

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. 	