



Everything You Need to Know About Moving to the Cloud

September 10, 2015

Learn How Cloud Technology Can Help Companies Succeed as Customer Expectations Continue to Rise

DENVER, Sept. 10, 2015 /PRNewswire/ -- Cloud-based innovations are transforming how companies do business. From driving better customer experiences to providing cost-efficient, on-demand data solutions, cloud investments are becoming a must for today's industry leaders. It's no surprise that Forrester is predicting that the cloud segment will grow 21 percent between 2015 and 2016 alone.¹

Before companies make the leap to the cloud, it's important that they take the time to truly understand everything that the latest technologies have to offer. This month, [TeleTech's Dialogue](#) eNewsletter takes a close look at the latest and greatest benefits of cloud technology, and explores how it can help strengthen the bottom line.

The September issue includes:

- A look at how [cloud-based innovations](#) are driving better customer experiences.
- An overview of the [true differences between](#) cloud and premise-based contact centers.
- A story about how an [on-premise/cloud hybrid solution](#) helped the world's largest pizza chain achieve a 10 percent sales increase.
- A discussion between [technology experts about the benefits](#) of mature contact center technologies.
- A review of how [cloud technology is helping retailers](#) connect disparate databases and deliver seamless customer service.
- An infographic that [illustrates the projected growth](#) of cloud computing.

The *Dialogue* eNewsletter is published 12 times a year and has been designed to inspire customer experience excellence. Each issue contains the best customer-centric thought leadership and in-depth research articles. [Click here](#) to subscribe.

¹ [The Global Tech Market Outlook For 2015 To 2016, January 2015, Forrester Research](#)

ABOUT TELETECH

TeleTech (NASDAQ: TTEC) is a leading global provider of customer experience, engagement and growth solutions. Founded in 1982, the Company helps its clients acquire, retain and grow profitable customer relationships. Using customer-centric strategy, technology, processes and operations, TeleTech partners with business leadership across marketing, sales and customer care to design and deliver a simple, more human customer experience across every interaction channel. Servicing over 80 countries, TeleTech's 41,000 employees live by a set of customer-focused values that guide relationships with clients, their customers, and each other. To learn more about how TeleTech is bringing humanity to the customer experience, visit [TeleTech.com](#).

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