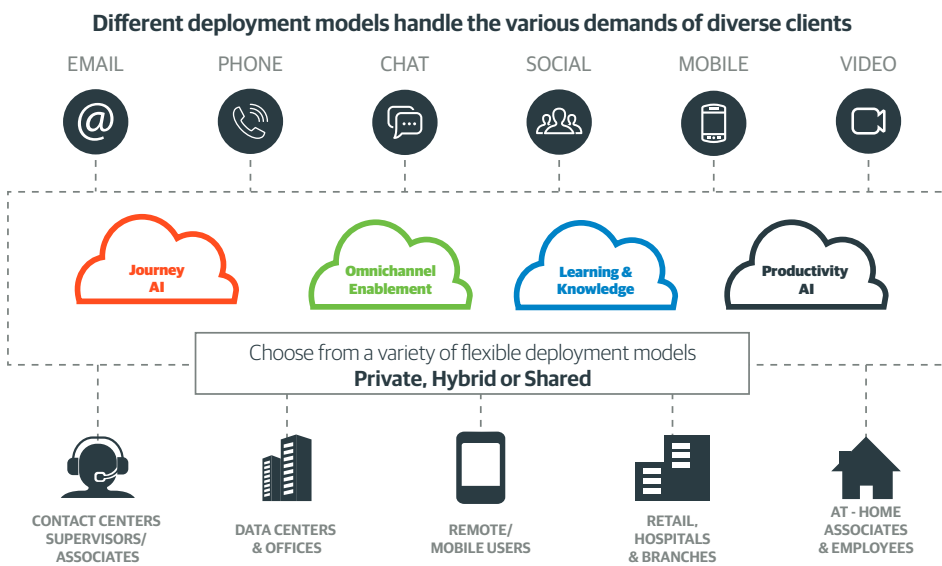# Cloud Migration Services

Reduce risk with experience

Experience Matters

You know the benefits of the cloud, but a major migration of your contact center infrastructure and software can be overwhelming. With TTEC's technology and services you can reduce your migration risk with proven experts who have a 95% client renewal rate year-over-year.

Flexible Cloud Deployment Models

Different deployment models handle the various demands of diverse clients

EMAIL   PHONE   CHAT   SOCIAL   MOBILE   VIDEO

Journey AI   Omnichannel Enablement   Learning & Knowledge   Productivity AI

Choose from a variety of flexible deployment models
Private, Hybrid or Shared

CONTACT CENTERS SUPERVISORS/ ASSOCIATES   DATA CENTERS & OFFICES   REMOTE/ MOBILE USERS   RETAIL, HOSPITALS & BRANCHES   AT - HOME ASSOCIATES & EMPLOYEES

TTEC Migration Approach

Proven and repeatable methodology
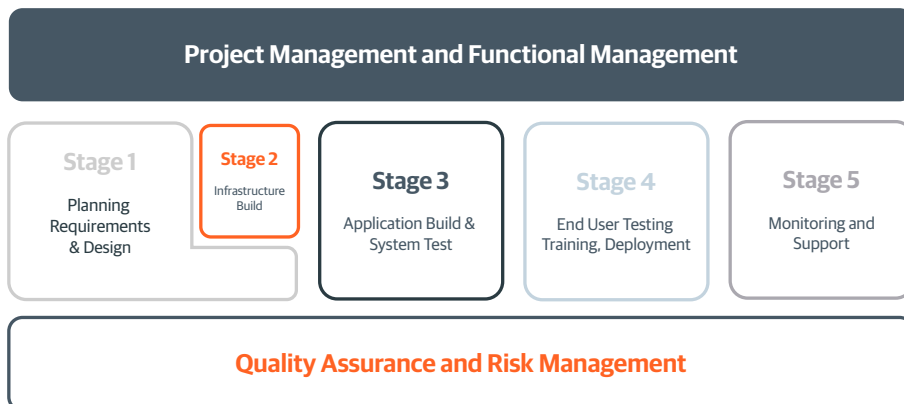
Optimal delivery timeline

Highly trained execution team with over 450 TTEC staff focused on contact center delivery

30+ years' experience, operating, designing and implementing integrated contact center solutions

Enabling Transformation

TTEC has over 30 years' experience, operating, designing, managing and implementing integrated contact center solutions. We blend our reliable Cisco based cloud platform with industry-leading technologies and implementation services to deliver best-in-class cloud customer experiences, at any scale.

5 Stage Project Methodology

Project Management and Functional Management

Stage 1
Planning Requirements & Design

Stage 2
Infrastructure Build

Stage 3
Application Build & System Test

Stage 4
End User Testing Training, Deployment

Stage 5
Monitoring and Support

Quality Assurance and Risk Management

Humanify Enterprise Cloud Migration Design Strategies

Like for Like

Provides accelerated timeline for end of life considerations

TTEC professional services team gathers:

– Existing configuration logic

– Call flows

Translate existing solution into intelligent routing in the Cisco Humanify Enterprise Solution

– Included integration into Humanify Portal for business operation controls

Standard Design

Use existing call flow, IVR logic and business requirements as foundational to the design

Taking advantage of new feature functionality. Examples include:

– Enterprise / Precision Routing

– Omnichannel

– Virtual Queue

– AI / Bots

– Humanify Portal

Combined with Cisco and TTEC best practices - creates a solution that improves logic, gains efficiencies and mitigates current challenges

Full Redesign

Align technology to business goals and realize ROI benefits

– Engage our consulting experts to provide strategic technology-enabled business process solutions

– Use the business requirements to develop a cohesive contact center strategy, integrating target state with strategic priorities

Trust the experts at TTEC

– 250K+ Cloud/SaaS and managed seats daily

– 200K hrs CX strategy delivered annually

– 99.9% global cloud uptime

– First North American partner to achieve the Cisco Cloud Provider Certification

– Awarded the US/Canada Cloud Contact Center Partner of the Year 2013, 2014, 2015, 2017 & 2018
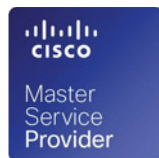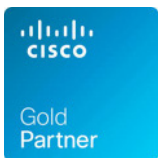
About us

TTEC Holdings, Inc. (NASDAQ: TTEC) is a leading global customer experience technology and services company focused on the design, implementation and delivery of transformative customer experience for many of the world's most iconic and disruptive brands. The Company delivers outcome-based customer engagement solutions through TTEC Digital, its digital consultancy that designs and builds human centric, tech-enabled, insight-driven customer experience solutions for clients and TTEC Engage, its delivery center of excellence, that operates customer acquisition, care, fraud prevention and detection, and content moderation services. Founded in 1982, the Company's 52,400 employees operate on six continents across the globe and live by a set of customer-focused values that guide relationships with clients, their customers, and each other. To learn more about how TTEC is bringing humanity to the customer experience, visit ttec.com.

ttec.com
+1.800.835.3832