

Business Continuity & Resilience for Government Leaders

Empowering agency CX and IT leaders to maintain business continuity, protect infrastructure, and deliver uninterrupted public service during storm season and beyond.

When storms hit, it's not just infrastructure that's tested—it's leadership, preparedness, and system design. For state CTOs, CIOs and other government leaders, real continuity goes beyond checklists.

Here are six truths we've learned supporting resilience at scale:

1. **Automation doesn't replace empathy**, it enables it at scale.
2. **Experience design** before the storm = **Self-service** success during a storm.
3. Resilience is **rooted in security**.
4. **Response ≠ resolution**, but response builds trust.
5. **Align systems to citizen expectations**, not generic IT requirements.
6. **Crisis protocols are useless** without expert training.

We are one of the largest pure-play customer experience (CX) technology and services partners in the world serving federal, state and local agencies, as well as leading global business organizations. Our 40+ years of experience supporting crisis and storm events – with IL-4, FedRAMP, StateRAMP, Carahsoft, and DISA designations – gives you the confidence to be ready for the unexpected.

We provide private-sector-worthy experiences purpose-built for the public sector.



Human-centric

Award-winning talent attraction and training

Proven workforce optimization (WFO) solutions

AI-enhanced voice-of-the-customer insights



Digital first

AI Center of Excellence

Award-winning partnerships with the world's top technology providers

Innovative, rapid response omnichannel solutions



Unmatched execution

Fast ramps and secure operations

CX and operational consulting

Data analytics and automation

Lower costs and higher satisfaction

Outcomes we deliver

Hurricane support stood up within

4 hours

24%

of calls deflected through automation

95%

service level for disaster support

3 day

system readiness

5,000

calls handled in one day

Source: TTEC clients

Featured clients



How can we help?

Our services & technology solutions

Critical Infrastructure Continuity

Comprehensive CX technology – CCaaS, CRM, AI, and analytics tech solutions for the complete citizen journey.

Service disruption handling – Incident management support for IT infrastructure, utilities, and public systems.

Restoration ETA – Communication protocols for expected uptime of digital and public services.

Outage escalations – Tiered support to manage internal tech escalations or public impact incidents.

Operational Resilience

Emergency hotlines – First-line contact center backup for tech outage events or citizen services.

Real-time info lines – Live info for status dashboards, system outages, or emergency routing.

Status updates – Automated or associate-managed updates for public-facing services (portals, apps, etc.).

Award-winning CCaaS, CRM, AI and analytics implementations with a tech-agnostic approach.



Crisis Coordination & Communication

Crisis coordination – Centralized command frameworks that integrate multi-agency and multi-channel visibility.

Multi-agency support lines – Seamless, scalable lines for routing info between state, local, and federal agencies.

Mass notifications, multilingual support – Geo-targeted alerts across populations and languages.

Compliance & Citizen Service Continuity

FEMA form assistance – Digital and voice support for citizen access to federal assistance tools.

Relief fund info – Support desks for public inquiries on grants, subsidies, or emergency aid access.

Compliant systems – Certified cloud contact center solutions with StateRAMP, TX-RAMP, AZRAMP, FedRAMP, IL-4, Carahsoft, and DISA designations.

Our technology partners

Our deep, award-winning partnerships with renowned CX solution providers allow our clients to select the best technology for their unique challenges across the entire citizen lifecycle.



Be prepared for whatever comes next.

Talk to us about providing business continuity and resilience for your community.

CX@ttec.com
1.800.835.3832

About TTEC

TTEC Holdings, Inc. (NASDAQ:TTEC) is a leading global CX (customer experience) technology and services innovator for AI-enabled CX with solutions from TTEC Engage and TTEC Digital. The Company delivers leading CX technology and operational CX orchestration at scale through its proprietary cloud-based CXaaS (Customer Experience as a Service) platform. 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. Leveraging next gen digital and cognitive technology, the Company's Digital business designs, builds, and operates omnichannel contact center technology, conversational messaging, CRM, automation (AI / ML and RPA), and analytics solutions. The Company's Engage business delivers digital customer engagement, customer acquisition and growth, content moderation, fraud prevention, and data annotation solutions. Founded in 1982, the Company's singular obsession with CX excellence has earned it leading client NPS scores across the globe. The Company's employees operate on six continents and bring technology and humanity together to deliver happy customers and differentiated business results.