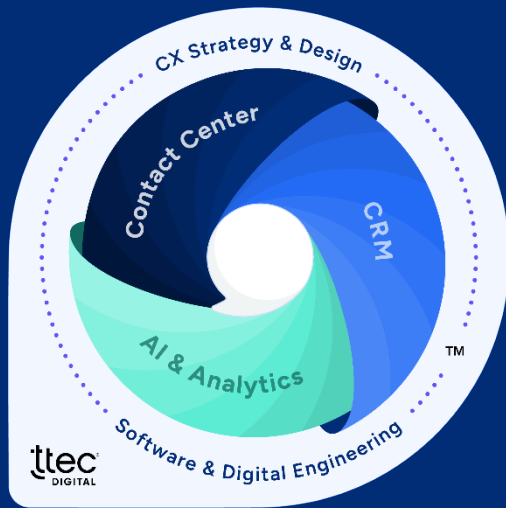
2. Pricing

2.1. Managed Service Pricing

Please refer to the Lot 3 rate card.

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.

Contact Us

Wayne Kay

Vice President, EMEA

Email: gcloud@ttecdigital.com

Website: www.ttecdigital.com