



Service Definition Document

TTEC Digital Microsoft Legacy App Modernisation



Table of Contents

Table of Contents	2
1. Introduction	4
1.1. Company Overview	4
1.2. Value Proposition	5
1.3. What the Service Provides	8
1.4. Overview of the G-Cloud Service	14
1.5. Associated Services	15
2. Data Protection	17
2.1. Information Assurance/Security	17
2.2. Back-Up and Restore	19
2.3. Data Processing and Storage Location	20
2.4. Data Restoration / Service Migration	21
2.5. Business Continuity Statement / Plan	22
2.6. Privacy by Design	25
3. Using The Service	26
3.1. Ordering and Invoicing Process	26
3.2. Availability of Trial Service	26
3.3. On-Boarding	26
3.4. API	27
3.5. International SMS	27
3.6. Off-Boarding	28



3.7. Training	29
3.8. Implementation Plan	29
3.9. Service Management	30
3.10. Service Constraints	31
3.11. Service Levels	31
3.12. Outage and Maintenance Management	31
3.13. Financial Recompense Model for not Meeting Service Levels	32
4. Provision of the Service	33
4.1. Customer Responsibilities	33
4.2. Technical Requirements and Client-Side Requirements	34
4.3. Browsers	35
4.4. Outcomes/Deliverables	36
4.5. Development Life Cycle of the Solution	37
4.6. After Sales Account Management	37
4.7. Termination Process	38
5. Other Messaging Services	39
6. Environmental Action and Social Value	40
6.1. Environmental Action	40
6.2. Social Value	41
7. Our Experience	43
7.1. Case Study 1	43
7.2. Case Study 2	44



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 Legacy App Modernisation service, available through the G-Cloud 15 framework, empowers public sector organisations to transform outdated legacy systems into agile, cloud-native solutions using Microsoft Power Platform and Dynamics 365. Leveraging a proven, structured methodology and deep Microsoft expertise, TTEC Digital delivers rapid, low-code modernisation that integrates AI, automation, and advanced analytics for enhanced operational efficiency and customer experience. The service ensures compliance with public sector standards, robust data security, and business continuity, while supporting rapid user adoption through tailored training and change management. With a focus on scalability, resilience, and continuous innovation, TTEC Digital's offering helps organisations reduce technical debt, unlock new capabilities, and future-proof their digital landscape; all within the streamlined, compliant procurement route provided by G-Cloud 15.



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 modernises legacy applications through a comprehensive suite of Microsoft Power Platform and Dynamics 365 services. Our approach leverages agile, low-code development, AI-driven automation, and scalable cloud-native architectures to deliver future-ready solutions tailored to public sector needs.

To maximise the value of legacy application modernisation, TTEC Digital offers a comprehensive suite of services designed to transform outdated systems into agile, cloud-native solutions powered by Microsoft technologies. Our approach combines low-code development, AI-driven automation, and robust governance frameworks to deliver secure, scalable, and future-ready applications. By leveraging Microsoft Power Platform and Dynamics 365, we enable public sector organisations to reduce technical debt, accelerate innovation, and improve operational efficiency, all while ensuring compliance with UK government standards and driving measurable business outcomes.

Service Features and Associated Benefits

- Agile Low-Code Development with Microsoft Power Platform
 - *Benefit:* Accelerates deployment timelines and reduces reliance on traditional coding, enabling rapid delivery of modernised applications.
- Legacy System Assessment and Strategic Modernisation Planning
 - *Benefit:* Provides a clear roadmap for transformation, aligning technical upgrades with organisational goals and compliance requirements.
- AI and Automation Integration (Microsoft Copilot, Azure OpenAI)
 - *Benefit:* Enhances productivity and operational efficiency through intelligent workflows and predictive insights.
- Cloud Migration and Optimisation via Microsoft Azure
 - *Benefit:* Improves scalability, resilience, and security while reducing infrastructure management overhead.



- Gartner-Recognised TIME Methodology for Transformation
 - *Benefit:* Reduces risk and ensures structured, high-quality delivery through proven best practices.
- Custom Application Development to Digitise Business Processes
 - *Benefit:* Streamlines operations and improves user experience with tailored, intuitive solutions.
- Advanced Analytics and Reporting with Power BI and Microsoft Fabric
 - *Benefit:* Enables data-driven decision-making through real-time dashboards and predictive analytics.
- Comprehensive Training and Change Management
 - *Benefit:* Ensures rapid user adoption and sustained engagement through tailored enablement programmes.
- Cross-Functional Collaboration Tools (Microsoft Teams, Viva)
 - *Benefit:* Promotes seamless communication and collaboration across departments, accelerating transformation outcomes.
- Continuous Innovation Strategy Aligned with Microsoft Roadmap
 - *Benefit:* Future-proofs your digital ecosystem by leveraging emerging technologies and evergreen updates.

We empower organisations to transform their digital landscape by streamlining operations, enhancing customer experience, and accelerating innovation. Our services are underpinned by Microsoft's latest capabilities, including Copilot AI, Fabric analytics, and Azure OpenAI integration; ensuring clients benefit from cutting-edge technology and trusted methodologies.



Key Features

- Agile Low-Code Development using Microsoft Power Platform (Power Apps, Power Automate, Power Pages, Power BI).
- Legacy System Assessment & Strategic Modernisation Planning tailored to business goals.
- AI & Automation Integration with Microsoft Copilot and Azure OpenAI for intelligent workflows.
- Cloud Migration & Optimisation leveraging Azure services for scalability, security, and resilience.
- Gartner-Recognised TIME Methodology for structured and trusted transformation.
- Custom App Development to digitise and streamline business processes.
- Advanced Analytics & Reporting via Microsoft Fabric and Power BI.
- Comprehensive Training & Change Management for seamless adoption.
- Cross-Functional Collaboration Tools including Microsoft Teams and Viva.
- Continuous Innovation Strategy aligned with Microsoft's evergreen roadmap.

Benefits

- Accelerated Deployment through low-code platforms and reusable components.
- Enhanced Efficiency & Productivity via intelligent automation and streamlined workflows.
- Improved Scalability & Flexibility with cloud-native architecture.
- Reduced Risk through proven methodologies and secure platforms.
- Cost Savings by eliminating legacy maintenance and optimising resource use.
- Data-Driven Decision Making with real-time insights and predictive analytics.
- Rapid User Adoption supported by tailored training and intuitive interfaces.
- Inclusive & Accessible Solutions designed for diverse user needs.
- Future-Proof Transformation with continuous updates and innovation from Microsoft.

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



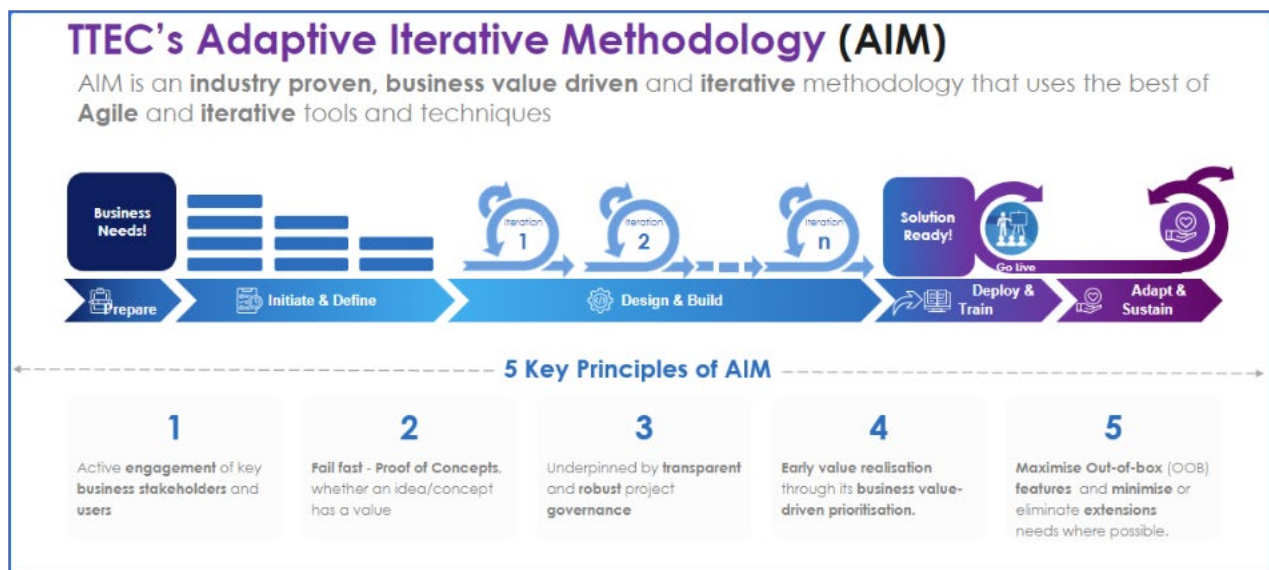
TTEC Digital understands the CX transformation journey and what it takes to run a successful transformation for an organisation. harnessing the power of the latest technologies and seamlessly integrating them into businesses. As a global consultancy firm working across the private and public sectors,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

TTEC'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 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 program for any customer touchpoint solution begins and ends with an excellent customer experience.



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

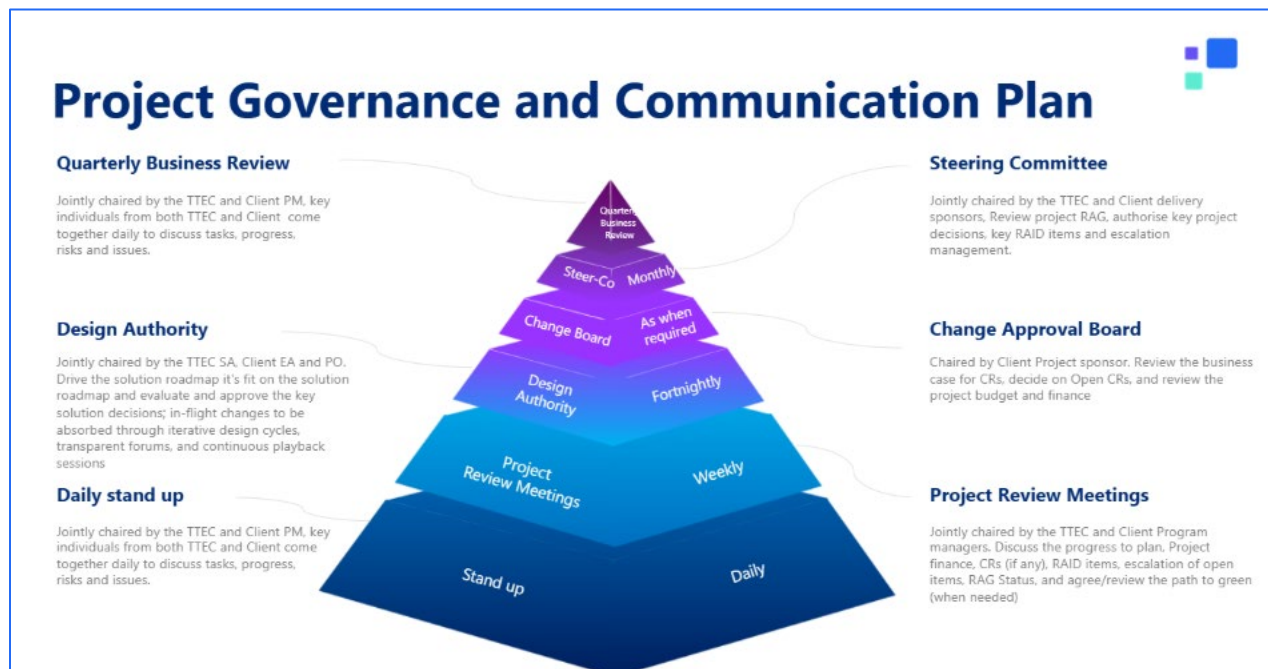
1. Customer Experience
 - o Defining a CX strategy - engage with the business to consistently render experiences that impress and inspire engagement and loyalty.
 - o Developing a comprehensive and actionable strategy is the first step in creating experiences that engage the end-users.
2. Robust and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





1.4. Overview of the G-Cloud Service

The CCS G-Cloud 15 framework continues to provide public sector organisations with a streamlined, compliant route to procure cloud-based services including: hosting, software, and support. Building on the success of previous iterations, G-Cloud 15 enhances access to a broad ecosystem of suppliers, including a significant number of SMEs, while promoting innovation, agility, and value for money.

TTEC Digital EMEA brings a digital-first approach to public sector transformation, combining human-centred design with cutting-edge Microsoft technologies. Our services, available via the Digital Marketplace, include legacy application modernisation, contact centre transformation, omnichannel enablement, and optimisation accelerators.

As part of our G-Cloud 15 offering, we specialise in modernising legacy applications using the Microsoft Power Platform and Dynamics 365. This enables public sector organisations to:

- Replace outdated systems with agile, low-code solutions.
- Integrate AI and automation to improve operational efficiency.
- Migrate securely to the cloud for enhanced scalability and resilience.
- Leverage data analytics for smarter decision-making.
- Ensure rapid adoption through tailored training and change management.

Our award-winning delivery methodology (AIM) and Gartner-recognised TIME framework ensure structured, high-quality transformation outcomes. Whether you are looking to retire legacy systems, reduce technical debt, or unlock new capabilities, TTEC Digital's legacy app modernisation services are designed to future-proof your organisation.



1.5. Associated Services

TTEC Digital's Adapt and Sustain services provide a robust support framework for public sector organisations undergoing legacy application modernisation. Delivered through our Microsoft-aligned Centre of Excellence (CoE) model, these services ensure continuity, agility, and innovation across the full lifecycle of modernised applications.

As part of our Lifetime Services offering, we deliver unified Delivery Operations for Microsoft Business Applications, enabling continuous change in response to evolving business needs and Microsoft platform updates. This steady-state support model is designed to maintain momentum post-deployment, ensuring that modernised applications remain secure, scalable, and aligned with strategic goals.





Tailored Support for Legacy App Modernisation

- Continuous Improvement: Ongoing enhancements to modernised apps using agile sprints and low-code updates via Power Platform.
- Change Management: Proactive support for business-driven changes and Microsoft feature releases, ensuring seamless adoption.
- Performance Monitoring: Real-time analytics and telemetry to track usage, identify bottlenecks, and optimise user experience.
- Governance & Compliance: Embedded governance aligned with G-Cloud 15 and public sector standards, including Cyber Essentials and ISO 27001.
- Scalable Support Models: Regional and global support capabilities tailored to organisational scale and complexity.
- Knowledge Transfer & Enablement: Training and documentation to empower internal teams and reduce dependency.

TTEC Digital's global footprint and regional CoE hubs allow us to deliver consistent, high-quality support across geographies. Whether supporting a single department or a multi-agency transformation, our teams ensure that legacy modernisation efforts are sustained and evolved over time.



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 legacy application modernisation services are consulting-led and delivered on Microsoft Dynamics 365, a Software-as-a-Service (SaaS) platform hosted on the Azure cloud. As such, data backup and restoration responsibilities fall under Microsoft's platform-level assurances, and are not directly managed by TTEC Digital.

However, TTEC Digital supports clients in designing resilient architectures and governance models that align with Microsoft's native capabilities, including:

- Azure Backup and Site Recovery for infrastructure-level resilience.
- Power Platform environment backups for low-code applications.
- Data Loss Prevention (DLP) policies and retention strategies.
- Business continuity planning aligned with ISO 22301, NIST 800-34/84, and Cyber Security Framework (CSF) standards.



While TTEC does not provide direct backup and restore services for Dynamics 365 data, our consulting engagements include:

- Advisory on data protection strategies during legacy app migration.
- Support for configuring Microsoft-native backup options.
- Integration of backup considerations into solution architecture and governance.
- Collaboration with client IT teams to ensure continuity and recovery plans are in place.

This approach ensures that modernised applications are not only agile and scalable but also resilient and compliant with public sector expectations.

2.3. Data Processing and Storage Location

TTEC Digital's legacy application modernisation services are delivered on 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 offer flexibility, compliance, and transparency for public sector clients.

Storage Location

- **Primary Data Hosting:** Data is stored within Microsoft Azure UK data centres by default for UK public sector clients, ensuring compliance with UK data residency requirements.
- **Optional Regional Hosting:** Clients may choose alternative Azure regions (e.g., EU or global) based on their organisational policies or regulatory needs.
- **Geo-Redundancy:** Azure provides geo-redundant storage options to enhance resilience and availability.



Data Processing

- Processing Scope: All data processing is conducted within the Azure environment, leveraging Microsoft's secure and compliant infrastructure.
- Privacy by Design: TTEC Digital supports bespoke Data Processing Agreements (DPAs) with clients, outlining roles, responsibilities, and safeguards in the controller-processor relationship.
- Security Certifications: Microsoft Azure and TTEC Digital environments are certified under:
 - ISO 27001:2013 (transitioning to 2022)
 - SOC 2 Type II
 - Cyber Essentials & Cyber Essentials Plus (UK-specific)
 - HIPAA S.C.R.A. (where applicable)

Governance and Assurance

- TTEC Digital applies intercompany standard contractual clauses and technical and organisational measures to ensure lawful and secure data handling.
- Annual audits and assessments are conducted by independent third-party firms to maintain compliance and improve accountability.
- TTEC's governance model ensures that data processing aligns with public sector expectations and G-Cloud 15 framework standards.

2.4. Data Restoration / Service Migration

TTEC Digital's legacy application modernisation services are delivered on Microsoft Dynamics 365 and Power Platform; SaaS solutions hosted on Azure cloud. As a consulting-led offering, direct data backup and restoration responsibilities fall under Microsoft's platform-level assurances. However, TTEC Digital supports clients in designing resilient architectures and governance models that incorporate Microsoft-native capabilities such as Azure Backup, Power Platform environment backups, and geo-redundant storage.



For service migration, TTEC Digital provides structured transition support as part of its AIM (Adaptive Iterative Methodology) framework. This includes legacy system assessment, data mapping, cloud readiness evaluation, and phased migration planning. Our approach ensures minimal disruption, secure data handling, and continuity of operations. Restoration capabilities are embedded within our business continuity and IT disaster recovery planning, which aligns with ISO 22301, NIST 800-34/84, and the Cyber Security Framework (CSF). TTEC also collaborates with clients to develop tailored BC/DR plans that include retrievable copies of client data, restoration protocols, and emergency-mode operations to ensure resilience and rapid recovery.

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.

In summary, TTEC Digital’s legacy application modernisation services are built on a foundation of resilience, innovation, and deep Microsoft expertise. As a trusted partner in the public sector, we combine our consulting-led approach with proven delivery methodologies to transform legacy systems into agile, cloud-native solutions powered by Microsoft Dynamics 365 and Power Platform. Our modernisation programmes are underpinned by a robust business continuity and disaster recovery framework that aligns with ISO 22301, NIST 800-34/84, and the Cyber Security Framework (CSF), ensuring uninterrupted service delivery and data integrity. Through our Global Crisis and Resiliency Management Programme, we proactively embed continuity planning into every phase of transformation; anticipating risks, enabling rapid recovery, and maintaining operational excellence. TTEC Digital’s global reach, regional Centres of Excellence, and client-focused governance model position us as a strategic partner for organisations seeking to modernise legacy applications while safeguarding business continuity in line with G-Cloud 15 standards.

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

There is currently no Trial Service available.

3.3. On-Boarding

TTEC Digital's onboarding process for legacy application modernisation begins with a collaborative scoping exercise, where we work closely with the customer to define a precise scope of work.

This scope is shaped by our service definitions and aligned to the Skills for the Information Age (SFIA) rate card, forming the contractual and delivery foundation of the engagement. Leveraging our Adaptive Iterative Methodology (AIM), we guide clients through structured phases, Prepare, Initiate and Define, Design and Build, Test, Train and Deploy, and Adapt and Sustain, ensuring clarity, agility, and measurable outcomes.

Our onboarding includes stakeholder alignment, legacy system assessment, and readiness planning, all tailored to the unique transformation goals of each organisation. This approach ensures that modernisation efforts are not only technically sound but strategically aligned with business continuity, user adoption, and long-term value creation.



3.4. API

TTEC Digital's legacy application modernisation services include a robust API strategy that supports both out-of-the-box and custom integrations across the Microsoft ecosystem. Leveraging Microsoft Power Platform and Dynamics 365, we enable seamless connectivity between modernised applications and existing enterprise systems, ensuring interoperability and data flow continuity.

Our consultants work closely with client IT teams and third-party vendors to assess legacy architecture, define integration requirements, and implement secure, scalable APIs that support business-critical processes. Out-of-the-box connectors are used where appropriate to accelerate delivery, while custom APIs are developed to meet unique business needs or to bridge gaps with proprietary or legacy systems.

TTEC Digital's integration approach is governed by best practices in API lifecycle management, including versioning, monitoring, and security controls. Collaboration with third-party providers is facilitated through structured engagement models, ensuring alignment on data contracts, authentication protocols, and service-level expectations. This API-first mindset ensures that modernised applications are not only future-ready but also capable of operating within complex, multi-vendor environments typical of public sector organisations.

3.5. International SMS

As part of TTEC Digital's legacy application modernisation offering, international SMS services play a vital role in enabling secure, scalable, and real-time communication across global user bases. Leveraging Microsoft Dynamics 365 and Power Platform, TTEC Digital integrates both out-of-the-box SMS connectors and custom-built APIs to support mobile messaging use cases such as multi-factor authentication, appointment reminders, service notifications, and customer engagement campaigns.



Our approach ensures that SMS capabilities are embedded seamlessly into modernised applications, whether through native Microsoft services like Azure Communication Services or via third-party providers such as Twilio, Sinch, or MessageBird. TTEC Digital collaborates closely with client IT teams and external vendors to define message routing, compliance with international regulations (e.g., GDPR, PECR), and delivery assurance across regions.

For legacy systems that previously lacked mobile messaging capabilities, we design and implement scalable SMS frameworks that support high-volume throughput, language localization, and integration with CRM workflows. These services are governed by our Adaptive Iterative Methodology (AIM), ensuring that SMS functionality aligns with business goals, user experience standards, and operational resilience.

Whether enabling global customer outreach or internal workforce alerts, TTEC Digital's international SMS services enhance the reach and responsiveness of modernised applications, supporting digital transformation at scale.

3.6. Off-Boarding

TTEC Digital's offboarding process for legacy application modernisation engagements is designed to ensure a smooth, secure, and well-documented transition at the conclusion of the service. As part of our consulting-led delivery model, we work collaboratively with the client to define offboarding requirements during the initial scoping phase, ensuring alignment with business continuity, data governance, and operational handover expectations.

Offboarding typically includes the transfer of all relevant documentation, solution assets, and configuration records; final performance and impact reports; and knowledge transfer sessions to empower internal teams. Where applicable, we support the decommissioning of legacy systems, handover of modernised environments, and guidance on sustaining change through internal



support or third-party providers. Our Customer Success Managers remain engaged throughout the disengagement phase to ensure continuity, resolve outstanding queries, and facilitate a seamless transition to business-as-usual operations. This structured offboarding approach reflects TTEC Digital's commitment to transparency, client empowerment, and long-term value creation.

3.7. Training

TTEC Digital's training services are a critical enabler of successful legacy application modernisation, ensuring that end users and stakeholders are equipped to adopt and sustain new digital capabilities. Delivered as part of our training accelerator, the programme includes expert project management and rollout support tailored to the specific needs of each client. A key component of our approach is the development and execution of a comprehensive training plan, which includes content creation, delivery, and performance tracking against key performance indicators (KPIs). Training options are flexible and include both "Train the Trainer" and direct "End User Training" formats to suit organisational readiness and scale. Integrated with our change management strategy, the training programme drives stakeholder engagement, facilitates communication, and supports behavioural change to maximise adoption. By embedding training into the broader transformation lifecycle, TTEC Digital ensures that modernised applications are not only deployed effectively but also embraced by users, unlocking long-term value and operational efficiency.

3.8. Implementation Plan

TTEC Digital delivers legacy application modernisation through a structured and proven implementation approach, underpinned by our Adaptive Iterative Methodology (AIM). This methodology ensures that each engagement is tailored to the client's specific scope of work, which is collaboratively defined during the onboarding phase and formalised through our service definitions and SFIA-aligned rate card.



Upon completion of the scope definition, a detailed delivery plan is provided to the buyer. This plan outlines the phases, milestones, dependencies, and governance checkpoints required to successfully modernise legacy applications using Microsoft Power Platform and Dynamics 365.

The implementation typically follows five key phases:

1. Prepare – Stakeholder alignment, legacy system assessment, and readiness planning.
2. Initiate and Define – Finalisation of scope, business case validation, and KPI definition.
3. Design and Build – Agile low-code development, integration planning, and solution prototyping.
4. Test, Train and Deploy – Functional and user acceptance testing, training rollout (including Train-the-Trainer and End User options), and change management execution.
5. Adapt and Sustain – Post-deployment support, performance tracking, and continuous improvement.

Each phase includes quality gates with clearly defined entry and exit criteria to ensure delivery assurance and alignment with business objectives. TTEC Digital also provides a Customer Success Manager to oversee the engagement, facilitate communication, and ensure strategic alignment throughout the transformation journey.

This implementation plan is designed to deliver measurable outcomes such as reduced technical debt, improved scalability, enhanced user experience, and accelerated time-to-value; while maintaining compliance with public sector standards and G-Cloud 15 framework requirements.

3.9. Service Management

Service Management for TTEC Digital's legacy application modernisation engagements are aligned with the specific scope of work agreed upon with the buyer. It is delivered through a consulting-led model that ensures governance, transparency, and strategic alignment throughout the transformation lifecycle. Our Customer Success Managers act as trusted advisors, overseeing



delivery, facilitating communication, and ensuring that modernisation outcomes are tracked and optimised. This approach ensures that service management is not only responsive to project needs but also supports long-term value creation and operational resilience.

3.10. Service Constraints

There are no specific service constraints for TTEC Digital's legacy application modernisation consulting engagements beyond the need for timely access to relevant stakeholders, systems, and information required to conduct the exercise effectively. TTEC Digital will work collaboratively with the buyer during the scoping phase to identify all necessary inputs, dependencies, and access requirements, which will be documented in the agreed Scope of Works.

3.11. Service Levels

TTEC Digital does not provide formal Service Levels (SLAs) for consulting-led legacy application modernisation engagements. Service Levels are applicable only to technical implementations or managed services.

However, delivery expectations, milestones, and quality gates are defined within the agreed scope of work and managed through our Adaptive Iterative Methodology (AIM), ensuring transparency, accountability, and alignment with client objectives.

3.12. Outage and Maintenance Management

Outage and Maintenance Management is not required.



3.13. Financial Recompense Model for not Meeting Service Levels

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



4. Provision of the Service

4.1. Customer Responsibilities

To ensure successful delivery of legacy application modernisation services, the customer is expected to:

- Provide timely access to key stakeholders and subject matter experts required for workshops, interviews, and validation sessions.
- Supply relevant legacy system documentation, including architecture diagrams, data models, and business process flows.
- Facilitate access to legacy environments (e.g., test systems, databases, APIs) for assessment and integration planning.
- Share business objectives and transformation goals to align modernisation outcomes with strategic priorities.
- Support change management activities, including stakeholder communications and end-user engagement.
- Review and approve deliverables at defined quality gates throughout the implementation lifecycle.
- Participate in training and knowledge transfer sessions to ensure adoption and sustainability of the modernised solution.
- Ensure availability of required data and information to support migration, testing, and analytics enablement.



4.2. Technical Requirements and Client-Side Requirements

To support successful delivery of Microsoft legacy application modernisation, TTEC Digital outlines several additional technical and client-side requirements beyond the standard customer responsibilities. These requirements are essential to ensure readiness, integration, and continuity throughout the transformation lifecycle.

While customer responsibilities focus on access to people and data, additional technical and client-side requirements include:

- Environment Readiness
 - The client must ensure that legacy systems are accessible for assessment, including test environments, staging databases, and any relevant middleware or integration layers.
- Infrastructure Compatibility
 - Any on-premise or hybrid infrastructure must be reviewed for compatibility with Microsoft Power Platform and Dynamics 365 cloud services. This includes network configurations, firewall rules, and identity management systems.
- Security and Compliance Alignment
 - Clients must confirm that their internal security policies and compliance frameworks (e.g., GDPR, ISO 27001) are compatible with cloud migration and SaaS adoption.
- Third-Party System Access
 - Where legacy applications are integrated with third-party platforms, clients must facilitate access to those systems and coordinate with external vendors for API documentation, authentication protocols, and testing.
- Data Quality and Migration Readiness
 - Legacy data must be reviewed for completeness, consistency, and relevance. Clients may be required to support data cleansing or transformation activities prior to migration.



- User Identity and Role Mapping
 - For modernised applications to function effectively, clients must provide user role definitions and access control policies to support identity provisioning in the new environment.
- Change Control and Governance Participation
 - Clients should be prepared to participate in governance activities, including change control boards, risk reviews, and milestone approvals.

4.3. Browsers

TTEC Digital ensures that modernised legacy applications are designed for optimal performance across modern web browsers, supporting a wide range of environments commonly used in public sector organisations. Leveraging Microsoft Power Platform and Dynamics 365, our solutions are inherently browser-based and compatible with leading browsers such as Microsoft Edge, Google Chrome, Mozilla Firefox, and Safari. This ensures accessibility, responsiveness, and consistent user experience across devices and operating systems. Our development and testing processes include browser compatibility validation as part of the delivery lifecycle, ensuring that both out-of-the-box and custom components function reliably in supported environments. TTEC Digital also advises clients on browser configuration, version control, and security settings to maximise performance and compliance. This expertise helps organisations transition from legacy desktop-bound applications to scalable, cloud-native solutions that are intuitive, secure, and accessible from anywhere.



4.4. Outcomes/Deliverables

The deliverables and outcomes of TTEC Digital's legacy application modernisation service are aligned with the specific scope of work agreed upon during contract award. These outcomes are designed to support transformation from outdated systems to agile, cloud-native solutions using Microsoft Power Platform and Dynamics 365.

Typical deliverables include:

- Legacy System Assessment Report: Documented analysis of current architecture, dependencies, and modernisation opportunities.
- Modernisation Strategy and Roadmap: A tailored plan outlining phased transformation, aligned with business goals and technical feasibility.
- Solution Prototypes: Low-code proof-of-concepts or pilot applications demonstrating modernised functionality.
- Implementation Plan: A detailed delivery plan aligned with TTEC's AIM methodology, including milestones and quality gates.
- Integration Blueprint: Documentation of API strategy, third-party system connectivity, and data migration pathways.
- Change Management Plan: Stakeholder engagement and communication strategy to support adoption and minimise disruption.
- Training Plan and Content: Includes Train-the-Trainer and End User Training options, with KPI tracking and feedback loops.
- Performance Reports: Measurement of impact on key performance indicators (KPIs) post-deployment.
- Governance and Compliance Documentation: Alignment with ISO 27001, Cyber Essentials, and public sector data protection standards.
- Successful Fulfilment of Agreed Requirements: Delivery of modernised applications and services as defined in the scope of work.



4.5. Development Life Cycle of the Solution

The specifics of the development lifecycle for TTEC Digital's legacy application modernisation service are aligned with the scope of work and agreed upon with the buyer at contract award. Delivery is structured around TTEC Digital's Adaptive Iterative Methodology (AIM), which includes five distinct phases: Prepare, Initiate and Define, Design and Build, Test, Train and Deploy, and Adapt and Sustain. Each phase incorporates quality gates with clearly defined entry and exit criteria to ensure delivery assurance, stakeholder alignment, and measurable outcomes. This lifecycle approach supports agile low-code development, seamless integration with Microsoft Power Platform and Dynamics 365, and continuous innovation tailored to the needs of public sector organisations.

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

As part of TTEC Digital's legacy application modernisation services, messaging capabilities are a critical component of enabling seamless communication, automation, and customer engagement across modernised platforms. Leveraging Microsoft's cloud ecosystem, including Dynamics 365, Power Platform, and Azure Communication Services, TTEC Digital integrates a range of messaging services to support both internal workflows and external customer interactions.

These include:

- **Email and Notification Services:** Integrated with Dynamics 365 workflows and Power Automate to trigger alerts, confirmations, and updates based on business logic.
- **SMS and Mobile Messaging:** Delivered via Azure Communication Services or third-party platforms (e.g., Twilio, Sinch) to support global reach, appointment reminders, and multi-factor authentication.
- **Microsoft Teams Integration:** Enables real-time collaboration, approval workflows, and stakeholder engagement directly within the Teams interface.
- **Omnichannel Messaging:** Through Dynamics 365 Customer Service and Omnichannel for Customer Engagement, TTEC Digital supports chat, voice, SMS, and social messaging channels for unified customer service experiences.
- **Custom Messaging APIs:** Developed to bridge legacy systems with modern platforms, ensuring continuity of communication and data flow during and after migration.

TTEC Digital's expertise ensures that messaging services are not only technically sound but also aligned with business goals, compliance requirements, and user experience standards. Whether replacing outdated notification systems or enabling new channels for engagement, messaging is embedded as a strategic enabler in every legacy app modernisation programme.



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

GLOBAL LAW FIRM

A UK-headquartered global law firm with over 7,500 employees across 40 offices worldwide.

The Challenge

The firm faced an unwieldy IT estate that hindered cost optimisation, data utilisation, and efficient technical capabilities.

The Solution

Partnering with TTEC Digital, they embraced Microsoft Power Platform.

The Result

Results include:

- 9 modernisations in the past year.
- 40% faster delivery of technical and business capabilities.
- 30% reduction in cost per application delivery.
- £1 million cost avoidance over three years.
- Impact: Enhanced lawyer experience and back-end workflows. Power Platform now drives innovation.



7.2. Case Study 2

UK CITY COUNCIL

The Challenge

The 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.

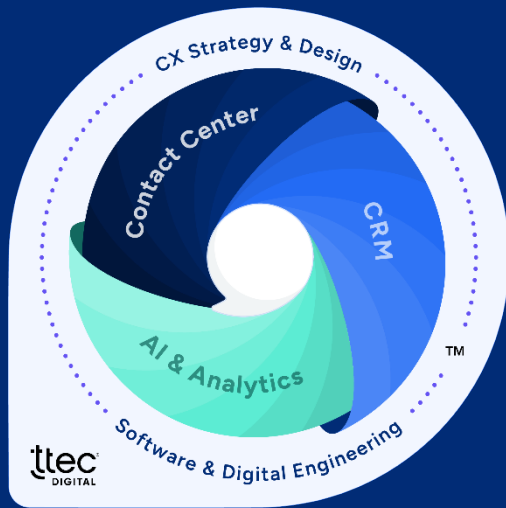
The Solution

The City 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 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, The City 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.



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