



TeleTech Technology Designated as Skype for Business Launch Partner

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Microsoft Recognition Based on Expertise in Unified Communications and Voice Technologies

DENVER, Dec. 8, 2015 /PRNewswire/ -- [TeleTech](#) Holdings, Inc. (NASDAQ: TTEC), a leading provider of customer experience, engagement and growth solutions, today announced that Technology Solutions Group (TSG), part of TeleTech Technology, has been designated a Skype for Business Launch Partner.

The designation has been granted to a select group of Microsoft-certified Gold and Silver Communications partners globally. As a member of this group, TSG is recognized for its expertise in Unified Communications (UC) and Voice technologies, along with its proven track record in successful Skype for Business and Microsoft Lync deployments.

"As a Microsoft Skype for Business Launch Partner, TSG is well positioned to provide the best possible support and deliver an exceptional customer experience for our clients," said Jack Denault, SVP, Technology Sales and Alliances, TeleTech. "Transcending the limits of geography is one of the central drivers for cloud migration, but the PBX has been one technology blocking the transition. With the new Skype for Business services in Office 365, specifically Cloud PBX, Microsoft removes this blocker and is able to integrate with legacy on-premises PBX environments for customizable hybrid deployments."

Microsoft created the Launch Partner designation to provide customers with a list of partners fully qualified and equipped to deploy the latest release of Skype for Business, including cloud PBX and PSTN calling and conferencing capabilities. Launch Partners must offer a full range of professional services in support of Skype for Business, from solution architecture to deployment and support. They must also partner with qualified hardware and software providers in delivering their Skype for Business solutions.

ABOUT TELETECH

TeleTech 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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