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TTEC Achieves FedRAMP Ready Status and has been Prioritized to Work with the Joint Authorization Board

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Company's Humanify® Enterprise - G SaaS-based solution fulfills strict security requirements required for working with government agencies

DENVER, March 7, 2019 /PRNewswire/ -- TTEC Holdings, Inc. (NASDAQ: TTEC), a leading global customer experience technology and services company focused on the design, implementation and delivery of transformative solutions for many of the world's most iconic and disruptive brands, today announced it has achieved a FedRAMP Ready Status Moderate level for its Humanify Enterprise – G solution. FedRAMP (Federal Risk and Authorization Management Program) is a government-wide program that provides a standardized approach to security assessment, authorization and continuous monitoring for cloud products and services.

The company's Humanify Enterprise – G cloud-based solution was reviewed by 3rd Party Assessment Organization (3PAO) Schellman & Company, LLC, for consideration of the "FedRAMP Ready" designation, with evaluation of the Readiness Assessment Report (RAR) conducted by the FedRAMP Program Management Office (PMO). FedRAMP has deemed TTEC's SaaS-based Humanify Enterprise – G solution FedRAMP Ready at the Moderate level and the company is now officially listed in the FedRAMP Marketplace as FedRAMP Ready.

Additionally, because of TTEC's strong demand for secure cloud based products with existing and potential clients, TTEC was prioritized to work with the Joint Authorization Board (JAB) toward a P-ATO via FedRAMP Connect. This FedRAMP Connect process included presentation to and vetting of FedRAMP's recommendations with the CIO Council, GSA's Office of General Counsel (OGC), and the JAB CIOs and Technical Representatives. The focus of this process is to choose the CSPs that offer services that will benefit the widest variety of Agencies across the Federal Government.

"Our FedRAMP status will enable cost-effective procurement and rapid implementation of Humanify Enterprise – G for government agencies and extends further value to those agencies we are actively serving in this sector," said Steve Pollema, Executive Vice President, TTEC Digital. "Meeting the stringent security and reliability standards for FedRAMP authorization not only demonstrates our commitment to clients in the federal sector but is also testament to TTEC's ongoing commitment to provide the highest levels of security for all our clients. Going forward we will be offering our Humanify Enterprise - G solution with the FedRAMP seal of approval."

To learn more about TTEC's government solutions, please visit ttec.com/industries/government-solutions.

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 www.ttec.com.

About FedRAMP:
The Federal Risk and Authorization Management Program (FedRAMP) is a government-wide program that provides a standardized approach to security assessment, authorization, and continuous monitoring for cloud products and services. The goals of FedRAMP are to accelerate the adoption of secure cloud solutions through reuse of assessments and authorizations, increase confidence in the security of cloud solutions, achieve consistent security authorizations using a baseline set of agreed upon standards for cloud solutions, ensure consistent application of existing security practices, increase confidence in security assessments and increase automation and near real-time data for continuous monitoring.

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