

Why Humanify[®] Enterprise for Government?

About TTEC

Over **three decades** focused exclusively on customer contact center design, implementation and operation

Hollistic integrated platform that combines thought leadership and execution

Delivering over **35% Improvement in NPS** scores for NPS leaders

"**Leader**" in Gartner Magic Quadrant

20+ years publicly-listed on the NASDAQ

We employ and/or partner with **industry recognized leaders** across infrastructure, security, and application platforms

Leading Cisco[®] partner in Contact Center Services



TTEC Corporate Cisco Certifications

Corporate Gold Certification

- Advanced Enterprise Networks Architecture
- Advanced Security Architecture
- Advanced Collaboration Architecture
- Advanced Data Center Architecture

Master Collaboration Partner

Cloud and Managed Services Master (CMSP-Master)



Awarded by the US/Canada America's Cloud and Service Provider Organization

Cloud Contact Center Partner of the Year
2013, 2014, 2015, 2017, 2018

Cisco Channel Customer Satisfaction Excellence
Achieved consecutively since 2007

Consistently maintained 95% customer renewal rate

3.5M

Interactions managed everyday

51

Languages spoken

300M

Customers served every year

200K hrs

CX Strategy delivered annually

Government Clients



FEMA



Security and Compliance

FedRAMP Ready

TTEC Humanify G offers Agencies the advantages of cloud computing paired with confidence in a secure, compliant FedRAMP environment.

- FedRAMP Ready - impact level moderate SaaS; FedRAMP Authorized 2019 - planned

508 Compliance

TTEC Humanify G helps agencies comply with Section 508 of the Rehabilitation Act, by providing Software-as-a-Service (SaaS) technology that conforms to the federal IT Accessibility Program Standards

- Best-in-class Contact Center software partners with 508 compliant supervisor and agent interfaces
- Self-service administrative portal access to a dynamic set of management tools enabling quick and easy administration with key features conveniently displayed (508 compliant by Q4 2019)

Agency-specific controls

TTEC Humanify G can accommodate the security requirements of individual agencies with certification at the agency (tenant) level.

- Defense Information Systems Agency (DISA) Impact Level 4 (IL4) certification to meet DoD requirements - planned
- FISMA Moderate Authority to Operate (ATO) with multiple civilian agencies (Census, Department of Education, Health and Human Services, Department of Labor)

About us

About TTEC 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.

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Outcome-based Customer Experience Solutions

- Contact Center as a Service (CCaaS)
- Unified Communications as a Service (UCaaS)
- Call Recording for Quality Assurance
- Workforce Optimization
- Journey Orchestration
- AI/Bot customer engagement