



Service Definition Document

TTEC Digital Power Platform Centre of Excellence



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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 Centre of Excellence (CoE) offers UK public sector organisations a strategic and scalable approach to digital transformation, fully aligned with the principles and requirements of the G-Cloud 15 framework. The CoE supports the UK Government's cloud-first policy by delivering low-code and no-code solutions through Microsoft Power Platform, enabling rapid deployment of secure and scalable cloud services. It provides both Cloud Software and Cloud Support services, ensuring comprehensive delivery from platform provisioning to ongoing optimisation and support. All services are designed to meet stringent UK public sector security and compliance standards, including GDPR, Cyber Essentials, and ISO certifications.

Through Power Apps, Power Automate, and Power BI, the CoE empowers departments to build custom applications and workflows that streamline operations and improve citizen services. Its advanced analytics and reporting capabilities enable real-time insights, enhancing policy-making and service delivery. Robotic Process Automation (RPA) and AI-driven workflows reduce manual effort, improve accuracy, and free up resources for higher-value tasks. The CoE also establishes



robust governance frameworks to ensure consistent standards, security, and scalability across departments.

Public sector organisations benefit from rapid time-to-value through pre-built accelerators and reusable components that reduce development time and cost. The CoE empowers citizen developers and business users to innovate safely within a governed environment, while subscription-based pricing models and modular service offerings align with budget constraints and procurement best practices. Supporting continuous improvement and scalable innovation, the CoE adapts to evolving public sector needs.

TTEC Digital brings a proven track record in delivering AI-enabled customer experience solutions across global public and private sectors, with deep expertise in Microsoft technologies including Dynamics 365 and Power Platform. The organisation is committed to security, compliance, and delivering value for money, as demonstrated by its prior inclusion in G-Cloud frameworks.

Contact Centre Technology

Your contact centre serves as the main point of interaction between your business and your customers. Effective technology, empowered agents, and clear processes are critical to converting these customer interactions into key business outcomes like customer satisfaction, loyalty, and sales growth.

Artificial Intelligence

Along with our technology partners, TTEC Digital has pioneered AI solutions in the contact centre for more than a decade. That means we are ready to help you solve the tough questions, because we have solved them before. If AI is on your list, our team of CX experts can help you assess your AI roadmap, design an AI strategy, and deploy the right AI toolset to enhance your contact centre's productivity.



Customer Relationship Management

Your customer interactions take many forms. From sales to service to every touchpoint in between, a cohesive customer experience is the key to earning repeat business and lifetime loyalty. With CRM at the centre, TTEC Digital can help you execute a holistic CX strategy that strengthens your connection with customers and drives business growth.

CX Strategy and Design

Customer experience (CX) is evolving, but a significant gap remains between what brands think they are delivering and what customers actually experience. Despite investing in new CX technologies, many organisations still face declining customer satisfaction.

At TTEC Digital, we recognise that technology alone cannot bridge the experience gap; it demands a comprehensive strategy. Our CX designers and strategists focus on integrating effective design and operational strategies first, ensuring they deliver the results your brand and customers deserve.

Data and Analytics

Harnessing the power of your data is critical to differentiate your customer experience. TTEC Digital's data and analytics solutions gather customer and journey data from across your organisation, transforming it into insights that strengthen your connection with customers and introduce valuable efficiencies to your contact centre operations.

Managed Services

The world is moving to a multi-cloud, multi-platform, multi-AI landscape. It is a complicated environment, and your customer experience depends on all aspects working perfectly in harmony.



So, how do you monitor the clouds and make sure apps are running as expected? How do you know which new platform features are best for your business? And how do you deploy these features safely and effectively?

You need to spend your time innovating and differentiating, not babysitting your CX technology. SurroundCX™ Managed Services can help.

Software and Digital Engineering

Built on the legacy expertise of Avtex, Serendebite, Voicefoundry, Aria, and others, our comprehensive portfolio of IP solutions is designed to help you effortlessly deploy new features and customer experience capabilities into your contact centre environment.

1.3. What the Service Provides

The service delivers the Power Platform Centre of Excellence (CoE) Enterprise Core Programme, designed to accelerate an organisation's Power Platform governance maturity. Delivered over a single continuous engagement period, it includes support and optional ongoing management, and provides a structured, best-practice-led approach to establishing and scaling Power Platform governance aligned to your organisation's priorities.

The Power Platform Centre of Excellence delivers measurable outcomes through the following key features and associated benefits:

- **Define Goals and Expected Outcomes of Your CoE**
 - *Benefit:* Establishes a clear strategic vision and measurable objectives, ensuring alignment with organisational priorities and governance standards.



- **Gain Insights into Microsoft Power Platform Adoption**
 - *Benefit:* Provides comprehensive visibility into platform usage and adoption trends, enabling informed decision-making and optimisation of resources.
- **Establish Audit and Compliance Processes**
 - *Benefit:* Implements robust governance frameworks and guardrails to enforce compliance with organisational policies and UK public sector regulations.
- **Accelerate Adoption Through a Community of Makers**
 - *Benefit:* Fosters collaboration and innovation by empowering citizen developers within a secure, governed environment, driving faster time-to-value.
- **Implement Role-Based Access and Security Controls**
 - *Benefit:* Enhances security posture by enforcing consistent access management and data protection across all environments.
- **Create Reusable Templates and Components for Rapid App Development**
 - *Benefit:* Reduces development time and cost through standardised, reusable assets, ensuring scalability and consistency across solutions.
- **Monitor Compliance Levels of the Power Platform**
 - *Benefit:* Enables proactive governance through automated compliance checks and dashboards, reducing risk and ensuring adherence to standards.
- **Understand Power Platform Utilisation Across the Organisation**
 - *Benefit:* Delivers actionable insights into usage patterns, supporting optimisation of licensing and resource allocation.
- **Increase Adoption and Buy-In from Employees**
 - *Benefit:* Drives engagement and productivity by providing structured enablement and support for both citizen and pro developers.
- **Enhance Security Through Consistent Governance**
 - *Benefit:* Minimises vulnerabilities and operational risks by applying uniform governance policies across all environments and applications.



- **Reduce Risk Through Proactive Monitoring and Automated Alerts**
 - *Benefit:* Improves resilience and operational continuity by identifying and addressing potential issues before they impact service delivery.

The programme is structured into four core modules, with an optional fifth component:

1. CoE Discovery – Workshops

Initial workshops and audits to assess current Power Platform usage and define governance strategy. Includes:

- a. Power Platform Audit
- b. Introduction to the Microsoft CoE Starter Kit
- c. Environment Strategy
- d. Compliance and DLP Policies

2. CoE Execution – Iterations

Iterative design and implementation of governance processes tailored to your organisation, covering:

- a. Joiners, Movers, Leavers
- b. App Maker & App Onboarding
- c. Application Lifecycle Management
- d. Establishing a Maker Community

3. Roll-out, Go-live & Hypercare

Deployment of the configured CoE Starter Kit aligned to governance policies, followed by a 1-week hypercare support period. Optionally, the CoE can be transitioned to TTEC Digital's CoE Management team.

4. Retrospective Governance Application

For organisations with existing Power Platform usage, this module provides a roadmap to realign legacy apps, environments, and policies to the new governance model. Includes:

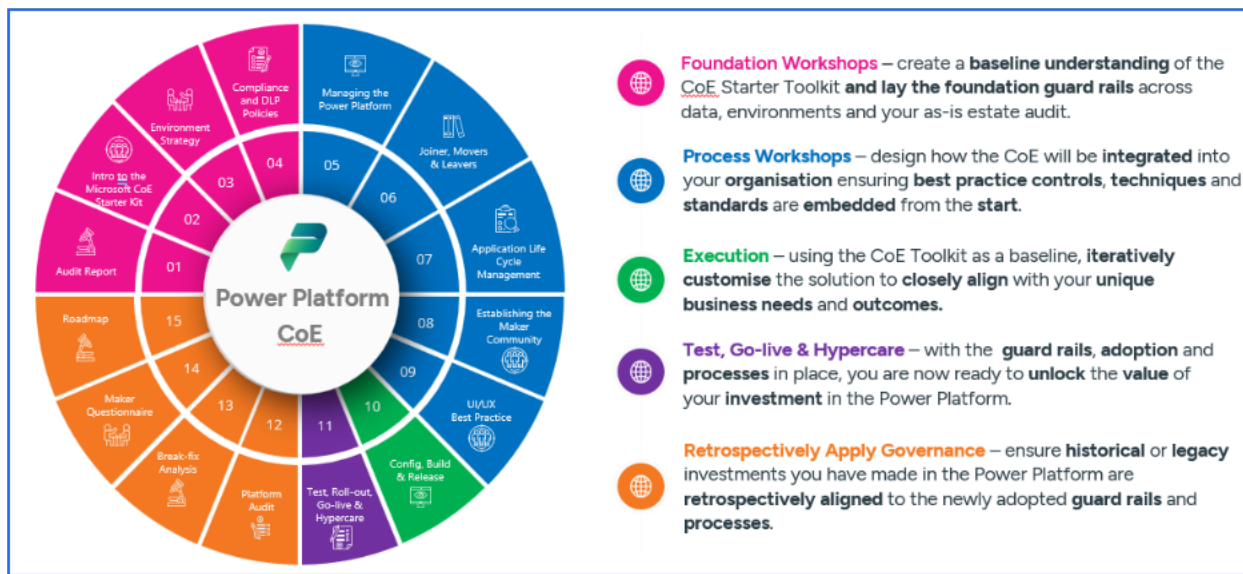
- a. Audit Analysis
- b. Migration Roadmap

- c. Maker Questionnaire
- d. Break-fix Analysis

Optional Component:

Management of the CoE: Ongoing governance operations, monitoring, and support via TTEC Digital's CoE Management team.

Covering the following service offerings:



Our CoE offering follows the below roadmap:



CoE Discovery

TTEC will carry out the necessary Power Platform Audit and run a series of workshops to analyse and design an approach to Power Platform governance, establishing both an Environment and DLP strategy to setup the necessary guard rails. The audit and workshops begin with introducing 4 foundational concepts, these are:

- Power Platform Audit
- Introduction to the Microsoft CoE Starter Kit
- Environment Strategy
- Compliance and DLP Policies

CoE Process

Following these foundational sessions, the workshops then continue by defining the key business and operational processes that will be needed to manage, sustain and adapt the Power Platform to your organisational needs.



- Managing the Power Platform
- Joiners, Movers and Leavers
- App Maker & App Onboarding
- Application Life Cycle Management
- Establishing your Make Community

Test, Roll-out, Go-live and Support

At this point, the Microsoft CoE Starter kit has now been tested and configured to Governance policies and the approach is aligned to your organisation and is ready to be released. TTEC Digital's project team will monitor the CoE as part of the Support period of 1 week and hand it over to your support services team or TTEC Digital's "CoE Management" team if that option is chosen.

Retrospectively Apply Governance

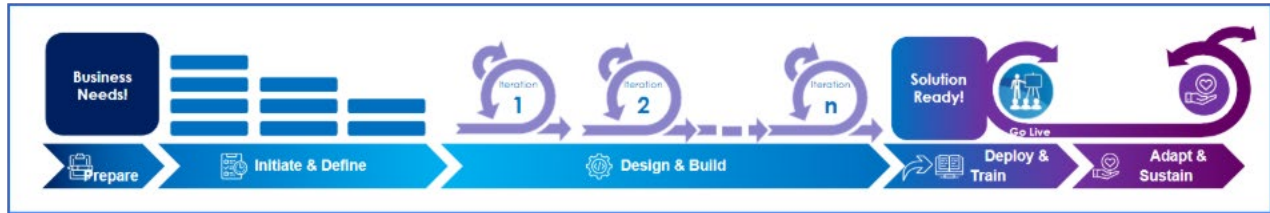
Widespread adoption and utilisation of the Power Platform before putting in place the platform "guard rails" and supporting processes can leave an organisation with a "clean-up" exercise once the governance is applied. This module of the programme focuses on providing a roadmap for realigning existing apps, environments and DLP policies to the new governance model.

- Power Platform Audit Analysis
- Migration Roadmap
- Maker Questionnaire
- Break-fix Analysis

Delivery Methodology

TTEC has delivered over 500 full lifecycle Dynamics 365 programmes. Combining TTECs 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.

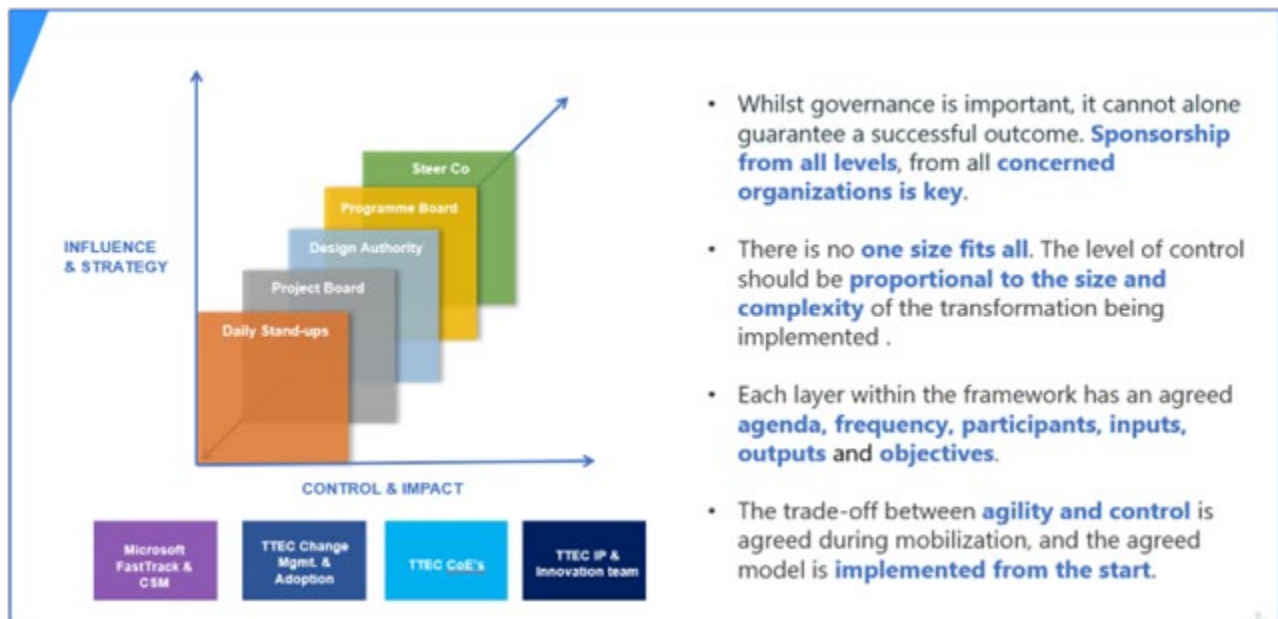


AIM focuses on 5 key principles

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 CCS G-Cloud 15 framework provides public sector organisations with a streamlined, compliant route to procure cloud-based services, including hosting, software, and support. It builds on the success of previous G-Cloud iterations by offering access to a broad ecosystem of suppliers, including a significant number of SMEs, and simplifies procurement while ensuring rapid access to innovative digital solutions.

TTEC Digital, through its EMEA operations, delivers transformative cloud services with a focus on Power Platform governance, automation, and citizen developer enablement.

Our services are available on the Digital Marketplace and include:

- Power Platform Centre of Excellence (CoE) setup and governance.
- Contact centre transformation and optimisation accelerators.
- Omnichannel experience orchestration.
- AI-powered automation and analytics.
- Microsoft Dynamics 365 and Azure-based solutions.

As a Microsoft Inner Circle Partner for Business Applications, TTEC Digital brings deep expertise in establishing scalable governance frameworks across the Microsoft Cloud. Our CoE offering is designed to help public sector organisations accelerate their Power Platform maturity while ensuring compliance, security, and operational excellence.

We combine human-centred design with technology orchestration to deliver outcomes that matter, whether you're launching your first Power Platform initiative or scaling an existing deployment. Our delivery methodology, AIM (Adaptive Iterative Methodology), ensures structured, agile, and value-driven transformation aligned to public sector priorities.



1.5. Associated Services

TTEC Digital's Adapt and Sustain services form a critical part of our Power Platform Centre of Excellence (CoE) offering, enabling public sector organisations to maintain, evolve, and optimise their Power Platform governance and operations over time. Delivered as part of our Lifetime Services model, this support ensures continuity, agility, and alignment with both business change and Microsoft platform evolution.

Our steady-state support mechanism is designed to:

- Provide ongoing governance oversight across Power Apps, Power Automate, Power BI, Power Pages, and Power Virtual Agents.
- Enable continuous improvement through proactive monitoring, policy updates, and environment management.
- Support citizen and pro developers with onboarding, enablement, and lifecycle management.
- Respond to Microsoft product updates and evolving compliance requirements with agility and precision.

CoE Support Scope Includes:

- Environment and DLP policy maintenance.
- Maker community enablement and support.
- Application lifecycle governance.
- Break-fix and change request handling.
- Retrospective governance alignment for legacy assets.
- Managed Environments and usage analytics dashboards.



TTEC Digital's global delivery model ensures scalable support across regions, with CoE hubs providing operational excellence and technical depth. Our support services are underpinned by the AIM (Adaptive Iterative Methodology) framework, ensuring structured governance and quality gates throughout the solution lifecycle.

This approach is especially suited to public sector organisations seeking to:

- Sustain governance maturity post-implementation
- Adapt to evolving business needs and regulatory landscapes.
- Maximise return on investment in Microsoft Power Platform.



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 Centre of Excellence (CoE) offering is delivered as a consulting service focused on governance, enablement, and strategic implementation of Microsoft Power Platform capabilities. As the Power Platform, including Power Apps, Power Automate, Power BI, and related services, is a Software-as-a-Service (SaaS) solution hosted on Microsoft Azure, data backup and restoration responsibilities fall under Microsoft's platform-level assurances.

TTEC Digital does not directly manage backup or restoration processes as part of this service. However, we advise clients on governance strategies that include environment configuration, data loss prevention (DLP) policies, and compliance alignment to ensure resilience and recoverability within the bounds of Microsoft's native capabilities.



2.3. Data Processing and Storage Location

TTEC Digital's Power Platform Centre of Excellence (CoE) offering is delivered as a consulting service focused on governance and enablement of Microsoft Power Platform, which operates as a Software-as-a-Service (SaaS) solution hosted on Microsoft Azure. As such, data processing and storage are managed within Microsoft's secure cloud infrastructure, with data residency typically aligned to the customer's selected Azure region. TTEC Digital does not host or store customer data directly but supports clients in configuring environments, policies, and governance frameworks that comply with applicable data protection regulations. Where required, TTEC Digital accommodates bespoke data processing agreements (DPAs) and applies appropriate technical and organisational safeguards to ensure compliance with UK GDPR, Cyber Essentials Plus, and other relevant standards.

2.4. Data Restoration / Service Migration

TTEC Digital's Power Platform Centre of Excellence (CoE) offering is delivered as a consulting service focused on governance, enablement, and strategic implementation of Microsoft Power Platform. As the platform is hosted on Microsoft Azure and delivered as Software-as-a-Service (SaaS), data restoration is managed within Microsoft's native capabilities. TTEC Digital supports clients by advising on environment configuration, DLP policies, and governance strategies that ensure resilience and recoverability.

For service migration, TTEC Digital works collaboratively with clients to define onboarding and offboarding processes, including scope definition, transition planning, and knowledge transfer. Our delivery methodology AIM (Adaptive Iterative Methodology) ensures structured migration support, while our Customer Success Managers provide continuity and strategic guidance throughout the lifecycle. This approach enables smooth transitions, minimises disruption, and ensures alignment with public sector compliance and G-Cloud 15 procurement standards.



2.5. Business Continuity Statement / Plan

TTEC and TTEC's affiliates are committed to business continuity planning, a prudent business practice to protect employees, clients, stakeholders, and TTEC from various risks and events that may impact the ability to conduct business. TTEC's programme aligns with ISO 22301, NIST 800-34 & 84, CSF (Cyber Security Framework) and Disaster Recovery Institute International – The Professional Practices for Business Continuity Management.

TTEC, being a global company, must remain diligent and be prepared when unexpected incidents occur (fire, earthquakes, typhoons, hurricanes, human events, etc.). TTEC's Crisis and Resiliency Management programme, which includes Business Continuity (BC) and IT Disaster Recovery (DR), emphasises the ability to continue providing business services in the face of adverse operational impacts. TTEC's Global Crisis Management Programme is led by the Vice President of Business Continuity (BC) and IT Disaster Recovery (DR).

TTEC's approach to global crisis and business continuity and IT disaster recovery is to adhere to guiding principles of: Putting People First; Establish Trust; Protection of Clients; and Providing Leadership, with managing unexpected and expected incidents and events. With a strong focus on these principles, TTEC will have the ability to anticipate, prevent, recover from, and learn from crises that may impact employees, facilities, brand/reputation, or operations. Along with TTEC achieving the protection of TTEC's people, TTEC's clients and client's brand, profits and TTEC's brand.

TTEC's Global Crisis and Business Continuity (BC) and IT Disaster Recovery (DR) Management programme has developed a product-driven customer focused recovery model that is both practical and scalable. TTEC establishes, implements, and maintains world class crisis response capabilities through solidifying policies and procedures for response to an emergency or other occurrence that can compromise the privacy, confidentiality, integrity, or availability of Client Personal Information and/or damage TTEC's information systems. Such policies and procedures



include, but are not limited to: creating and maintaining retrievable copies of Client Personal Data; restoring any loss of Client Personal Information; enabling continuation of critical business processes involving Client Personal Information in emergency mode; assessing relative criticality of specific applications and Client Personal Information to support other contingency plan components; periodic and annual testing and updates of contingency plans and implement lessons learned from testing.

The programme integrates and builds upon existing capabilities within our Security Event Handling Plan, Information Security Operations, Business Continuity, IT Disaster Recovery and Virtual Response teams. Additional partners in resiliency include Information Technology, Operations, Real Estate and Facilities, Legal, People and Culture, and other shared services. The unifying approach and framework are contained in TTEC's Global Crisis Management Policy for managing and responding to crises across TTEC's global enterprise (including but not limited to WFH environment).

TTEC provides redundancy in our technology through hardware and software configuration. Redundancy provides clients with the services that in the event of hardware failure, or software failure, services remain active and available.

Redundant premise equipment mitigates the risk of equipment failure; dual firewalls with stateful inspection, dual routers, and dual core switches in the data centre provide a highly available architecture for client links. TTEC firewall infrastructure provides stateful inspection and the configuration is in active/active or active/standby mode depending on the project specifications/requirement.

The different types of DRP technology and redundancy capabilities used include but not limited to:

- Geo-redundant centralised data centres.
- Dual MPLS WAN via multiple carriers.



- Carrier grade disaster recovery.
- Voice via PSTN TFN/DID, TDM, VoIP, or SIP (SBC).
- Regular testing to ensure readiness and After-Action Plans for lessons learned.
- Functional Management tool that enables systemic, collaborative, and controlled resiliency programme management.

In addition, at least annually, TTEC's Executives (Sr. Advisor BCDR/Resiliency, CSO, CIO, IT, and other supporting departments) review the Global Crisis Programme and the Business Continuity and IT Disaster Recovery plans, processes, and policies, update (as needed) to align to TTEC's business, security and compliance models and adherence with industry compliance framework requirements. TTEC's BCDR and applications are exercised annually and are governed by our Crisis Management and Disaster Recovery policies and guidelines. TTEC's Global Crisis and Resiliency Management Programme, including TTEC's Security Event Handling Programme is assessed and maintained annually, and is certified against TTEC's ongoing industry compliance audit assessments of PCI DSS, SOC 2 Type II, ISO 27001:2022, HITRUST and more.

Lastly, regarding TTEC's Business Continuity (BC) and IT Disaster Recovery (DR) plan approach, TTEC bridges a partnership with our clients with the development of a specific client focused business continuity (BC) and disaster recovery (DR) plans. TTEC collaborates with clients to build a tailored, resilient, and mutually agreeable BC and IT DR plan that encompass applicable TTEC Technology and Services, prevailing industry compliance standards, information security controls, safeguards, and measures, along with operational best practices, and client-specific SLA requirements. Through TTEC and client partnership and strong collaboration will result with eliminating risks and returning to "business as usual" status, and more.



2.6. Privacy by Design

TTEC Digital accommodates applicable data privacy regimes through bespoke data processing agreements (DPA) with its customers that set forth relevant rights and obligations in the context of the data controller-data processor relationship. TTEC Digital also applies appropriate agreed technical and organisational measures and data privacy safeguards (including intercompany standard contractual clauses) to satisfy the legal requirements and the DPA undertakings.



3. Using The Service

3.1. Ordering and Invoicing Process

Buyers wishing to find out more about this service and how to order should contact Wayne Kay, VP EMEA, at gcloud@ttecdigital.com

3.2. Availability of Trial Service

We currently do not offer a Trial Service. However, 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 will work collaboratively with the customer to define a precise onboarding scope that aligns with the organisation's Power Platform governance objectives. This onboarding phase is foundational to the Centre of Excellence (CoE) programme and includes initial discovery workshops, Power Platform audits, and environment strategy planning. The scope will be shaped by our service definitions and associated rate card, forming the basis of the engagement. During



onboarding, TTEC Digital introduces key governance components such as the Microsoft CoE Starter Kit, DLP policies, and environment configuration, while also establishing the framework for citizen and pro developer enablement. This structured approach ensures a smooth and compliant start to the CoE journey, in line with G-Cloud 15 procurement standards and public sector best practices.

3.4. API

TTEC Digital's Power Platform Centre of Excellence (CoE) offering leverages the full capabilities of Microsoft's Power Platform, which includes over 1,000+ prebuilt connectors and robust API integration capabilities across services such as Office 365, SharePoint, Outlook, Dynamics 365, and third-party platforms. These connectors enable seamless data exchange and automation across enterprise systems, empowering both citizen and pro developers to build scalable, integrated solutions.

As part of the CoE setup, TTEC Digital supports organisations in:

- Defining API governance policies and connector usage standards
- Configuring custom connectors where required to extend integration capabilities
- Establishing secure access controls and DLP policies to manage data flow across APIs
- Aligning API usage with organisational compliance and security frameworks

While the Power Platform is designed to democratise development, TTEC Digital ensures that API access and integration are governed responsibly. Our CoE framework includes workshops and technical enablement to help organisations manage API usage effectively, reduce risk, and maximise value from their Microsoft ecosystem.



3.5. International SMS

As part of TTEC Digital's Power Platform Centre of Excellence (CoE) offering, organisations can extend their communication capabilities through integration with Microsoft's low-code tools and Azure Communication Services to enable international SMS messaging. While the CoE programme is primarily governance and enablement-focused, TTEC Digital supports clients in designing and implementing secure, scalable messaging workflows using Power Automate, custom connectors, and Azure APIs. This allows for automated SMS notifications, alerts, and engagement across global audiences, supporting use cases such as citizen communications, service updates, and transactional messaging. TTEC Digital ensures that all SMS integrations are compliant with data protection regulations and aligned with the organisation's governance policies. These capabilities can be scoped as part of the CoE Execution and Roll-out phases, and optionally managed under TTEC's Lifetime Services model for ongoing support and optimisation.

3.6. Off-Boarding

TTEC Digital will work with the customer to define a precise scope of work based on our service definitions and associated rate card. This will form the basis of our engagement.

TTEC Digital supports a structured and collaborative offboarding process as part of its Power Platform Centre of Excellence (CoE) service. Upon service completion or termination, TTEC will work with the customer to ensure a smooth disengagement, including the transfer of all relevant documentation, governance assets, and configuration details. This includes handover of CoE frameworks, environment strategies, DLP policies, and any custom components developed during the engagement. TTEC Digital's Customer Success Manager will oversee the offboarding to ensure continuity and knowledge transfer, and will facilitate final service reviews and closure activities.



3.7. Training

TTEC Digital's training services are a core component of the Power Platform Centre of Excellence (CoE) programme, designed to enable both citizen and pro developers while embedding governance best practices across the organisation. Training is delivered as part of the CoE rollout and support phases, and is structured to ensure adoption, capability uplift, and long-term sustainability of Power Platform usage.

Our training accelerator includes:

- **Training Plan Development:** A tailored training strategy aligned to the organisation's governance model, user roles, and platform maturity.
- **Content Creation and Delivery:** Customised training materials covering Power Apps, Power Automate, Power BI, Power Virtual Agents, and Microsoft's Common Data Model, supported by over 300+ connectors including Office 365, Outlook, SharePoint, and Dynamics 365.
- **Train-the-Trainer and End-User Training Options:** Flexible delivery formats to suit organisational needs, including workshops, virtual sessions, and self-paced modules.
- **Change Management Execution:** Integrated stakeholder communication and adoption planning to drive behavioural change and ensure successful uptake.
- **Performance Tracking:** Measurement of training impact against key performance indicators to validate effectiveness and inform continuous improvement.

Training is embedded within the CoE Discovery and Execution modules, beginning with foundational workshops and continuing through iterative enablement sessions. TTEC Digital's approach ensures that users are not only equipped with technical skills but also understand the governance guardrails necessary for responsible and secure use of the Power Platform.



3.8. Implementation Plan

TTEC Digital provides a structured implementation plan as part of the Power Platform Centre of Excellence (CoE) delivery. The plan is aligned to the specific scope of work agreed with the buyer and is underpinned by TTEC's proven AIM (Adaptive Iterative Methodology) framework. This methodology ensures a phased, quality-gated approach to delivery, covering:

1. Prepare : Initial engagement, stakeholder alignment, and readiness assessment.
2. Initiate and Define : Scope finalization, governance objectives, and onboarding activities.
3. Design and Build : CoE framework configuration, environment strategy, and DLP policy setup.
4. Test, Train and Deploy : Validation of CoE components, training delivery, and go-live support.
5. Adapt and Sustain : Post-deployment monitoring, optimisation, and optional CoE management.

The implementation plan includes detailed timelines, resource allocation, and milestone tracking. It incorporates foundational workshops, audit activities, and iterative governance design sessions to ensure the CoE is tailored to the organisation's needs. Upon completion of the scope definition, TTEC Digital will provide the buyer with a comprehensive delivery roadmap that outlines all phases, dependencies, and expected outcomes.

3.9. Service Management

Service Management for the Power Platform Centre of Excellence (CoE) is aligned with the specific scope of work defined during the engagement. TTEC Digital applies its structured delivery methodology (Adaptive Iterative Methodology) to ensure governance, transparency, and quality throughout the service lifecycle. Upon completion of scope definition, a dedicated Customer Success Manager is assigned to oversee service delivery, act as a strategic advisor, and



facilitate regular service reviews. This role ensures that the CoE implementation remains aligned to organisational goals and G-Cloud 15 standards. Service management also includes coordination across project and programme teams, escalation handling, and roadmap planning to support long-term governance maturity and platform optimisation.

3.10. Service Constraints

There are no significant service constraints for this consulting-led engagement 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 customer to define all necessary inputs during the scoping phase, and these requirements will be documented in the agreed Scope of Works. As the Power Platform CoE involves governance design, workshops, and enablement activities, customer participation and access to existing environments, policies, and user roles are essential to ensure successful delivery. All dependencies and prerequisites will be clearly identified and managed as part of the delivery planning process.

3.11. Service Levels

TTEC Digital does not provide formal Service Level Agreements (SLAs) for consulting-led engagements such as the Power Platform Centre of Excellence (CoE). As this service is advisory and enablement-focused, delivery timelines and milestones are governed by the agreed scope of work and project plan.

However, for technical implementations or managed services that may follow the CoE setup, TTEC Digital can define and apply SLAs covering availability, response times, and performance metrics. These would be scoped separately and aligned to the buyer's operational requirements and G-Cloud 15 standards.



3.12. Outage and Maintenance Management

Outage and Maintenance Management is not required for TTEC Digital's Power Platform Centre of Excellence (CoE) consulting service. As the CoE engagement is advisory and governance-focused, it does not involve hosting or operating infrastructure directly. The underlying Power Platform services, such as Power Apps, Power Automate, and Power BI, are delivered as Software-as-a-Service (SaaS) via Microsoft Azure, and any outage or maintenance activities are managed by Microsoft under its platform-level service commitments.

3.13. Financial Recompense Model for not Meeting Service Levels

TTEC Digital does not provide financial recompense for consulting-led engagements such as the Power Platform Centre of Excellence (CoE), as formal Service Levels are not applicable to advisory services. Service Levels and associated financial remedies, such as service credits or penalties, are available for technical implementations or managed services, which may be scoped separately. For CoE engagements, delivery is governed by the agreed scope of work and project plan, with quality assurance embedded through TTEC's Adaptive Iterative Methodology framework.



4. Provision of the Service

4.1. Customer Responsibilities

The customer responsibilities include:

- Providing access to relevant stakeholders, systems, and environments required by TTEC Digital to perform the service effectively.
- Supplying accurate and timely data, documentation, and organisational context necessary to configure governance frameworks and environment strategies.
- Ensuring participation in workshops and governance design sessions, particularly during the CoE Discovery and Execution phases.
- Supporting the implementation of Microsoft Power Platform components, including Power Apps, Power Automate, Power BI, Power Pages, and Power Virtual Agents, and enabling access to required connectors and services (e.g., Office 365, SharePoint, Dynamics 365).
- Collaborating on the configuration of Data Loss Prevention (DLP) policies, environment strategies, and the deployment of the Microsoft CoE Starter Kit.
- Facilitating onboarding of citizen and pro developers into the CoE framework, including App Maker enablement and lifecycle governance.
- Maintaining internal alignment with organisational policies and compliance requirements to ensure responsible use of Power Platform capabilities.



4.2. Technical Requirements and Client-Side Requirements

In addition to the customer responsibilities outlined above, the following technical and client-side requirements must be in place to support successful delivery of the Power Platform Centre of Excellence (CoE):

- **Microsoft 365 Tenant Access:** The organisation must have an active Microsoft 365 tenant with administrative access to Power Platform services (Power Apps, Power Automate, Power BI, Power Pages, and Power Virtual Agents).
- **Environment Setup:** At least one dedicated Power Platform environment should be available for CoE deployment and testing, with permissions to configure DLP policies and environment strategies.
- **Licensing:** Appropriate Power Platform licenses must be provisioned for users participating in CoE activities, including access to premium connectors and Dataverse where applicable.
- **Connectivity:** Reliable internet access and browser compatibility (latest versions of Microsoft Edge, Chrome, or Firefox) are required for accessing cloud-based services and participating in virtual workshops.
- **Security and Compliance Readiness:** The organisation should have baseline security policies in place, including identity management via Azure Active Directory, and be prepared to align with governance recommendations.
- **Access to Stakeholders and Systems:** TTEC Digital will require access to relevant stakeholders, existing governance documentation, and system configurations to perform audits and workshops effectively.
- **Integration Readiness:** Where applicable, access to integrated systems (e.g., Dynamics 365, SharePoint, Outlook) should be enabled to support connector configuration and automation scenarios.

These requirements will be reviewed and confirmed during the scoping phase, and any gaps will be addressed collaboratively to ensure readiness for CoE implementation.



4.3. Browsers

Browser Compatibility: Users must access Power Platform services using supported browsers such as the latest versions of Microsoft Edge, Google Chrome, or Mozilla Firefox. These browsers ensure optimal performance and compatibility with Power Apps, Power Automate, Power BI, and other platform components.

These browsers provide full functionality for low-code/no-code development, automation workflows, and data visualisation experiences. Internet Explorer is not supported and should be avoided.

4.4. Outcomes/Deliverables

The deliverables and outcomes of this service will be aligned with the specific scope of work that will be provided to the buyer at the time of contract award. TTEC Digital will work collaboratively with the customer to define and agree upon measurable outputs that reflect the organisation's Power Platform governance maturity, business priorities, and technical readiness.

Typical deliverables include:

- Documented Power Platform governance framework, including environment strategy and DLP policy configuration.
- Deployment and configuration of the Microsoft CoE Starter Kit tailored to the organisation's needs.
- Documented onboarding and enablement plan for citizen and pro developers, including App Maker guidance and lifecycle governance.
- Maker community setup and engagement strategy.
- Documented implementation plan aligned to TTEC's AIM (Adaptive Iterative Methodology) delivery model.
- Training plan and training content, including Train-the-Trainer and End User modules.



- Change management plan and stakeholder communication strategy.
- Performance dashboards and reports on platform usage, adoption, and governance compliance.
- Migration roadmap for retrospective governance alignment of existing apps and environments.
- Integration blueprint for Power Platform connectors and automation workflows (e.g., Dynamics 365, SharePoint, Outlook).
- Final service review and handover documentation, including support transition or CoE management options.

These deliverables are designed to support public sector organisations in achieving scalable, secure, and compliant Power Platform adoption under the G-Cloud 15 framework.

4.5. Development Life Cycle of the Solution

The development lifecycle for TTEC Digital's Power Platform Centre of Excellence (CoE) follows a structured, iterative approach based on our Adaptive Iterative Methodology framework. This ensures governance, agility, and quality throughout the engagement. The lifecycle typically includes:

1. Prepare

- a. Stakeholder alignment
- b. Readiness assessment
- c. Initial scoping and planning

2. Initiate and Define

- a. Power Platform audit
- b. Environment and DLP strategy definition
- c. Introduction to the Microsoft CoE Starter Kit

3. Design and Build

- a. CoE framework configuration



- b. Governance model setup
- c. Maker onboarding and lifecycle management
- d. Integration with Microsoft 365, Dynamics 365, and other services

4. Test, Train and Deploy

- a. Validation of CoE components
- b. Training delivery (Train-the-Trainer and End User)
- c. Deployment of governance policies and CoE assets
- d. Hypercare support

5. Adapt and Sustain

- a. Ongoing optimisation
- b. Retrospective governance alignment
- c. Optional CoE management services
- d. Performance tracking and reporting

This lifecycle supports both citizen and pro developers, ensuring secure, scalable, and compliant use of Power Platform tools such as Power Apps, Power Automate, Power BI, Power Pages, and Power Virtual Agents. It also accommodates new Microsoft features like Managed Environments, AI Copilot capabilities, and Power Platform Pipelines for DevOps automation.

The specifics of the development lifecycle of this service will be aligned with the scope of work and agreed upon with the buyer whilst awarding the contract.

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 offers a range of messaging services through its Power Platform Centre of Excellence (CoE) that support both internal governance and external communication needs. These services are designed to leverage Microsoft's low-code/no-code capabilities and integrate seamlessly with enterprise systems, aligning with G-Cloud 15 expectations for scalable, secure, and compliant cloud services.

TTEC Digital enables messaging capabilities through the following Power Platform components and integrations:

- **Power Automate:** Used to configure automated workflows that trigger email notifications, SMS alerts, and Teams messages based on business events, approvals, or data changes.
- **Azure Communication Services Integration:** Supports international SMS and voice messaging capabilities, allowing organisations to engage users across global regions securely and compliantly.
- **Power Virtual Agents:** Enables conversational messaging via chatbots that can be embedded in websites, Microsoft Teams, or customer portals to provide real-time support and information.
- **Outlook and Office 365 Connectors:** Facilitate automated email communications for task reminders, status updates, and governance alerts.
- **Microsoft Teams Integration:** Allows for proactive messaging within Teams channels, including governance updates, CoE announcements, and onboarding communications.
- **Custom Connectors:** TTEC Digital can develop bespoke connectors to integrate with third-party messaging platforms (e.g., Twilio, WhatsApp Business API) for extended reach and functionality.



These messaging services are typically scoped as part of the CoE Execution and Roll-out phases and can be managed under TTEC's Lifetime Services model for ongoing optimisation and support.



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

Client Challenge

A healthcare organisation needed a unified system to manage the lifecycle of new specialty drugs, biosimilars, generics, and expanded indications for existing treatments. The client required automation, visibility, and governance across clinical, operational, and technical domains.

TTEC Digital Solution:

- Developed the Drug Management Solution (DMS) using Microsoft Power Platform, leveraging Power Apps, Power Automate, and Power BI.
- Implemented the Microsoft Common Data Model to unify data sources and ensure consistency.
- Enabled automated notifications, alerts, and dashboard reporting using triggers and flags.
- Delivered workflow automation for milestone tracking and task completion via Power Automate.
- Provided a single authoritative data source for all stakeholders, improving decision-making and operational readiness.
- Optional features included mobile app integration for consumer engagement and virtual trials.

Outcome

The client achieved streamlined drug onboarding, improved cross-functional collaboration, and enhanced visibility into readiness activities.



7.2. Case Study 2

Client Challenge

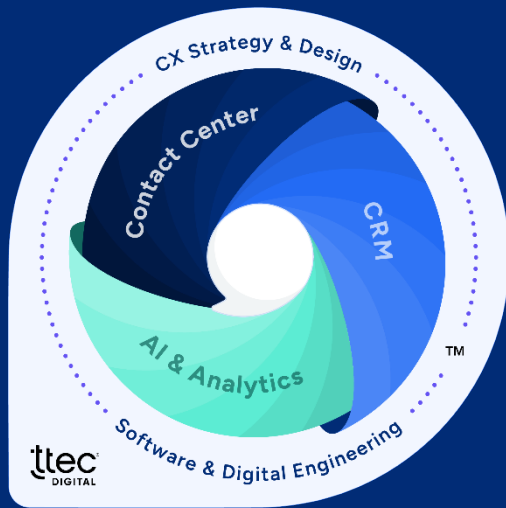
A UK public sector organisation had widespread Power Platform adoption but lacked governance, leading to unmanaged environments, inconsistent app development, and compliance risks.

TTEC Digital Solution:

- Delivered a full Power Platform Centre of Excellence (CoE) programme, structured into four modules:
 - Discovery: Conducted platform audit and workshops to define environment and DLP strategy.
 - Execution: Designed governance processes including App Maker onboarding, lifecycle management, and community enablement.
 - Roll-out & Hypercare: Configured and deployed the Microsoft CoE Starter Kit, aligned to organisational policies.
 - Retrospective Governance: Realigned legacy apps and environments to the new governance model.
- Applied TTEC's AIM (Adaptive Iterative Methodology) to ensure structured delivery with quality gates.
- Provided training, change management, and optional CoE management services.

Outcome

The organisation gained control over its Power Platform usage, reduced risk, and empowered citizen developers within a secure and compliant framework.



About TTEC Digital

TTEC Digital is a global leader in customer experience orchestration, combining technology and empathy at the point of conversation. Today customer conversations, and the contact centre technologies that support them, are inseparable. We bring decades of innovation experience across the world's leading contact centre technology platforms – and blend it with in-house expertise in CX strategy, data and analytics, AI and more – to help organisations maximise their technology investments and create truly exceptional customer experiences.

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