ttec | DATASHEET

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	Digital first	Unmatched execution
Award-winning talent attraction and training	AI Center of Excellence	Fast ramps and secure operations
Proven workforce optimization (WFO) solutions	Award-winning partnerships with the world's top technology providers	CX and operational consulting
AI-enhanced voice-of-the-customer insights	Innovative, rapid response omnichannel solutions	Data analytics and automation
		Lower costs and higher satisfaction

Featured clients | IN.gov | United States Census Bureau | FEMA | U.S. ARMY | GSA

Outcomes we deliver

Hurricane support stood up within

4 HRS

24%
of calls deflected through automation

95%
service level for disaster support

3 DAY
system readiness

5K
calls handled in one day

Source: TTEC 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 Response Hub

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.

aws   CISCO   GENESYS   Google   Microsoft

VERINT   talkdesk   NICE   servicenow   salesforce

Be prepared for whatever comes next.

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

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ABOUT TTEC

We are TTEC (NASDAQ: TTEC). The architects and builders of next-generation customer experiences. For over four decades, we've been shaping and redefining what it means to connect brands with their customers: Seamlessly, intelligently, and with lasting impact. We partner with the world's most iconic and disruptive companies to design and deliver AI-powered, digital-first experiences that don't just serve customers, but exceed their expectations. Every interaction. Every touchpoint. Every time.

TTEC Engage is our front-line engine delivering AI-enabled services that include customer engagement, acquisition, tech support, fraud prevention, back-office and more. Our TTEC Digital division builds the future of CX, crafting omnichannel platforms, CRM solutions, AI-driven insights and analytics that power smarter, more personal engagements. Operating across six continents, we fuse technology and human empathy to turn challenges into opportunities, interactions into relationships, and brands into legends. Bringing humanity to business is our purpose. Excellence is our standard. And the results? Happy customers. Stronger businesses. Unstoppable growth.

Join us. Experience the bold CX revolution at TTEC.com