



TeleTech Technology Introduces New Managed Services Offerings

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DENVER, Oct. 11, 2016 /PRNewswire/ -- [TeleTech Technology](#) (comprised of [eLoyalty](#) and [TSG](#)), today announced that it has released new Managed Services offerings, bridging the technology resource gap for organizations with complex contact center and unified communications (UC) environments.

TeleTech Technology Managed Services offers three new tiers of service ranging from basic break/fix maintenance all the way up to system-wide management. Managed Services eases the burden of contact center operation by enabling organizations to offload some or all of the work required to maintain and operate their contact center environments. Backed by nearly 30 years of experience, TeleTech Technology Managed Services offers flexible support agreements in a predictable and budget-friendly operational expense model.

"Running a contact center is hard, and working to overcome staffing, technical and financial challenges while still providing a brand-differentiating customer experience can be overwhelming," said Steve Pollema, president, TeleTech Technology. "Our clients need to focus on what's important: taking care of their customers. As a trusted partner, we relieve challenges in their contact center operations by delivering a stable platform and utilizing the best, most qualified technical professionals in the industry."

"As a long-time managed services client of TeleTech Technology, we've ranged from minimal support to full scale support for our contact centers," Darryl Bell of Executive Health Resources, an Optum Company. "TeleTech Technology has been with us every step of the way and it shows in our customer satisfaction surveys and NetPromoter scores. Its knowledge and experience allows us to focus on our business and uniquely position ourselves against our competitors."

For more information, please visit our partner-specific Managed Services pages to learn how TeleTech Technology can help organizations achieve the customer experience of their dreams.

[eLoyalty Managed Services/Cisco](#)

[TeleTech Technology Managed Services/Avaya](#)

ABOUT TELETECH TECHNOLOGY

[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. TeleTech Technology, a division of TeleTech, 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](#).

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