

CONTACTS

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"Our outcome-based managed services platform is a marketplace differentiator, one that delivers the essential integrated suite of offerings that brands need to provide exceptional customer experience across every interaction channel."

—Kenneth Tuchman,
Founder, Chairman and
Chief Executive Officer

TELETECH HOLDINGS, INC.

As of 3/31/2017

NASDAQ Exchange	TTEC
Market Cap (MM)	\$1,358.4
Enterprise Valuation (MM)	\$1,527.6
Q1 Weighted-Average Diluted Shares Outstanding (MM)**	46.3
Share Price (as of 3/31/17)	\$29.60
52-Week Range	\$24.45-\$31.97

FINANCIAL METRICS

LTM Revenue (GAAP) (MM)	\$1,301.1
LTM Diluted EPS (GAAP)	\$0.89
LTM Diluted EPS (Non-GAAP)	\$1.50
LTM EBITDA (Non-GAAP) (MM)	\$173.8
Debt/Total Equity	53%
Dividend per Share* (annualized estimate)	\$0.44

*Subject to board approval.
Source: Company reports, Capital IQ

FIVE-YEAR TTEC PERFORMANCE*



* as of 3/31/2017
** weighted average for Q1 2017

HEADQUARTERS

9197 S. Peoria Street
Englewood, CO 80112

WEBSITE
teletech.com

EMPLOYEES
40,000+

CLIENTS
300+

ABOUT TELETECH

TeleTech is a leading global provider of customer experience, engagement and growth solutions. Founded in 1982, the Company helps its clients acquire, retain and grow profitable customer relationships. Using customer-centric strategy, technology, processes and operations, TeleTech partners with business leadership across marketing, sales and customer care to design and deliver a simple, more human customer experience across every interaction channel. TeleTech's more than 40,000 employees live by a set of customer-focused values that guide relationships with clients, their customers, and each other. To learn more about how TeleTech is bringing humanity to the customer experience, visit TeleTech.com.

INVESTMENT THESIS

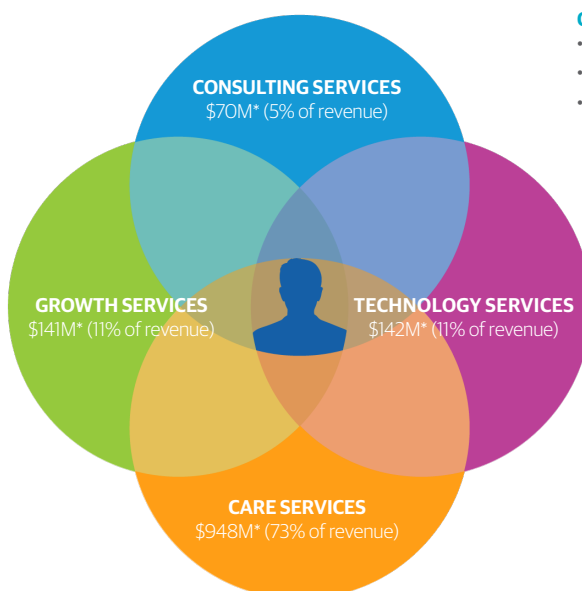
INDUSTRY LEADER	<ul style="list-style-type: none"> Global leader in customer experience, engagement and growth 34-year heritage of innovation in technology-rich, value-oriented capabilities
INTEGRATED OFFERINGS	<ul style="list-style-type: none"> End-to-end customer consulting, technology, growth and care services New standards of excellence through more strategic, outcome-based results
RECURRING REVENUE	<ul style="list-style-type: none"> High revenue visibility with over 90% client retention levels in Customer Care and Growth Services Growing revenue from expanded clientele, geographies and integrated offerings
SUSTAINABLE VALUE CREATION	<ul style="list-style-type: none"> Significant investment in innovation, operations, leadership and sales Ongoing commitment to acquisitions, dividends and stock repurchases
FINANCIAL PERFORMANCE	<ul style="list-style-type: none"> Industry leading financial performance Strong cash flows and balance sheet
LEADERSHIP TEAM	<ul style="list-style-type: none"> Deep domain expertise in strategy, analytics, technology and operations High-caliber, proven industry leaders

KEY PRIORITIES AND GROWTH DRIVERS

- Deliver Sustainable and Profitable Growth
 - Expand integrated global customer engagement offerings
 - Stronger bookings with improved quality and diversity
- Increase Market Adoption of Our Differentiated Solution
 - Accelerate investments in our vertical, geographic and sales strategies
- Increase Investment in Continuous Innovation
 - Stay strategically relevant and ahead of the needs of our client base with new products and services
- Execute Acquisitions
 - Inorganic growth through accretive and strategic acquisitions

INTEGRATED PLATFORM OF SERVICE AND TECHNOLOGY

One integrated platform that delivers seamless engagement between brands and customers.



CONSULTING SERVICES

- CX Strategy
- Insight (Analytics)
- Learning & Performance

TECHNOLOGY SERVICES

- Omnichannel Communications
- Customer Relationship Management
- Social & Knowledge
- On Premise & Cloud

CARE SERVICES

- Customer Care
- Technical Support
- TeleTech@Home
- Human Capital Managed Services
- Talent Optimization
- Omnichannel Communications

GROWTH SERVICES

- Digital Marketing
- Customer Acquisition
- Growth & Retention
- Campaign Management
- Sales Advisory & Analytics

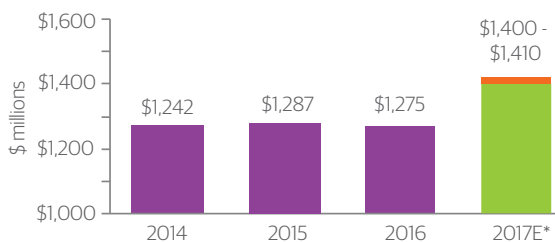
* Financials based on LTM GAAP revenue basis (as of March 31, 2017)

GROWTH GOALS

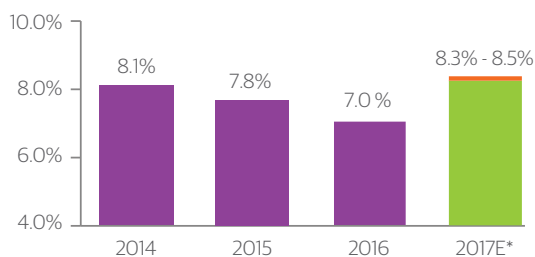
GUIDANCE | 2017 Estimated*

Revenue*	Adjusted Operating Margin*
\$1.400B to \$1.410B	8.3% to 8.5%

Total Revenue 2014–2017E

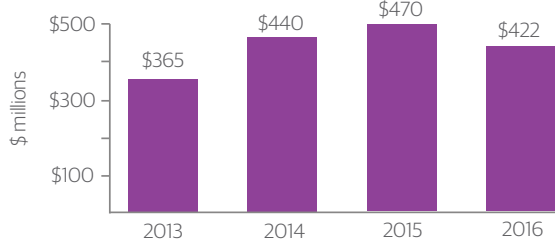


Adjusted Operating Margin 2014–2017E



*2017 guidance excludes assets held for sale (AHFS), wind-down (WD), impairment and restructuring charges.

Bookings 2013–2016



LTM Bookings: \$423M

BRINGING THE INTEGRATED OFFERING TO MARKET

Our integrated go-to-market strategy brings vertical industry and customer experience domain expertise together.

COMMUNICATION MEDIA & TECHNOLOGY

Communications
High Tech
Media & Entertainment
Cable / Satellite

HEALTH & PUBLIC SECTOR

Payor
Provider
Pharmaceutical / PBM
Medical Devices
Public Sector (Exchanges, Federal, State & Local, Education)

FINANCIAL SERVICES

Banking
Insurance
Payments
Brokerages

DIVERSIFIED

Automotive, Travel & Transportation
Retail, Consumer Goods & Services
Energy
Utilities
Emerging Industries

INTERNATIONAL GEOGRAPHIES

APAC
EMEA
LATAM
Other Emerging Geographies

Consulting Services (CSS) \$70M* (5% of Rev)
Technology Services (CTS) \$142M* (11% of Rev)
Growth Services (CGS) \$141M* (11% of Rev)
Care Services (CMS) \$948M* (73% of Rev)

*Financials based on LTM GAAP revenue basis (as of March 31, 2017)

ACQUISITIONS ARE FOCUSED ON ENHANCING THE PLATFORM

Company	Strategic Fit	Business Segment	Date of Acquisition
eLoyalty	Cisco-based technology design and management	CTS	May 2011
iKnowtion	CX data-analytics strategy and execution	CSS	Feb 2012
Guidon	CX strategy and process optimization	CSS	Oct 2012
Sofica Group	Broad European multilingual customer services	CMS	Feb 2014
rogenSi	Leadership and change management consulting	CSS	Aug 2014
Atelka	Canada-based customer experience provider	CMS	Nov 2016
Connexions	Healthcare customer sales and services	CMS	Apr 2017



Kenneth Tuchman
Founder, Chairman and Chief Executive Officer

Background
Founded TeleTech in 1982



Marty DeGhetto
EVP, Customer Management and Customer Growth Services Chief Operating Officer

Background
Convergys, American Express, AT&T/American Transtech



Robert Jimenez
EVP, Customer Strategy Services

Background
Genpact, Tatum Consulting, EMC Consulting, Capgemini and IBM



Margaret McLean
SVP, General Counsel and Chief Risk Officer

Background
CH2M HILL, Holme Roberts & Owen (now Bryan Cave LLP)



Paul Miller
SVP, Treasurer and Head of Investor Relations

Background
J.D. Edwards, Wells Fargo Bank, BONY



Regina Paolillo
EVP, Chief Financial and Chief Administrative Officer

Background
TriZetto, General Atlantic, Creditek, Genpact, Gartner



Judi Hand
Chief Revenue Officer

Background
AT&T, Qwest, US WEST



Steve Pollema
SVP, Customer Technology Services

Background
eLoyalty, LLC, MarchFirst, Accenture



Kyle Priest
Chief Strategy and Marketing Officer

Background
SapientRazorfish (formerly Razorfish)



Harish Mysore
SVP, Corporate Development

Background
Sabre, Trizetto, Dell

This document may include forward-looking statements related to TeleTech's strategy, operations, market assessment, and financial performance and outlook, which are based on managements' current beliefs and assumptions. Such statements reflect managements' opinions as of this time and TeleTech has no obligation to revise this information as a result of new information that may become available.

For a description of TeleTech's risk factors, review the most recent SEC filings along with TeleTech's 2016 Annual Report on Form 10-K.

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