

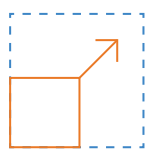
TAKE CONTACT CENTRE EXPERIENCES TO THE NEXT LEVEL

With Genesys Cloud CX™ powered by Tata Communications

The total spend on cloud contact centres is growing exponentially and is expected to reach \$17.95 billion by 2024. The time to move to the cloud is now – so you can gain the scale, security, flexibility and fast innovation potential you need to future-proof your contact centre.



HARNESS THE POWER OF PUBLIC CLOUD



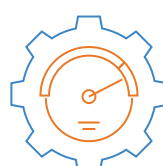
Scale easily

With a cloud-native architecture, microservices, AI, open data and an API-first approach



Deliver continuously

With DevOps and new capabilities always within reach



Work efficiently

Thanks to autoscaling, auto-failover and security

Introducing Genesys Cloud CX™ powered by Tata Communications

We are the first service provider to offer a fully-managed Genesys Cloud offering that meets Indian compliance needs. Harnessing Genesys' intelligent, omnichannel platform – backed by our global reach and support – we deliver a highly available, scalable cloud platform that puts experiences first.



EMBRACE ENDLESS POTENTIAL WITH A TRULY OMNICHANNEL PLATFORM

Ride on a reliable, flexible architecture

Our highly available, microservices architecture – plus cloud technology and hybrid integration – delivers resilient scalability and agility.

Stay certified and secure

With a wide range of cloud certifications, you can rest assured your operations are covered.



Leverage AI to elevate experiences

Help make customer interactions better, and employees' work more rewarding.

Make connections seamless

With open APIs across data, systems and processes, as well as strong App Foundry parent applications.



The Tata Communications difference

With 10 plus years of expertise in global contact centre deployment, the ability to serve last-mile through Global SIP, IZO™ Connect and 24/7/365 support across layers with professional service for migration, set-up and activation – we have the resources to take our customers further.



Leaders in Gartner's Magic Quadrant for Network Services (Global) 2020 – 7 years in row



60% of cloud giants are connected to their businesses through us



7000+ customers (including 300 of Fortune 500 companies)



30% of total internet routes globally managed by us



Business continuity is core to our design, with global **PoPs on all continents** and multi-region registration



99.7% of global GDP coverage through an international voice carrier



TATA COMMUNICATIONS AND GENESYS...



Global Partnership

100% BYOC coverage



Managed and Professional Services

24/7/365 support & Migration, Setup and Activation support



Voice & Connectivity

With globally compliant connections



CC Platform

10 plus years of experience in global contact centre deployments



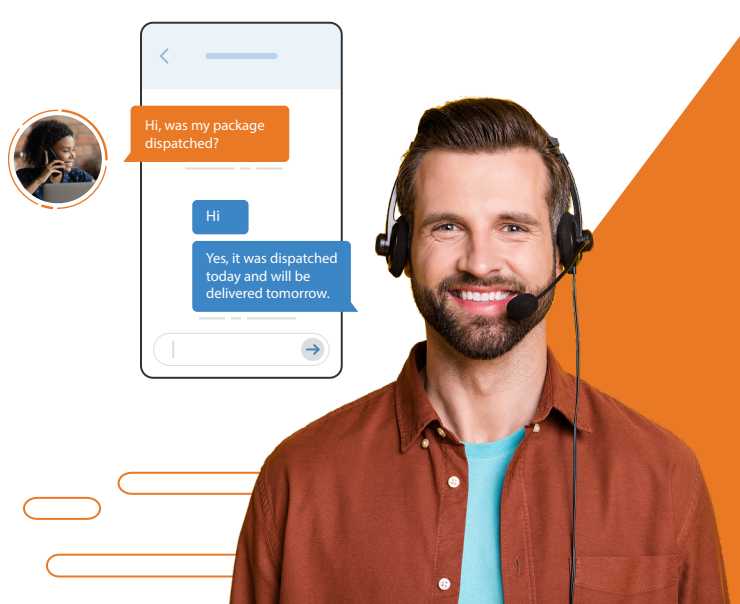
Digital Services

Seamless integration for wider digital ecosystem enablement

...a perfect partnership

Together, Tata Communications and Genesys bring a one-stop solution, backed by end-to-end SLAs, global reach and proven experience delivering large, complex cloud contact centre projects worldwide.

So if you're ready to reach higher, and further, with experiences that stand out – get in touch with Tata Communications today.



For more information, visit us at www.tatacommunications.com

Contact us



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