CASE STUDY

One Quarter to Global Visibility: The TTEC Connected Compliance Story

RESULTS

90-Day Global Deployment: Fully transitioned the global SOX environment and close workflows across 84 entities within a single quarter.

1,600+ Reconciliations Automated: Centralized and automated balance tie-outs, eliminating manual spreadsheet tracking.

Seamless "Day 1" Adoption: Integrated compliance directly into existing daily workflows with zero disruption to regional teams.

Continuous Audit-Readiness: Replaced point-in-time documentation with digital audit evidence that is clean and compliant by design.

ABOUT

TTEC Holdings, Inc. (NASDAQ: TTEC) is a leading global consulting, technology, and managed services company delivering solutions at the intersection of data, AI, and customer experience. The Company's 50,000+ employees operate on six continents and bring technology and humanity together to deliver happy customers and differentiated business results.

ERP

Oracle / Hyperion (Data Source)

PRODUCTS USED

FloQast Close
Connected Compliance

Summary

Operating with a complex global accounting footprint, TTEC faced significant administrative hurdles due to a reliance on manual spreadsheets across nearly 200 users globally. To modernize its global control environment without undergoing a multi-year IT overhaul, TTEC implemented FloQast Connected Compliance. In an accelerated high-stakes timeline, the team successfully executed a full global implementation across 84 entities in just 90 days—moving its entire SOX environment into a single platform within a single quarter. This strategic move unified its decentralized regional teams under a single governance structure, embedding SOX controls directly into the daily financial close rhythm, automating over 1,600 reconciliations, and delivering complete, real-time visibility into global risk management.

The Challenge: The Compliance Visibility Gap

Operating as a large, publicly traded organization, TTEC maintained a functional close, but its reliance on manual spreadsheets created a significant administrative burden. Under the guidance of Ellen Gregory, Principal, GL Accounting, the team managed a sprawling global footprint, but compliance and close processes lived in entirely separate environments. While regional teams were highly diligent, the corporate team lacked a real-time window into the status of global tasks. Updates were routinely consolidated via email, a lagging process that provided a static "snapshot" of the close rather than a continuous stream of live data.

This manual approach was most visible in the reconciliation process. With over 1,600 individual reconciliations across more than 80 legal entities, verifying that every balance tied out required a massive investment of time and coordination. Because late entries are common in complex global operations, maintaining an accurate, up-to-the-minute tracker was a constant struggle.

Without a centralized platform, confirming the operational effectiveness of a control in another country required significant manual follow-up. This visibility gap often resulted in a high volume of status meetings to ensure everything remained on track for final regulatory filing.

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> Previously, we didn't have a way to see real-time progress across all regions simultaneously. We would eventually get the updates we needed, but it was an all-or-nothing process at the end of the period rather than a transparent, daily evolution of the close."
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> Ellen Gregory, Principal, GL Accounting **TTEC**

How FloQast Helped: Centering the Close Around Connected Compliance

TTEC recognized that to optimize their close, compliance could no longer be a post-close check—it had to be a "connected" part of the process. They implemented FloQast Connected Compliance to bridge the gap between Internal Audit and Accounting by embedding SOX controls directly into the workflows the accounting team performs every day. By capturing evidence naturally as a byproduct of the work, TTEC transformed compliance from a distinct, painful event into an invisible, automatic outcome of doing the job right.

The speed of the rollout was unprecedented for a global enterprise of TTEC's size, successfully migrating the entire environment in a single quarter.

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> By the time we reached quarter-end, we had moved our entire global checklist and over 1,600 reconciliations into the system. It wasn't just about speed; it was about ensuring our teams were fully prepared for a live environment in just a few months."
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> Ellen Gregory, Principal, GL Accounting **TTEC**

A critical factor in this turnaround was the Day 1 adoption achieved by the accounting team. Because TTEC's accountants could stay in Excel and keep their existing reconciliations while making only minor adjustments, the platform became a natural extension of their existing habits rather than a new administrative burden.

To manage their global scale, TTEC developed a connected, singular SOX environment in FloQast. This allowed management to standardize and rationalize controls across Manila, Mexico, or Denver, capturing work as the signoff was happening and linking it directly to the overarching controls in the FloQast platform. Gregory unified fragmented checklists so that every global team followed the same definitions and due dates, allowing for a consistent, "apples-to-apples" view of regional risk management.

> A major factor in choosing FloQast was the ease of adoption. Our teams could stay in Excel and keep their existing reconciliations while making only minor adjustments. It allowed us to implement a sophisticated tool that felt like a natural extension of our existing processes."
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> Ellen Gregory, Principal, GL Accounting **TTEC**

This shift provided leadership with proactive risk intelligence. Instead of waiting for a manual consolidation of reports, the Controller now uses the FloQast Dashboard to monitor the health of both the close and the associated controls simultaneously. If a reconciliation goes out of balance, the system flags it immediately, providing a digital alert linked directly to live ERP data so the team can resolve variances well before filing deadlines.

The FloQast Difference: A Culture of Continuous Audit-Readiness and Scalable Growth

By adopting Connected Compliance, TTEC has moved beyond traditional, point-in-time auditing toward a model of continuous confidence. The administrative weight of manually tracking 1,600+ reconciliations has been eliminated, enabling the team to focus on strategic financial initiatives rather than basic documentation. By breaking down the silos between Accounting and Audit, TTEC now operates in a state of constant audit-readiness, where financial integrity is a real-time reality rather than a frantic quarterly goal.

Accountability is now driven by data rather than manual follow-up. During daily close meetings, the FloQast Dashboard provides the primary source of truth, giving leadership the visibility needed to focus on managing exceptions rather than chasing people for updates.

They can see exactly where roadblocks exist—such as a delayed report in India or a pending payroll post in Europe—allowing management to step in and offer support exactly where it is needed. This transparency has fostered a more collaborative environment where obstacles are identified and resolved faster, ensuring the team stays ahead of the audit curve.

> Our teams now have a single repository where everything is documented and visible. It's transformed how we supervise the global close; instead of emailing multiple versions of checklists, we can see exactly where we stand at any moment."
>
> Ellen Gregory, Principal, GL Accounting **TTEC**

The platform has fundamentally strengthened TTEC's internal control structure. TTEC utilizes system-generated completeness reports within FloQast as critical audit evidence to directly satisfy their internal SOX controls for completeness. By capturing this digital evidence naturally at the source, the team has significantly increased documentation reliability. While these system-generated completeness reports remain securely housed within TTEC's unified compliance environment to maintain continuous audit readiness, they are readily available to be provided to external auditors upon request, making seasonal walkthroughs and control testing far more efficient.

Future-Proofing with FloQast

The success of the Connected Compliance model has triggered organic expansion across the organization. TTEC has already integrated financial reporting workflows to link ICFR (Internal Controls over Financial Reporting) to 10-K and 10-Q deliverables, bringing those processes into the platform and naturally capturing the control execution embedded in those workflows.

They are also utilizing FloQast for statutory reporting and invoice template management. Most recently, the Internal Audit team has begun evaluating moving the entire Risk Control Matrix (RCM) and testing into FloQast to fully close the loop on global governance.

The Herculean Implementation: Modernizing Global Governance at Speed

For a global powerhouse like TTEC—generating billions in revenue—the prospect of overhauling a compliance environment is typically a multi-year endeavor often requiring massive Big 4 consulting teams. Instead, TTEC made a strategic platform decision to partner with FloQast to execute a high-velocity implementation that moved their entire SOX environment across 84 entities simultaneously.

This wasn't just a technical migration; it was a fundamental shift in how TTEC addresses financial integrity. By linking close and accounting workflows directly to controls within the FloQast Connected Compliance environment, TTEC bridged the gap between local execution and corporate oversight. This rapid deployment allowed TTEC to stand up a robust, unified compliance plan that addressed material needs across their global footprint without the "implementation fatigue" common with legacy compliance tools.

RESULTS

84 Entities Unified:
Moved the entire global SOX environment and associated close workflows into a single ecosystem.

1,600+ Reconciliations Automated:
Eliminated the administrative burden of manual tracking across a massive global volume.

Continuous Audit-Readiness:
Captured evidence naturally as a byproduct of work, ensuring a "clean by design" audit posture.

> With 84 entities, standardization is our greatest asset. We've moved toward a unified global language for our close tasks. FloQast gave us a big-picture view that simply wasn't possible when we were managing through local spreadsheets."
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> Ellen Gregory, Principal, GL Accounting **TTEC**

HAVE QUESTIONS OR WANT A CUSTOM DEMO?

We're here to help! Click the button below and we'll be in touch.

Schedule a Demo