



## VeriPark and TTEC Digital Partner to Modernize Financial Services CX Across EMEA

**LONDON, Oct. 14, 2026 – VeriPark, the leading provider of digital banking solutions for financial services,** today announced a strategic partnership with **TTEC Digital**, one of the largest pure-play customer experience (CX) solutions partners for data, AI, and observability and security.

The partnership is designed to help banks and insurers consolidate fragmented contact centre and CRM (customer relationship management) environments onto the Microsoft cloud ecosystem while expanding market presence across the EMEA region.

As financial institutions face increasing pressure to modernize legacy infrastructure, this collaboration bridges a critical gap as it offers TTEC Digital's deep expertise in Microsoft-based Contact Centre as a Service (CCaaS) implementation, AI integration, and service design, and VeriPark's more than two decades of experience delivering Microsoft-native banking and insurance applications.

"Financial institutions are reaching a critical inflection point where fragmented contact centre and CRM systems are no longer just inefficient, they actively undermine customer trust and regulatory confidence," said **Maha Meikum Perumal, VP, Head of Delivery & Operations, EMEA, TTEC Digital**. "Through this partnership, we can help banks and insurers move away from stitched-together platforms to a consolidated customer engagement model on the Microsoft stack in a way that is secure, scalable, and purpose-built for highly-regulated environments."

The collaboration supports geographic expansion in regions where VeriPark has an established Microsoft presence and strong regulatory expertise and relationships with financial institutions, particularly across Europe and the Middle East. By partnering, TTEC Digital and VeriPark can pursue opportunities in markets where local expertise, regulatory knowledge, and trusted technology are essential.

"As customer engagement technologies continue to converge, financial institutions require a connected model that unifies every interaction while upholding trust, security, and regulatory compliance," said **Michel Diab, Chief Strategy and Marketing Officer at VeriPark**. "Partnering with TTEC Digital allows us to extend the value of our banking CRM expertise, and regulatory knowledge with world-class contact centre and AI capabilities, helping financial institutions transform customer experience through more intelligent, connected, and scalable engagement across every channel."

Together, TTEC Digital and VeriPark aim to give financial institutions an enterprise-grade alternative for modernizing omnichannel contact centres while maintaining required regulatory compliance and without disrupting daily operations.

### About TTEC Digital (<https://www.ttecdigital.com/>)

TTEC Digital is one of the largest pure-play customer experience (CX) technology partners globally, with a deep foundation in data, AI, and security with 2,000 technologists that innovate, architect, integrate, and operate CX technology solutions for more than 1,000 clients across North America, Europe and Asia Pacific. TTEC Digital defines CX as everything that happens between a company and its customers: every conversation, every channel, every touchpoint, and the technology that makes those experiences possible. Certified at the highest tier across every major CX technology platform covering data, analytics, contact center, CRM, cloud, and frontier AI, we are a single accountable partner, from the first architecture decision through deployment and ongoing operations. The company's professional services, managed services, proprietary software, and forward-deployed engineers give clients the depth of a global firm and the agility of a strategic partner — measured on outcomes delivered, not hours billed. Learn more at [ttecdigital.com](https://www.ttecdigital.com).

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**About VeriPark ([veripark.com](https://www.veripark.com))**

VeriPark is a global solutions provider enabling financial institutions to become digital leaders by placing Customer Experience at the core of digital transformation. With an exclusive focus on financial services, VeriPark's AI-Powered Customer Experience Suite delivers world-class customer journeys on digital and assisted channels. Our integrated platform unifies data, orchestrates intelligent journeys, and embeds real-time decisioning into every interaction. From [Omnichannel Delivery](#) and [Customer Engagement](#) to [Branch Automation](#) and [Loan Origination](#), VeriPark helps financial institutions accelerate digital transformation, increase productivity, and achieve tangible business outcomes.

Headquartered in the United Kingdom, with a rapidly growing presence across Europe, North America (Canada & United States), Asia, Africa, and the Middle East, VeriPark partners with leading financial institutions to drive customer acquisition, retention, and cross-sell opportunities. VeriPark's 5 offshore development centers, including hubs in Canada, Bulgaria, and India enable us to scale innovation quickly and deliver proven, secure, and scalable solutions.

**For Additional Information:**

About VeriPark: Visit <https://www.veripark.com> or get in touch via [info@veripark.com](mailto:info@veripark.com)

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