


Win Wire

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Customer	TTEC Holdings Inc.	
Industry	Information Technology. TTEC is one of the largest, global CX (customer experience) technology and services innovators for end-to-end, digital CX solutions.	
Use Case	IAM will provide holistic coverage of identity and access for TTEC's employees, enabling management of authentication and entitlements across a wide range of TTEC's cloud and on premises applications.	
Cloud Services	Oracle Identity Access Management (IAM) SSO on OCI 	
Buyer Title	Director Information Technology	
Deal Size	Initially: \$ 60K ARR EBS on OCI Upside Potential: \$ 250K ARR	
Win Quarter	Q4 FY'23	
Team	Oracle Partner Manager:	Reid Drossos
	CPR:	Victor Hernandez
	AVP:	Kristin Daly
	GVP:	Rob Guido
	Syntax AE:	Todd Chromzak
	Syntax Oracle Partner Director:	Violeta Albrecht
Key Partner Takeaways	<ul style="list-style-type: none"> • First opportunity with Oracle Cloud • Syntax has been working with TTEC on an Oracle E-Business Upgrade and thru the project discovery process uncovered the need for a more modern identity management and Single Sign-on Process. • Initial POC included 58 users. Success was quickly realized and TTEC via Syntax rolled out to 23,000 users. • Syntax's fully managed IAM offering enables TTEC to embrace the new capabilities and leave the day to day management to their Syntax team. 	