



TTEC Accelerates Verint Time to Market for FedRAMP Moderate Authorized Solutions

About TTEC

TTEC is a leading global customer experience technology and services company focused on the design, implementation, and delivery of transformative customer experience-as-a-service (CXaaS) for many of the world's most iconic and disruptive brands. Founded in 1982, the company's nearly 56,200 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.

With a comprehensive portfolio of cloud contact center software, artificial intelligence (AI), machine learning, and robotic process automation (RPA) solutions, TTEC implements the best omnichannel technologies to create seamless CX across all touchpoints. Currently, TTEC hosts and delivers Verint® solutions to tens of thousands of end users throughout the globe.

TTEC has a major commitment to serving the needs of federal government customers and has invested heavily in its Humanify Enterprise–Government (Humanify Enterprise–G) platform to bring these solutions to Federal departments and agencies. Humanify Enterprise–G consists of infrastructure and security expertise that have obtained FedRAMP Moderate authorization from the U.S. government's Joint Authorization Board (JAB).

Better Together: Verint and TTEC

TTEC has partnered with Verint to host and offer Verint's workforce engagement and experience management solutions in the Humanify Enterprise–G portal and obtain FedRAMP Moderate authorization for these solutions. TTEC has accelerated Verint's time to market for obtaining FedRAMP Moderate authorization by utilizing its secure and hardened infrastructure and has applied its deep domain knowledge of FedRAMP controls to Verint products. This partnership marries the federal computing expertise of TTEC with Verint's market-leading contact center and experience management solutions.

"Bringing together TTEC's FedRAMP infrastructure and expertise with Verint's top-of-the-line workforce engagement and experience management solutions provides a best-of-breed solution for our customers," says Ben Sheffield, director, channel development, TTEC. "Leading with tier one technology is incredibly important to our organization and to our joint government customers, who rely on us to help streamline their contact center operations to provide optimal citizen experiences."

Verint Partner Case Study



Headquarters

Englewood, CO



Website

www.ttec.com



“ TTEC is pleased to partner with Verint to accelerate its time to market for FedRAMP Moderate-authorized solutions for Workforce Engagement and Experience Management. TTEC’s Humanify Enterprise-Government platform is enabling Verint to rapidly bring FedRAMP-authorized solutions that allow federal departments and agencies to achieve their missions with market-leading solutions that increase efficiency and create world-class customer experiences.

– Ben Sheffield, Director, Channel Development, TTEC

Improving Contact Center Performance in the Midst of a Pandemic

A powerful example of people expertise and technology coming together is TTEC’s delivery of extensive support to the Commonwealth of Massachusetts during the COVID-19 pandemic, when the local government’s contact center became inundated by callers seeking assistance. In addition to providing actual human resources to help support the ever-increasing volume of callers, TTEC implemented a technology strategy that included transitioning from traditional telephone-based interactions to adding new communication channels, including SMS texting and iOS Business Chat. This helped the state improve its contact center performance by more than 400 percent.

“Providing a real-time response in the face of a global pandemic was the moment when we realized who we truly are as a company, and the unique value we can deliver to our customers,” says Sheffield. “This is also an important example of how our partnership with Verint enables us to deliver leading-edge technology solutions that help our customers pivot their business to thrive in uncertain times.”

Why TTEC Partners with Verint

“TTEC is focused on delivering relevant technologies to the customer experience and contact center space, and we are always seeking new opportunities to bring emerging solutions to the market,” says Sheffield. “Partnering with Verint — a recognized leader in the workforce engagement space — provides us with enormous opportunities for business growth. Together with Verint, we are able to empower federal departments and agencies with solutions that help them achieve their missions, deliver more comprehensive services, and ultimately standardize and deliver more technology in support of citizens, employees, and key stakeholders.

“Driving a culture of transformational innovation is a key business differentiator for us in the market and in our partnership with Verint,” says Sheffield. “You can’t stand still in this industry, so we are closely following emerging technology trends to help drive new business opportunities for both TTEC and Verint.”



Learn more at
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