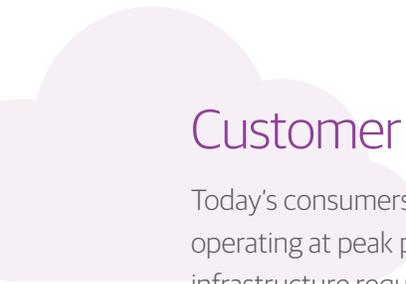




# Managed Services

TeleTech Technology is Your Partner in Customer Experience Excellence

**TeleTech**  
Technology



# Customer Experience Excellence

Today's consumers expect companies to provide a satisfying user experience across every channel, operating at peak performance no matter how complex the underlying technology may be. Maintaining the infrastructure required to handle this level of support is an ever-growing challenge.

So why not leave it to the experts? By leveraging TeleTech Technology's Managed Services offerings, you can optimize your communication infrastructure's efficiency and reliability by removing the technological hurdles in your customer journey. With TeleTech Technology as your partner, you can stop worrying about the smooth operation of your contact center and focus your resources on what's important: taking care of your customers.

TeleTech Technology Managed Services offerings deliver industry-leading services and tools developed through years of experience to proactively address the issues that plague unified communications and contact center environments. We continually re-evaluate our methodologies, adopting the latest technology to deliver services that drive the success of our clients. Year after year, we continue to expand our partnerships, proving our value with extraordinary contact center solutions and backing it up with our 95 percent renewal rate, one of the highest in the industry.

## WHAT IS MANAGED SERVICES?

Managed Services enables an organization to offload some or all of the responsibilities of maintaining its contact center infrastructure to an outside technology partner. For some companies, this may be as basic as product break/fix services. But for others, it can mean completely outsourcing all system operation, maintenance, support and administration tasks. Simply put, your Managed Services partner does what you don't want to do, what it costs too much to do or what you just can't do. You keep control of what's important to you and outsource those tasks that are necessary, but not necessary to be performed by you.

## WHY MANAGED SERVICES BY TELETECH TECHNOLOGY MAKES SENSE

Running a contact center is hard. There are staffing challenges, technical challenges and financial challenges. With teams of Avaya® and Cisco®certified professionals and nearly 30 years of experience supporting contact center platforms, TeleTech Technology is uniquely positioned to overcome these challenges by:

- Utilizing the best, most qualified technical professionals to serve as your company's partners in the field.
- Providing predictable OPEX pricing for ease of budgeting.
- Easing staffing burdens by reducing or eliminating the need to recruit and maintain your own in-house technology experts.
- Ensuring a stable platform to allow organizations to focus on core business demands and do what they do best - care for their customers to increase loyalty and potential revenue.

# Three Tiers of Care

TeleTech Technology offers three distinct packages of Managed Services, from basic to full support:



## FOUNDATION

Basic package for an organization requiring occasional additional support for its in-house technical team.



## ENHANCED

Mid-level package for enterprise customers needing assistance to operate and maintain complex contact center environment.



## PREFERRED

High-touch package for enterprise clients with significant contact center investments to provide the absolute best user experience.

## YOU MADE YOUR CONTACT CENTER WORK. WE MAKE IT WORK BETTER!

No one starts a company expecting someone else to take over key elements of the business. You have your own vision, your own way of doing things. We get it. With TeleTech Technology Managed Services packages, you don't have to give any of that up. You keep as much or as little control as you need to make your customer experience your own. But we're here to pick up the slack, taking on the work that keeps you from getting your work done.

With TeleTech Technology Managed Services delivering technology expertise and peace of mind, your organization will be able to take its contact center to new heights of operational excellence, for a customer experience that's nothing short of revolutionary.

## TELETECH TECHNOLOGY MANAGED SERVICES PROVIDES



Dozens of Avaya- and Cisco-certified professionals



Predictable OPEX pricing



Alleviated staffing headaches



Flexibility to support in-house IT or handle the entire platform



A stable platform to facilitate focus on core business

## **WHY TELETECH TECHNOLOGY?**

TeleTech Technology is a pioneer among North American partners in offering cloud and on-premises contact center solutions powered by Avaya and Cisco. As a leading partner in the design and delivery of customer experience technology solutions, it specializes in helping companies across the globe provide faster, smarter, and more agile customer interactions. TeleTech Technology is a recognized Platinum Avaya Connect Partner and Cisco Gold Partner. In addition, it has earned a 4.6/5.0 overall customer satisfaction rating and 4.8/5.0 implementation satisfaction rating, making it one of the highest ranked Avaya and Cisco business partners. For more information, visit [teletechtechnology.com](http://teletechtechnology.com).

## **LET'S GET STARTED**

Engaging and delighting customers is the key to differentiating your company and driving growth. TeleTech is the go-to partner for Global 1000 leaders because we understand how to create an exceptional customer experience. Let us help you grow revenue, reduce costs, and create lifelong customers.

**For more information, please contact us at 303.397.8100 or visit [teletech.com](http://teletech.com).**

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