

## CONTACTS

**Regina Paolillo**

**EVP, Chief Financial and Administrative Officer**

Email: investor.relations@teletech.com

**Paul Miller**

**SVP, Treasurer and Head of Investor Relations**

Email: paulmiller@teletech.com  
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**Harish Mysore**

**SVP, Corporate Development**

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Phone: 303.3978863

"Our Humanify™ Customer Engagement as a Service offering delivers insight-driven consulting, technology and operations that connect brands and their customers seamlessly at every touchpoint - person-to-person, digital, and automated - in and across every channel."

—Kenneth Tuchman,  
Founder, Chairman and  
Chief Executive Officer

### TELETECH HOLDINGS, INC.

As of 6/30/2017

NASDAQ Exchange	TTEC
Market Cap (MM)	\$1,861.2
Enterprise Valuation (MM)	\$1,983.6
Q2 Weighted-Average Diluted Shares Outstanding (MM)**	46.2
Share Price (as of 6/30/17)	\$40.80
52-Week Range	\$24.45-\$42.90

### FINANCIAL METRICS

LTM Revenue (GAAP) (MM)	\$1,349.4
LTM Diluted EPS (GAAP)	\$0.96
LTM Revenue (Non-GAAP CC) (MM)	\$1,352.2
LTM Diluted EPS (Non-GAAP)	\$1.60
LTM EBITDA (Non-GAAP) (MM)	\$182.9
Debt/Total Equity	69%
Dividend per Share* (annualized estimate)	\$0.44

\*Subject to board approval.

\*\* weighted average for Q2 2017

Source: Company reports, Capital IQ

### FIVE-YEAR TTEC PERFORMANCE\*



\* as of 6/30/2017

### HEADQUARTERS

9197 S. Peoria Street  
Englewood, CO 80112

### WEBSITE

teletech.com

### EMPLOYEES

45,000+

### CLIENTS

300+

## ABOUT TELETECH

TeleTech is a leading global provider of customer experience, engagement and growth solutions delivered through its proprietary end-to-end Humanify™ Customer Engagement as a Service offering. 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 48,000 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

- Global leader in customer experience, engagement and growth
- 35-year heritage of innovation in technology-rich, value-oriented capabilities
- 21-year public company, supporting 6 continents & 50 languages
- Deep domain expertise, proven industry leaders

### INTEGRATED OFFERINGS

- Humanify™ Customer Engagement as a Service offering end-to-end customer consulting, technology, growth and care services
- New standards of excellence through more strategic, outcome-based results

### RECURRING REVENUE

- High revenue visibility in Customer Care and Growth Services
- Growing revenue from expanded clientele, geographies and integrated offerings
- 10+ year relationships with over 30 household named clients

### SUSTAINABLE VALUE CREATION

- Significant investment in innovation, operations, leadership and sales
- Commitment to acquisitions, dividends and stock repurchases

### FINANCIAL PERFORMANCE

- Industry leading financial performance, including ROIC
- Accelerated organic and inorganic revenue growth, and profitability
- Strong cash flow and balance sheet

## KEY PRIORITIES AND GROWTH DRIVERS

### 1. Deliver Sustainable and Profitable Growth

- Expand integrated global customer engagement offerings
- Stronger bookings with improved quality and diversity

### 2. Increase Market Adoption of Our Differentiated Solution

- Accelerate investments in our vertical, geographic and sales strategies

### 3. Increase Investment in Continuous Innovation

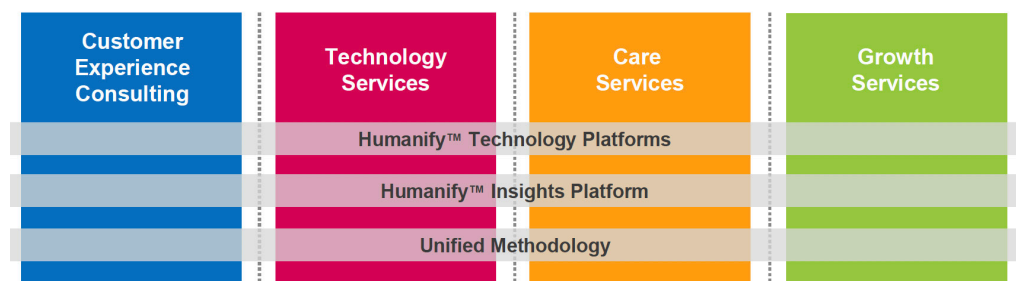
- Stay strategically relevant and ahead of the needs of our client base with new products and services

### 4. Execute Acquisitions

- Inorganic growth through accretive and strategic acquisitions

## Humanify™ Customer Engagement as a Service

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



### Customer Experience Consulting

- Strategy & Operations
- Insights
- Learning & Performance

### Technology Services

- Technology Strategy
- Systems Integration & Value Add Applications
- Managed Services

### Care Services

- Contact Center Services
- TeleTech@Home
- Centers of Excellence

### Growth Services

- Demand & Acquisition
- Growth & Retention
- Service to Sales

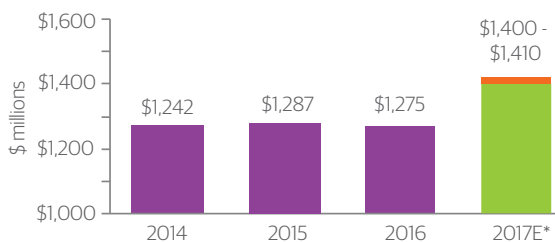
- **Humanify Technology Platforms** provide best of breed CX technology
- **Humanify Insights Platform** provides a comprehensive CX analytics dashboard
- **Unified Methodology** knits the solutions together for consistent outcomes

## GROWTH GOALS

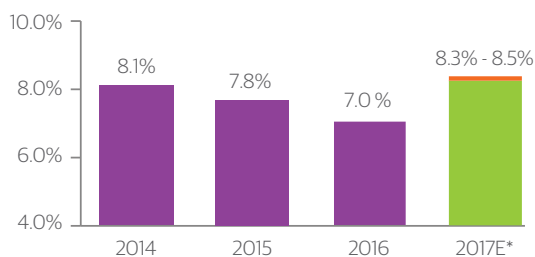
### GUIDANCE | 2017 Estimated\*

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

### Total Revenue 2014–2017E

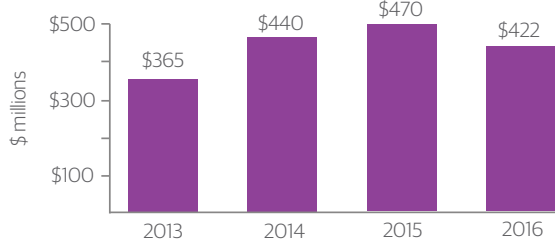


### Adjusted Operating Margin 2014–2017E\*



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

### Bookings 2013–2016



LTM Bookings: \$417M

## 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

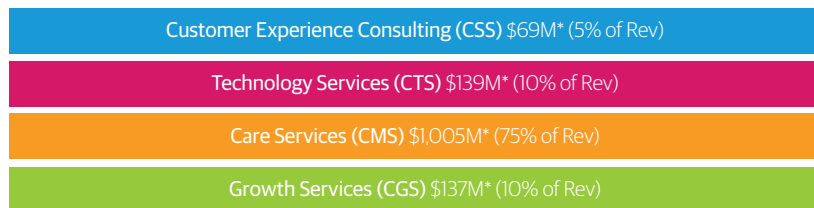
Banking  
Insurance  
Payments  
Brokerages

### DIVERSIFIED

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

### INTERNATIONAL GEOGRAPHIES

APAC  
EMEA  
LATAM  
Other Emerging Geographies



\*Financials based on LTM GAAP revenue basis (as of June 30, 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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