



# Service Definition Document

TTEC Digital Power Platform Consulting and  
Delivery



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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 Power Platform Consulting and Delivery services offer UK public sector organisations a robust and expert-led pathway to digital transformation, fully aligned with the G-Cloud 15 framework. Leveraging deep domain expertise in Microsoft Power Platform, including Power Apps, Power Automate, Power BI, and Power Virtual Agents, TTEC Digital empowers organisations to modernise legacy systems, streamline operations, and enhance citizen engagement through scalable, secure, and cost-effective cloud solutions.

With a proven track record in delivering complex enterprise-grade solutions, TTEC Digital brings a wealth of experience in designing, developing, and deploying tailored applications and automation workflows that meet the unique needs of public sector bodies. The consulting approach is grounded in best practices, agile delivery methodologies, and a commitment to governance, ensuring that solutions are not only innovative but also compliant with UK government standards such as GDPR, Cyber Essentials, and ISO 27001.



TTEC Digital's services are structured to support both Cloud Software and Cloud Support categories under G-Cloud 15, enabling end-to-end engagement from strategic advisory and solution architecture to implementation, training, and ongoing optimisation. The team's expertise ensures rapid time-to-value, reduced technical debt, and enhanced user adoption through intuitive design and change management support.

By partnering with TTEC Digital, public sector organisations gain access to a Centre of Excellence that fosters continuous innovation, promotes citizen development within a governed framework, and delivers measurable outcomes aligned with policy objectives and budgetary constraints. TTEC Digital's commitment to excellence, security, and public value makes it a trusted partner for digital transformation under the G-Cloud 15 framework.

### **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**

TTEC Digital provides expert consulting and delivery services to maximise adoption of Microsoft Power Platform components, Power Apps, Power Automate, Fabric, Copilot Studio, and Dataverse. We enable organisations to innovate securely, streamline processes, and deliver exceptional member experiences through tailored implementation, governance, and optimisation support.

TTEC Digital's Power Platform Consulting and Delivery service offers a comprehensive suite of capabilities designed to help public sector organisations modernise operations, enhance citizen and employee experiences, and unlock the full potential of Microsoft's low-code/no-code ecosystem. Delivered by experienced consultants and solution architects, the service supports transformation across a wide range of industry sectors, with a strong emphasis on agility, governance, and measurable outcomes.



Our service enables organisations to:

- Automate and streamline business processes using Power Automate, reducing manual effort and increasing operational efficiency across departments.
- Design and deploy intuitive applications with Power Apps, enabling rapid development of bespoke solutions with minimal coding, tailored to specific user needs and operational contexts.
- Visualise and interrogate data with Power BI, providing rich, interactive dashboards and reports that support evidence-based decision-making and performance monitoring.
- Engage stakeholders through intelligent chatbots built with Power Virtual Agents, improving responsiveness and accessibility for both internal users and external service users.
- Securely manage structured data with Dataverse, ensuring compliance with UK data protection regulations and enabling scalable, integrated data storage across Power Platform solutions.

**The Power Platform suite consists of five core services:**

- Power BI
  - A business analytics service that specialises in analysing data, uncovering hidden insights, providing interactive data visualisations, and connecting data sources.
- Power Automate (Flow)
  - Service focused on boosting productivity by streamlining workflows, automating organisational processes, and enhancing workflows with artificial intelligence.
- Power Apps
  - Service with a range of apps, services, data connectors and platforms that allow for quick and easy development of custom apps with little to no coding expertise.
- Copilot Studio
  - Tool for building AI-powered copilots and natural-language automation across the platforms.



- **Dataverse**
  - Lets you securely store and manage data that are used by business applications. Data within Dataverse is stored within a set of tables.

### **Power Platform Features and Associated Benefits**

- **Custom Application Development using Microsoft Power Apps**
  - Enables rapid creation of tailored business applications through low-code development tools, reducing time-to-market and empowering organisations to address unique operational requirements efficiently.
- **Workflow Automation with Power Automate**
  - Streamlines business processes by automating repetitive tasks and integrating workflows across systems, improving operational efficiency and reducing manual intervention.
- **Advanced Analytics and Reporting via Power BI Dashboards**
  - Provides real-time, interactive dashboards and data visualisations, delivering actionable insights that support informed decision-making and strategic planning.
- **AI Deployment using Copilot Studio**
  - Enhances customer engagement and self-service capabilities through AI-driven chatbots, and agents, improving responsiveness and reducing dependency on live agents.
- **Secure Data Management and Integration with Microsoft Dataverse**
  - Ensures robust data governance and seamless integration across applications, reducing operational complexity and enabling intelligent process automation.
- **End-to-End Implementation and Configuration of Power Platform Components**
  - Guarantees comprehensive setup and optimisation of platform elements, ensuring compliance with enterprise-grade security and governance standards.
- **Governance Framework for Compliance and Security**
  - Establishes structured policies and controls to maintain regulatory compliance and safeguard organisational data across all environments.



- Training and Enablement for Citizen and Professional Developers
  - Provides tailored training programmes to empower both technical and non-technical users, fostering innovation and improving organisational agility.
- Performance Optimisation and Scalability for Power Platform Solutions
  - Delivers robust performance tuning and scalability measures, ensuring seamless integration with existing enterprise systems and supporting future growth.
- Integration with Enterprise Systems for Unified Digital Experiences
  - Facilitates interoperability between Power Platform and core business applications, driving digital transformation and enabling cohesive, end-to-end service delivery.

To ensure organisations are fully prepared for successful adoption and long-term value realisation, TTEC Digital provides a suite of strategic envisioning and assessment services. These engagements are designed to align technology investments with business priorities, validate readiness, and identify opportunities for innovation.

The following services form the foundation for planning and informed decision-making:

- Microsoft Catalyst Envisioning & Planning
  - A structured engagement using Microsoft's Catalyst methodology to co-create a business case and roadmap for Power Platform adoption, tailored to your organisation's priorities.
- Connect & Inspire Workshops
  - Interactive sessions that contextualise new Microsoft features and innovations (e.g. from Microsoft Inspire) to your organisation's goals, helping you explore the "art of the possible".
- App Modernisation Assessment
  - A strategic review of legacy applications using Gartner's TIME model, identifying opportunities to retire, replace, or replatform systems using low-code solutions.
- AI Readiness Assessment



- A self-service diagnostic tool that evaluates your organisation's preparedness for AI adoption in customer experience (CX), with a tailored report highlighting key opportunities.
- Contact Centre Assessment
  - A comprehensive evaluation of your current contact centre capabilities, exploring how Microsoft Digital Contact Centre and Power Platform can deliver operational excellence and cost savings.

### **Service Offerings:**

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

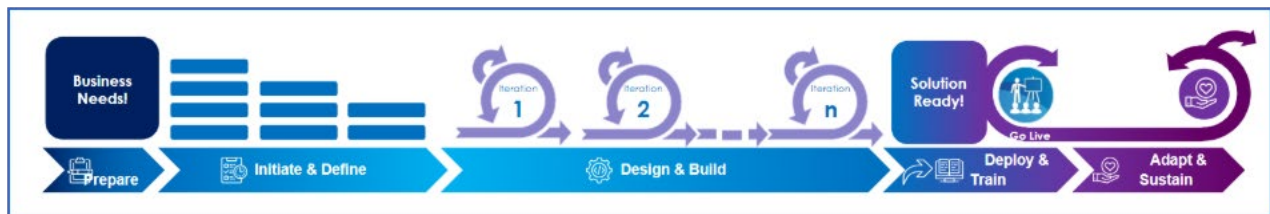
### **Benefits for your Organisation:**

- Gathers all your business activities on a single platform.
- Improves data accuracy and value.
- Streamlines process and improves overall business productivity.
- Brings extensive cost savings.
- Simplifies compliance management.
- Streamlines reporting activities.
- Facilitates remote working and multi-device functionality.
- Elevates your data security.

- Enables easy adoption and maximisation of capabilities.
- Takes advantage of the oncoming AI revolution.
- Accelerates adoption of AI and emerging technologies
- Supports continuous improvement through agile delivery and feedback loops

## Delivery Methodology

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



## AIM focuses on 5 key principles

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

## Our Governance

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



## 1.4. Overview of the G-Cloud Service

The G-Cloud 15 framework, managed by the Crown Commercial Service (CCS), provides public sector organisations with a compliant and streamlined route to procure cloud-based services, including software, hosting, and support. It enables buyers to access pre-approved suppliers and solutions via the Digital Marketplace, reducing procurement overhead and accelerating time-to-value.

TTEC Digital's Power Platform Consulting and Delivery service is listed under Lot 3 (Cloud Support) and is designed to help public sector bodies maximise their investment in Microsoft technologies, particularly the Power Platform and Dynamics 365 ecosystem. Our offering aligns with the G-Cloud 15 principles of transparency, scalability, and innovation, and supports digital transformation across a wide range of government and public sector domains.

### Key Features of the Service

- Cloud-native delivery
  - All services are delivered via Microsoft's secure cloud infrastructure, including Azure, Microsoft 365, and the Power Platform. This ensures compliance with UK data protection regulations and supports hybrid and remote working models.
- Low-code/no-code enablement
  - We empower organisations to build and deploy applications, workflows, and dashboards rapidly using Power Apps, Power Automate, and Power BI, reducing reliance on traditional development cycles.
- AI and automation integration
  - Our service incorporates Microsoft Copilot, AI Builder, and Power Virtual Agents to deliver intelligent automation, conversational interfaces, and predictive analytics.



- Omnichannel capabilities
  - We support integration with Microsoft Digital Contact Centre Platform (DCCP), enabling seamless customer engagement across voice, chat, email, SMS, and social channels.
- Governance and compliance
  - Through our Centre of Excellence (CoE) frameworks, we help organisations establish robust governance models, enforce data policies, and manage environments securely.
- Rapid onboarding and transformation
  - Our bite-sized transformation packages and Catalyst Envisioning workshops accelerate adoption and deliver early value, aligned with G-Cloud's agile procurement ethos.

### **Alignment with G-Cloud 15 Objectives**

- Innovation and agility
  - TTEC Digital leverages Microsoft's latest innovations, including Copilot Studio, Dataverse enhancements, and unified omnichannel capabilities, to deliver future-ready solutions.
- Cost-effectiveness
  - Our modular service offerings and reuse of existing Microsoft licensing reduce total cost of ownership and avoid vendor lock-in.
- Scalability and flexibility
  - Services are designed to scale across departments and agencies, with flexible engagement models that support both tactical and strategic transformation.
- Social value and sustainability
  - TTEC Digital is committed to delivering social value through skills development, digital inclusion, and environmental sustainability, in line with PPN 06/21 and net zero targets.



## Why Choose TTEC Digital via G-Cloud?

- Microsoft Inner Circle Partner with direct access to product engineering and roadmap insights.
- Over 500 successful Dynamics 365 and Power Platform programmes delivered globally.
- Dedicated UK public sector team with experience across local government, NHS, education, and central departments.
- Proven methodologies including our Adaptive Iterative Methodology (AIM) and App Innovation Factory for rapid prototyping and delivery.
- Comprehensive support from strategic advisory to managed services, ensuring continuity and long-term value.

## 1.5. Associated Services

TTEC Digital offers a comprehensive portfolio of associated services that complement and extend the core Power Platform Consulting and Delivery offering. These services are designed to support public sector organisations throughout the full lifecycle of their digital transformation journey, from initial planning and deployment to long-term optimisation and innovation.

### 1. Adapt and Sustain Support Services

TTEC's Adapt and Sustain services provide a structured, steady-state support mechanism for Microsoft Business Applications, including Power Platform and Dynamics 365. This model ensures continuity, stability, and ongoing enhancement post-deployment:

- Hypercare and Transition Support
  - Following go-live, TTEC provides intensive support to stabilise the solution, resolve early issues, and ensure successful handover to operational teams.
- Knowledge Transfer and Enablement
  - Includes session recordings, deployment checklists, and access to a curated Azure DevOps Wiki for ongoing reference and learning.
- Continuous Improvement

- Enables organisations to adapt to evolving business needs and Microsoft product updates through iterative enhancements and proactive roadmap alignment.
- Lifetime Services Foundation
  - Delivered via TTEC's global Centres of Excellence (CoE), ensuring consistent quality and access to deep domain expertise across regions.



## 2. Digital Contact Centre Enablement

As a Microsoft launch partner for the Digital Contact Centre Platform (DCCP), TTEC Digital provides specialist services to integrate Power Platform with omnichannel contact centre capabilities:

- First-party voice and digital channel configuration.
- Copilot Studio chatbot deployment.
- Unified agent desktop with embedded AI.
- Call recording, transcription, and sentiment analysis.
- Integration with Teams, Dynamics 365, and third-party CRMs.



### 3. Governance and Centre of Excellence (CoE)

TTEC supports the setup and operation of Power Platform Centres of Excellence to ensure secure, scalable, and compliant adoption:

- Environment strategy and lifecycle management.
- Data Loss Prevention (DLP) policies.
- Role-based access control and licensing optimisation.
- Usage analytics and performance dashboards.

### 4. Legacy System Migration

Structured migration services are available for:

- Lotus Notes to Power Apps.
- SharePoint/Nintex workflows to Power Automate.
- InfoPath forms to Power Apps.
- Custom workflow engines to Power Platform.

These are supported by App Modernisation Assessments using Gartner's TIME model to identify rationalisation opportunities.

### 5. AI and Data Services

Advanced analytics and AI services include:

- AI Builder and Azure AI integration.
- Predictive modelling and insight generation.
- Copilot enablement for agents and supervisors.
- Sentiment analysis and KPI tracking.
- Power BI dashboard development.

### 6. Training and Enablement

TTEC Digital offers tailored training programmes to support adoption and capability building:

- App in a Day workshops.



- Hackathons and innovation labs.
- Train-the-Trainer programmes.
- End-user training and change management.
- Digital Dev Academy for youth skills development.

## **7. Strategic Advisory and Envisioning**

Strategic services help align technology investments with business outcomes:

- Microsoft Catalyst Envisioning and Planning.
- Connect & Inspire workshops.
- Business Value Assessments.
- Digital strategy and roadmap development.

## **8. Managed Services**

SurroundCX™ Managed Services provide ongoing support and optimisation:

- Proactive monitoring and incident management.
- Feature release management and roadmap advisory.
- Service reviews and continuous improvement.
- Dedicated account management and escalation support.

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



## 2. Data Protection

### 2.1. Information Assurance/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 Power Platform Consulting and Delivery services are built on Microsoft's secure cloud infrastructure, primarily leveraging Microsoft Azure and Dataverse. As such, data backup and restore capabilities are governed by Microsoft's native platform features, which include:

- Automated Backups
  - Microsoft Dataverse performs automatic backups of environments every 24 hours, retaining them for seven days. These backups include all data, metadata, and configurations.
- Point-in-Time Recovery
  - Administrators can restore environments to a previous state using the Power Platform Admin Centre, ensuring business continuity in the event of data corruption or accidental deletion.
- Azure Blob Storage Integration



- For services involving call recordings, transcripts, and large file storage (e.g. via Digital Contact Centre Platform), Azure Blob Storage is used. This provides scalable, geo-redundant storage with built-in failover and disaster recovery capabilities.
- Custom Backup Strategies
  - For complex implementations, TTEC Digital can configure additional backup routines using Azure Data Factory, Logic Apps, and Power Automate to meet specific retention and compliance requirements.

These capabilities ensure that public sector organisations benefit from enterprise-grade resilience, aligned with ISO 27001, Cyber Essentials Plus, and other UK government standards.

## 2.3. Data Processing and Storage Location

All data processed through TTEC Digital's Power Platform services is hosted within Microsoft's cloud infrastructure.

Key considerations include:

- Primary Hosting Location
  - Data is stored in Microsoft Azure UK data centres by default, ensuring compliance with UK data sovereignty requirements and GDPR.
- Dataverse Storage
  - Structured data used by Power Apps, Power Automate, and Power Virtual Agents is stored in Dataverse, which supports role-based access control, encryption at rest, and audit logging.
- Azure Services
  - Additional services such as Azure Service Bus, Azure Logic Apps, and Azure Blob Storage are used for integration, orchestration, and unstructured data storage.
- Security and Identity Management



- Identity and access are managed via Microsoft Entra ID (formerly Azure AD), with support for multi-factor authentication (MFA), conditional access policies, and integration with third-party identity providers.
- Compliance Frameworks
  - Microsoft's cloud services are certified under ISO 27001, SOC 2 Type II, and Cyber Essentials Plus, and meet the requirements of the UK Government's Cloud Security Principles.

TTEC Digital ensures that all data processing activities are aligned with the organisation's data protection policies and contractual Data Processing Agreements (DPAs).

## 2.4. Data Restoration / Service Migration

TTEC Digital provides robust support for data restoration and service migration, particularly in scenarios involving legacy system replacement or platform upgrades.

Key capabilities include:

- **One-Time Data Migration:** TTEC Digital supports structured migration from legacy systems (e.g. Salesforce, Lotus Notes, SharePoint/Nintex, InfoPath) into Dynamics 365 and Power Platform using tools such as SSIS, Azure Data Factory, and custom ETL pipelines.
- **Data Restoration:** In the event of data loss or corruption, environments can be restored using Microsoft's native backup and recovery tools. For custom solutions, TTEC Digital can implement additional recovery mechanisms using Azure services.
- **Service Transition Planning:** Migration projects are supported by detailed Solution Architecture diagrams, data mapping templates, and phased cutover plans to minimise disruption.
- **Audit and Traceability:** All migration activities are logged and auditable, ensuring transparency and compliance with public sector governance requirements.



- **Adapt and Sustain Support:** Post-migration, TTEC Digital's Adapt and Sustain services provide steady-state support, enabling continuous improvement and alignment with Microsoft's evolving roadmap.

These services ensure that public sector organisations can confidently transition to modern platforms while maintaining data integrity, security, and operational continuity.

## 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 offers a complimentary **Technical Landscape Audit** as part of our engagement model. The audit is to provide a base line understanding of the existing Power Platform landscape. The output of the audit is a series of reports which gives key indicators of the Power Platform health, maturity and scalability.

- License usage
- Data Loss Prevention
- Connector Usage (Premium vs. Standard)
- Environments Analysis
- Global Tenant Settings
- Orphaned Apps
- App, Flow, Bot Inventory
- Implicitly Shared Connections (Security Risk)



### 3.3. On-Boarding

TTEC Digital follows its Adaptive Iterative Methodology (AIM) for onboarding, which blends agile delivery with robust governance.

During onboarding:

- We conduct workshops to define scope, prioritise business outcomes, and align on KPIs.
- A detailed Initiate & Define phase ensures requirements are captured as Epics and User Stories in Azure DevOps.
- We maximise out-of-the-box capabilities of Microsoft Dynamics 365 and Power Platform, reducing time to value.
- Training is delivered via “Train the Trainer” sessions, supported by tailored materials and video snippets.
- Our onboarding typically completes within 2–4 weeks depending on complexity.

### 3.4. API

Our solutions support integration via REST APIs, custom connectors, and Power Platform connectors.

We enable:

- Real-time data synchronisation between Dynamics 365 and proprietary systems.
- Secure authentication using Microsoft Entra ID.
- Custom API development for non-standard endpoints.
- Webhooks and screen pop capabilities for embedded agent experiences.
- Integration with PCI-compliant payment platforms and third-party CRMs where required.



## 3.5. International SMS

TTEC Digital enables international SMS capabilities through Azure Communication Services (ACS), integrated seamlessly with Dynamics 365 Contact Centre and Power Platform. This empowers public sector organisations to deliver secure, scalable, and compliant mobile messaging across global regions.

### Key Capabilities

- Global Carrier Support
  - ACS supports geographic number provisioning and routing across multiple countries, ensuring reliable delivery and local compliance.
- Omnichannel Integration
  - SMS is embedded within Dynamics 365 Customer Service and Power Automate workflows, enabling unified customer journeys across voice, chat, email, and mobile.
- Automated Notifications
  - Power Automate triggers SMS alerts for case updates, appointment reminders, and service notifications, reducing manual effort and improving responsiveness.
- Queue-Based Routing
  - SMS interactions are routed intelligently using Dynamics 365 Omnichannel queues, ensuring timely and context-aware responses.
- Compliance and Security
  - ACS adheres to GDPR and UK data protection standards, with encryption in transit and at rest, and configurable data residency options.
- Scalability
  - The architecture supports high-volume messaging, with dynamic throttling and retry logic to maintain performance across peak loads.



- Analytics and Reporting
  - SMS engagement metrics are captured in Power BI dashboards, enabling performance tracking and optimisation.

This capability is particularly valuable for organisations managing citizen communications, appointment scheduling, or emergency alerts across diverse geographies

## 3.6. Off-Boarding

TTEC Digital's off-boarding process is designed to ensure a secure, compliant, and seamless transition at the end of a service engagement. It is aligned with G-Cloud 15 principles and supports public sector governance requirements.

### Structured Disengagement Process

- Final Playback Session
  - A collaborative session with stakeholders to confirm solution handover, review deliverables, and validate knowledge transfer.
- Documentation Delivery
  - Includes architecture diagrams, configuration guides, user manuals, training materials, and environment inventories.
- Hypercare Support
  - Up to 30 days of post-deployment support to address residual issues, stabilise operations, and ensure continuity.
- Data Extraction and Archiving:
  - Secure export of data from Dataverse, Dynamics 365, and Power Platform environments.
  - Optional migration to customer-owned Azure storage or third-party systems.
  - Metadata and audit logs retained for compliance and traceability.



- Environment Decommissioning:
  - Deactivation of environments and connectors.
  - Removal of user access and roles.
  - Validation of data deletion in accordance with GDPR and organisational policies.
- Governance Closure:
  - Final project report including KPIs, lessons learned, and recommendations.
  - Closure of RAID logs and change requests.
  - Optional transition to TTEC's SurroundCX™ Managed Services for ongoing support.

This approach ensures minimal disruption to operations, protects sensitive data, and provides a clear audit trail for compliance and assurance.

## 3.7. Training

TTEC Digital provides a comprehensive training and enablement programme to ensure successful adoption and long-term value realisation of Microsoft Power Platform and Dynamics 365 solutions. Our training services are designed to support users across all levels, from business stakeholders and administrators to end-users and citizen developers, through a structured and scalable approach.

### Training Delivery Model

Training is delivered as part of our Adaptive Iterative Methodology (AIM) and includes:

- Train-the-Trainer Workshops
  - Delivered in-person or remotely, these sessions equip internal champions with the knowledge and materials to cascade training across their teams.
- Role-Based Enablement
  - Training is tailored to specific user personas (e.g. Customer Service Agent, Sales Manager, Finance Analyst), ensuring relevance and effectiveness.



- Process-Focused Video Snippets
  - Short, targeted videos are created to support key business processes and system interactions, available on-demand via Microsoft Teams or SharePoint.
- Live Workshops and Show & Tells
  - Weekly interactive sessions to demonstrate progress, gather feedback, and reinforce learning.
- Hypercare Support
  - Post-go-live training reinforcement and Q&A sessions during the Adapt & Sustain phase.

## Training Scope

Training typically covers:

- Power Platform Fundamentals: Introduction to Power Apps, Power Automate, Power BI, and Dataverse.
- Application Walkthroughs: Guided tours of custom-built apps and workflows, including navigation, data entry, and reporting.
- Security and Access Management: Understanding role-based access, data visibility, and compliance controls.
- Data Literacy and Reporting: Using Power BI to create, interpret, and share dashboards and reports.
- Maker Enablement: For organisations adopting a Centre of Excellence (CoE), we provide training on environment strategy, governance, and ALM (Application Lifecycle Management).
- Copilot and AI Features: Training on Microsoft Copilot Studio, AI Builder, and embedded AI capabilities within Dynamics 365 and Power Platform.

## Training Formats

- Instructor-Led Training (ILT): Delivered onsite or virtually, with interactive exercises and Q&A.



- Self-Paced Learning: Access to curated Microsoft Learn paths and TTEC Digital's own enablement content.
- Digital Dev Academy: For youth and community engagement, we offer structured programmes to build digital skills using Power Platform.
- Hackathons and App-in-a-Day Events: Accelerated learning formats to build real-world apps and workflows in a single day.

### Tools and Platforms

Training is supported by:

- Microsoft Teams (for collaboration and delivery)
- Azure DevOps Wiki (for documentation and walkthroughs)
- SharePoint (for hosting training materials)
- Power BI (for tracking training progress and adoption metrics)

### Outcomes

- Increased user confidence and adoption
- Reduced support overhead through self-sufficiency
- Accelerated time-to-value for new solutions
- Improved data literacy and reporting capabilities
- Stronger governance and compliance posture

## 3.8. Implementation Plan

TTEC Digital provides a structured implementation plan aligned to the buyer's specific scope of works. Our delivery follows the Adaptive Iterative Methodology (AIM), enabling flexibility and responsiveness to evolving requirements. The implementation typically includes:

- Prepare & Mobilisation
  - Environment setup, stakeholder alignment, and project governance.



- Initiate & Define
  - Workshops to capture business requirements, define epics and user stories in Azure DevOps, and produce high-level solution design.
- Design, Build & Test
  - Iterative configuration and development sprints, playback sessions, and unit testing.
- UAT & Training
  - Buyer-led testing supported by TTEC, followed by “Train the Trainer” sessions.
- Deploy & Hypercare
  - Production deployment and post-go-live support to ensure stability and knowledge transfer.

A detailed delivery plan will be provided upon completion of the scope definition phase.

### 3.9. Service Management

Service Management is aligned to the buyer’s scope and delivery model. TTEC Digital offers:

- A dedicated Service Delivery Manager for managed engagements.
- Governance structures including daily stand-ups, weekly reviews, and monthly steering committees.
- Use of Azure DevOps for backlog tracking, release management, and documentation.
- Optional transition to a Unified Service Model for continuous delivery and product-led enhancements.

Service management details will be finalised post-scoping and tailored to the buyer’s operating model.



## 3.10. Service Constraints

There are no inherent service constraints for consulting engagements beyond the need for access to relevant stakeholders, environments, and data. TTEC will work with the buyer during the scoping phase to identify:

- Required environments (Dev, Test, UAT, Prod).
- Licensing prerequisites (e.g., D365 Customer Service Premium).
- Access provisioning (e.g., Entra ID accounts, Azure DevOps).
- Data availability for testing and reporting.

These dependencies will be documented in the Statement of Work and RAID log.

## 3.11. Service Levels

TTEC Digital does not offer formal Service Level Agreements (SLAs) for consulting services.

However, for technical implementations or managed services, SLAs can be defined covering:

- Uptime and availability.
- Response and resolution times.
- Performance metrics and KPIs.

For consulting engagements, delivery milestones and acceptance criteria are agreed in the Statement of Work and tracked via Azure DevOps



## 3.12. Outage and Maintenance Management

Outage and maintenance management is not applicable to consulting services. For technical implementations, TTEC works with the buyer to:

- Schedule deployments and environment refreshes.
- Minimise disruption during go-live and hypercare.
- Ensure rollback and recovery procedures are in place.

All maintenance activities are coordinated with the buyer's IT team and documented in the deployment plan

## 3.13. Financial Recompense Model for not Meeting Service Levels

TTEC Digital does not offer financial recompense for consulting engagements where formal SLAs are not defined. For managed services or technical implementations with agreed SLAs, financial remedies may be negotiated as part of the commercial agreement.



## 4. Provision of the Service

### 4.1. Customer Responsibilities

To ensure successful delivery, the customer is responsible for:

- Provisioning access to required environments, systems, and stakeholders.
- Creating and managing Entra ID guest accounts for supplier access across UK, US, and India regions.
- Setting up Azure DevOps projects and Microsoft Teams channels for collaboration.
- Allocating necessary licenses (e.g., D365 Customer Service Premium, Power Platform, Azure) to supplier teams.
- Ensuring timely participation in workshops and decision-making forums.
- Providing sample data for testing and supporting UAT activities.
- Managing business readiness, including process mapping and training material preparation.
- Approving Partner Admin Link (PAL) and Claiming Partner of Record (CPOR) assignments for Microsoft workloads.

### 4.2. Technical Requirements and Client-Side Requirements

The following technical prerequisites must be in place:

- Development, Test, UAT, Pre-Production, and Production environments within a single Microsoft tenant.
- Entra ID security groups for each user persona (e.g., Sales Agent, Customer Service Agent).
- Service accounts with mailbox and licensing for email and deployment pipelines.
- Azure DevOps setup with linked source control and access for supplier teams.
- Role-based access controls and monitoring aligned with UK GDPR and Microsoft security standards.



- Secure VPN or encrypted access for offshore resources, with customer approval for any production data access.

### 4.3. Browsers

The service supports modern web browsers that are compatible with Microsoft Dynamics 365 and Power Platform:

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

Browser compatibility ensures optimal performance of Dynamics 365 apps, Power Apps, and embedded Power BI reports.

### 4.4. Outcomes/Deliverables

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

Typical deliverables are structured across project phases and aligned with G-Cloud 15 expectation and will includes:

#### **Prepare**

- Stakeholder mapping
- Azure DevOps project setup
- Baselined project plan

#### **Initiate & Define**

- Business requirements captured in Azure DevOps
- High-level solution design document



- Technical architecture diagrams
- Process and IVR flows
- Reporting wireframes

### **Design, Build & Test**

- Configured Dynamics 365 solution
- Customised Power Platform components
- Unit tested features
- Updated solution documentation in Azure DevOps Wiki

### **UAT**

- UAT-ready solution deployment
- Go-live runbook
- Bug fixes and feedback incorporation

### **Deploy**

- Production deployment
- Pre-production environment setup
- Final handover

### **Train**

- Train-the-Trainer sessions (remote or in-person)
- Training materials and video snippets

### **Adapt & Sustain**

- Hypercare support
- Final documentation updates
- Transition to customer support team

### **Additional Deliverables**

- Customer journey maps and prioritised friction points
- KPI dashboards and performance reports
- Change management and training plans
- Strategic roadmap for future enhancements



## 4.5. Development Life Cycle of the Solution

TTEC Digital delivers Power Platform consultancy and implementation services using its proven Adaptive Iterative Methodology (AIM). AIM is designed to accelerate time-to-value, maximise out-of-the-box capabilities, and ensure robust governance throughout the delivery lifecycle. It aligns with G-Cloud 15 principles of transparency, agility, and measurable outcomes.

### Lifecycle Phases

#### 1. Prepare

- Activities: Project mobilisation, stakeholder mapping, environment strategy workshop, Azure DevOps setup.
- Deliverables: Baselined project plan, DevOps project, environment access and governance framework.

#### 2. Initiate & Define

- Activities: Requirement workshops, business outcome definition, technical architecture review, solution design.
- Deliverables:
  - Epics, features, and user stories in Azure DevOps.
  - High-level solution design document.
  - Technical architecture diagrams.
  - Reporting wireframes and KPI definitions.

#### 3. Design & Build

- Activities: Iterative development sprints, show-and-tell sessions, unit testing, feedback incorporation.
- Deliverables:
  - Configured Power Platform components (Power Apps, Power Automate, Dataverse).



- Custom connectors and UI components (Canvas, Model-Driven, PCF).
- Source-controlled solutions using Power Platform Build Tools and Azure DevOps pipelines.

#### 4. Test, Train & Deploy

- Activities: System Integration Testing (SIT), User Acceptance Testing (UAT), Train-the-Trainer sessions, production deployment.
- Deliverables:
  - UAT sign-off.
  - Training materials and video snippets.
  - Deployment runbook and go-live checklist.

#### 5. Adapt & Sustain

- Activities: Hypercare support, service transition, continuous improvement planning.
- Deliverables:
  - Handover documentation.
  - Transition to support team or managed services.
  - Post-go-live performance review.

### **Supporting Capabilities**

- Application Lifecycle Management (ALM):
  - Automated deployment pipelines via Power Platform CLI, PAC, and Azure DevOps.
  - Environment strategy using Managed Environments for DEV → TEST → PROD lifecycle enforcement.
  - Configuration Migration Tool for data portability and rollback.
- Fusion Teams Enablement:
  - Collaboration between pro developers and citizen makers.
  - Reusable components and connectors for scalable app development.
  - Governance policies for data loss prevention (DLP), connector usage, and security.



- Code-First Extensibility:
  - Custom APIs via Dataverse SDK.
  - PCF components using React and TypeScript.
  - Power Pages with HTML, Liquid, and server-side plugins.
  - Custom connectors using OpenAPI, Postman, or manual definitions.
- AI & Copilot Integration:
  - Use of Microsoft Copilot Studio for conversational bots and agent assist.
  - Embedded AI in Power Apps and Dynamics 365 for predictive insights and automation.

### **Governance and Compliance**

- All development activities are aligned with UK GDPR, ISO 27001, and Cyber Essentials Plus standards.
- Offshore resources (if used) are restricted from accessing production data unless explicitly approved.
- All access is managed via Microsoft Entra ID with role-based controls and audit logging.

## **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

TTEC Digital delivers a comprehensive suite of messaging services as part of its Microsoft Digital Contact Centre Platform (DCCP) and Power Platform consultancy. These services enable public sector organisations to engage customers across multiple digital channels, ensuring accessibility, responsiveness, and operational efficiency.

### Supported Messaging Channels

- Voice
  - First-party voice capabilities via Azure Communication Services (ACS), including call routing, IVR, call recording, and PCI-compliant payment handling.
- Email
  - Intelligent email routing using Dynamics 365 Customer Service, with shared mailbox integration, automated work item creation, and agent assignment.
- Web Chat
  - Real-time chat with escalation to live agents, integrated with Power Virtual Agents and Copilot for AI-driven self-service.
- SMS
  - Global SMS delivery via ACS, supporting automated notifications, queue-based routing, and integration with Power Automate.
- Social Media
  - Engagement across platforms such as Facebook, Twitter, and WhatsApp, with sentiment analysis and case creation.
- Video
  - Embedded video chat for high-touch service scenarios, integrated into the agent desktop.
- Co-browsing
  - Secure co-browsing sessions to assist users in navigating forms or portals.



- Push Notifications
  - Triggered alerts via mobile apps or browser-based services for status updates and reminders.

## Key Features

- Unified Agent Desktop
  - All messaging channels are accessible within a single Dynamics 365 workspace, reducing agent effort and improving first contact resolution.
- Omnichannel Routing
  - Queue-based and skills-based routing across all channels, ensuring the right agent handles each interaction.
- Generative AI Integration
  - Copilot and Power Virtual Agents provide contextual responses, summarise conversations, and assist agents in real time.
- Real-Time Translation
  - Multilingual support for chat and email, enabling inclusive service delivery.
- Surveys and Feedback
  - Unified CSAT survey model across channels, with Power BI dashboards for performance tracking.
- Emergency Messaging
  - Admins can configure emergency IVR messages and broadcast alerts across channels during crises.

## Accelerators and Add-ons

- Interaction Sync
  - Embeds Amazon Connect or Genesys softphones into Dynamics 365, simplifying agent workflows.



- WFM Adapter
  - Connects contact centre operations with workforce management systems for real-time adherence and forecasting.
- PCI Enablement
  - Integrates PCI Pal for secure payment handling, including DTMF masking and agent-assisted transactions.
- DCCP Kickstart
  - Rapid deployment package for voice and digital channels, including configuration, training, and reporting setup.

### **Compliance and Security**

- All messaging services are delivered in compliance with UK GDPR, ISO 27001, and Cyber Essentials Plus.
- Data is encrypted in transit and at rest, with role-based access controls and audit logging.
- PCI DSS compliance is maintained for all payment-related interactions.

These messaging services form a critical component of TTEC Digital's Power Platform and Dynamics 365 consultancy, enabling public sector organisations to deliver seamless, secure, and scalable communication across all digital channels. By leveraging Microsoft's Digital Contact Centre Platform and Azure Communication Services, TTEC ensures that every interaction, whether voice, chat, email, or SMS, is intelligently routed, contextually supported, and fully auditable. This omnichannel approach not only enhances citizen engagement and operational efficiency but also aligns with the G-Cloud 15 framework's emphasis on innovation, interoperability, and value for money. With built-in AI, compliance controls, and flexible deployment models, TTEC Digital's messaging services are designed to meet the evolving needs of modern public service delivery.



## 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

#### **AUTOMOTIVE SERVICES: UNIFIED CONTACT CENTRE TRANSFORMATION WITH POWER PLATFORM AND DYNAMICS 365**

##### **The Challenge**

The client operated a fragmented contact centre environment using RingCentral and Zoom, which lacked enterprise-grade functionality, analytics, and integration with Microsoft 365. This led to operational inefficiencies, poor scalability, and gaps in compliance and reporting.

##### **The Solution:**

TTEC Digital proposed and delivered a unified Microsoft-based contact centre using Dynamics 365 Customer Service with Contact Centre capabilities, integrated with Azure Communication Services (ACS) and Power Platform.

The solution included:

- A modern omnichannel workspace for agents and supervisors.
- Configurable IVR using Copilot Studio.
- Intelligent call routing and queue management.
- Real-time dashboards and call recording for compliance.
- Integration with Microsoft Teams, Azure Entra ID, and Power BI.

##### **The Impact**

- Streamlined agent experience with a single interface.
- Improved first-call resolution through intelligent routing.
- Enhanced supervisor visibility and coaching tools.
- Scalable architecture ready for AI features like summarisation and sentiment analysis.



- Full compliance with call recording and reporting standards.

### **Key Technologies**

- Dynamics 365 Customer Service.
- Azure Communication Services.
- Power BI, Power Automate.
- Microsoft Teams, Copilot Studio.

### **Delivery Timeline**

5-week phased implementation including Initiate & Define, Design & Build, UAT, Deploy & Hypercare.



## 7.2. Case Study 2

### PUBLIC HEALTH: TRACK & TRACE APP MODERNISATION

#### The Challenge

The Client's Health Protection team used a legacy Power Platform model-driven app for Covid incident reporting. As the pandemic receded, the need arose to repurpose and expand the app for broader outbreak reporting across care homes, while bringing maintenance in-house under a Power Platform Centre of Excellence.

#### The Solution

TTEC Digital conducted a Vision & Value engagement and proposed enhancements to the Track & Trace app using:

- Power Pages for 24/7 incident reporting by care homes.
- Model-driven Power Apps for real-time data capture by nurses during home visits.
- Power BI for outbreak analytics and regional insights.
- Integration with Dynamics 365 and alignment with the client's Power Platform CoE.

#### The Impact

- Reduced manual data entry and phone-based reporting.
- Real-time access to outbreak data for health teams.
- Estimated cost savings of £20,000 in year one and £60,000 over three years.
- Improved data utilisation and decision-making.
- Enhanced user experience for both internal teams and external care providers.

#### Key Technologies:

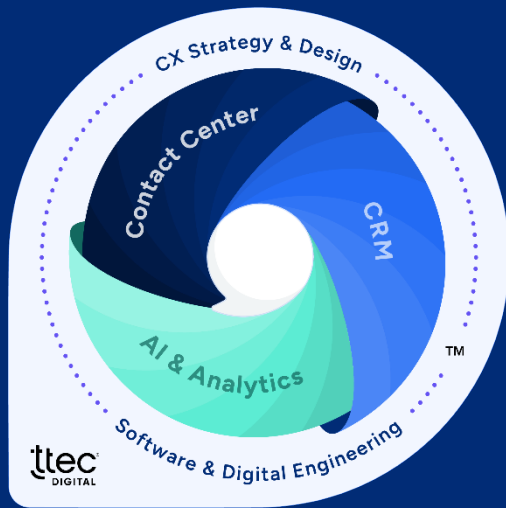
- Power Apps (Model-driven).
- Power Pages.
- Power BI.



- Dynamics 365 Customer Service.
- Azure Entra ID.

**Next Steps:**

- Prioritisation of improvements and portal specifications.
- Alignment with CoE setup and GDPR compliance.
- Training and Power BI modelling for health teams.



## 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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