

Delivering the next generation of digital customer experience

# TTEC Investor Overview



February 2024



# Disclosure

This presentation includes forward-looking statements (within the meaning of Section 27A of the Securities Act of 1933 as amended, Section 21E of the Securities Exchange Act of 1934 as amended, and the Private Securities Litigation Reform Act of 1995) relating to TTEC's strategy, operations, value proposition, market assessments and the size of addressable market, financial performance and outlook, including M&A and strategic partnership opportunities, profitability, and cash from operations, which are based on managements' expectations, assumptions and projections with respect to the future, and are not a guarantee of performance.

These statements reflect managements' beliefs as of the time of this presentation. TTEC's actual results may differ materially from what is reflected in the forward-looking statements. New factors or events that are not currently known to us may emerge and materially and adversely affect us and our results of operations. Except as otherwise required by applicable securities laws, TTEC has no obligation to revise this information nor update you about these impacts.

The forward-looking statements are subject to various risks, uncertainties and factors that could cause actual results to differ materially from those described, including risk factors outlined in our most recent SEC filings on Form 10-K and any of our subsequently filed Quarterly Reports on Form 10-Q.

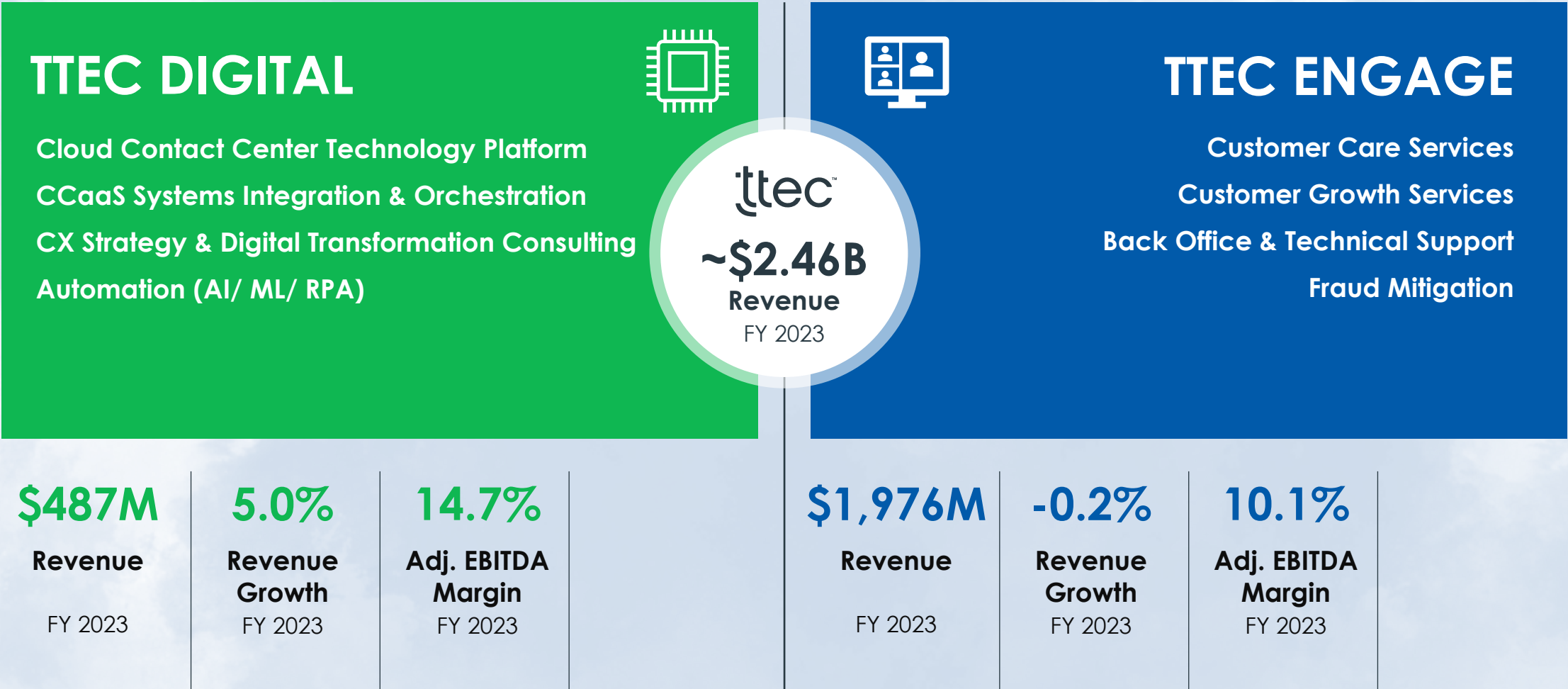
This presentation also contains estimates and other statistical data made by independent parties and by us relating to market size and growth and other data about our industry. This data involves a number of assumptions and limitations, and you are cautioned not to give undue weight to such estimates. Assumptions and estimates of our future performance and the future performance of the markets in which we operate are necessarily subject to a high degree of uncertainty and risk.

In addition to the financials presented in accordance with U.S. generally accepted accounting principles ("GAAP"), this presentation includes certain non-GAAP financial measures. We use the non-GAAP financial measures listed in the appendix to evaluate our ongoing operations and for internal planning and forecasting purposes. We believe that non-GAAP financial measures, when taken collectively, may be helpful to investors because it provides consistency and comparability with past financial performance. However, non -GAAP financial information is presented for supplemental informational purposes only, has limitations as an analytical tool and should not be considered in isolation or as a substitute for financial information presented in accordance with GAAP. In addition, other companies, including companies in our industry, may calculate similarly-titled non-GAAP measures differently or may use other measures to evaluate their performance, all of which could reduce the usefulness of our non-GAAP financial measures as tools for comparison. You should review the reconciliation of our non-GAAP financial measures to the most directly comparable GAAP financial measures set forth in the Appendix, and not rely on any single financial measure to evaluate our business.

For additional information about TTEC's business, refer to the company's 2023 Annual Reports on Form 10-K, subsequent Quarterly Reports on Form 10-Q, and other documents filed with the U.S. Federal Securities and Exchange Commission (the "SEC") from time to time, and relevant earnings press releases (including GAAP, Non-GAAP and other reconciliation financial tables included therein). The documents that we filed with the SEC can be obtained for free by visiting EDGAR on the SEC website at [www.sec.gov](http://www.sec.gov).



TTEC is one of the largest pure-play CX technology and services partners in the world, serving over 750 iconic clients



# TTEC at a Glance

## SCALE

~20

COUNTRIES &  
~50 LANGUAGES

~750

CLIENTS

~60K

TOTAL  
EMPLOYEES

~60%

OF EMPLOYEES  
WORKING FROM  
HOME

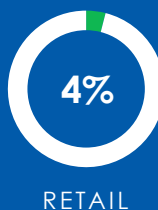
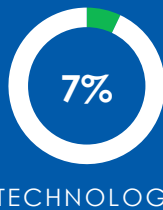
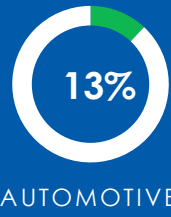
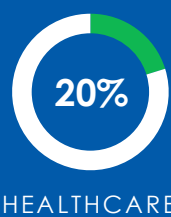
~3,000

CX PROFESSIONALS &  
ENGINEERS SERVICING  
CLIENTS

50%+

OF REVENUE GENERATED  
FROM CLIENTS WITH WHOM  
WE HAVE HAD A  
RELATIONSHIP FOR AT LEAST  
10 YEARS

## DIVERSIFICATION\*

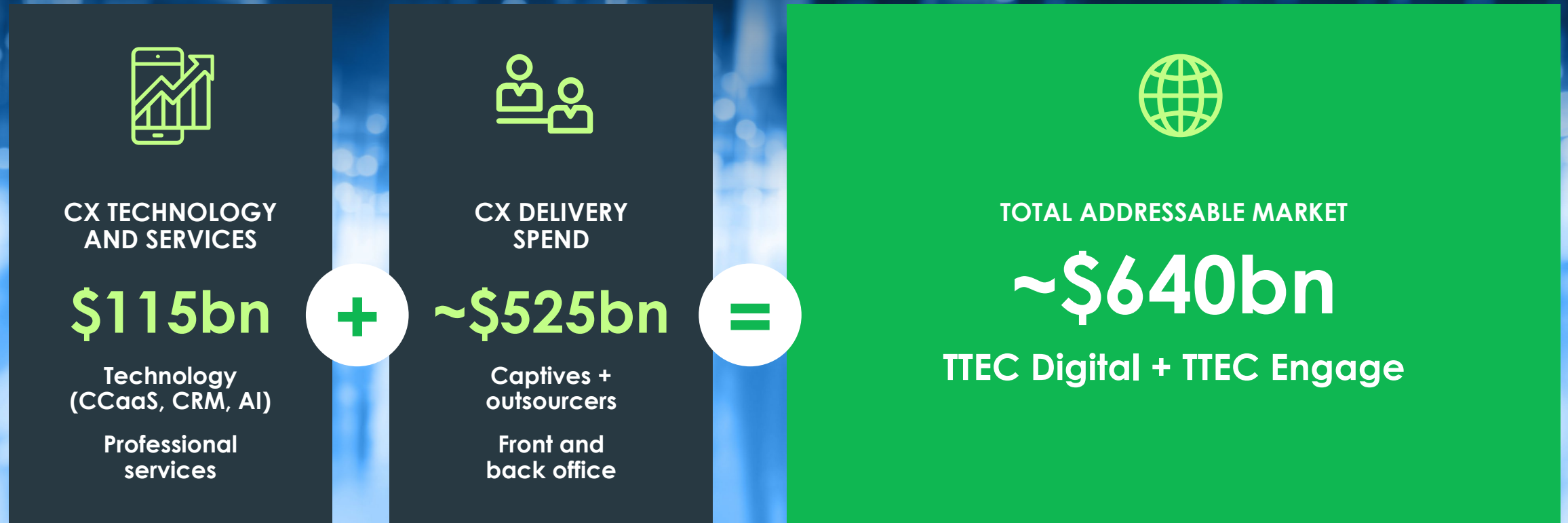


For additional information, refer to TTEC's 2023 Annual Report on Form 10-K and subsequent Form 10-Q quarterly reports, relevant earnings statements, and GAAP/ Non-GAAP reconciliation financial tables.

\*FY 2023



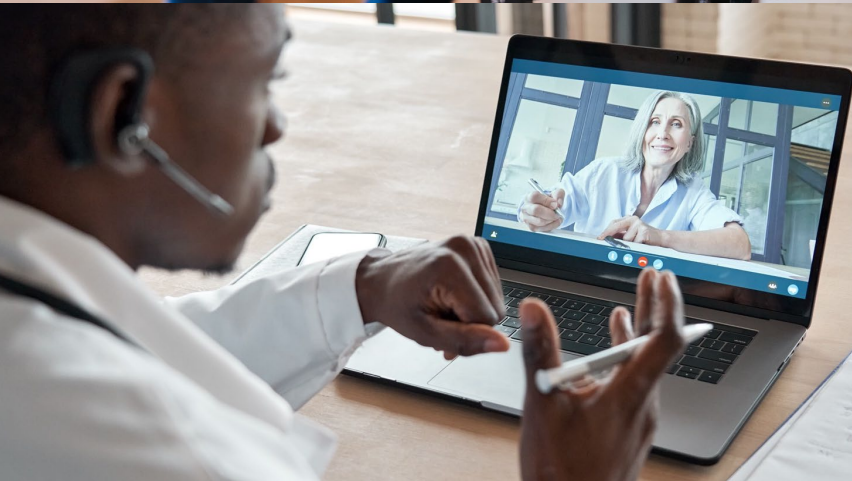
# TTEC serves a large addressable market



Note: Reflects 2020 market size.

- (1) Everest, BPS/BPO Top 50 2019, April 2019. IDC, Worldwide and U.S. Digital Strategy Consulting Services Forecast, 2019-2023, July 2019, #US44446019. Gartner, Q3'19 Update. Forecast: Infrastructure Software Markets, Worldwide, 2017-2023. IDC, Worldwide Artificial Intelligence Software Platforms Forecast, 2019-2023, July 2019, #US44170119. IDC, Worldwide Contact Center Applications Software Forecast, 2019-2023, June 2019, #US45124119. Gartner, April 2019. Forecast Analysis: Contact Centers, Worldwide. Frost & Sullivan, November 2019. Growth Opportunities in the North American Contact Center Market, Forecast to 2023. Gartner, Q3'19 Update. Forecast: Enterprise Application Software, Worldwide, 2017-2023. Frost & Sullivan, July 2019. Global Marketing Automation Solutions (MAS) Market, Forecast to 2025. Markets and Markets, November 2018. Fraud Detection and Prevention (FDP) Market by Solution, Service, Application Area, Organization Size, Vertical, and Region – Global Forecast to 2023.
- (2) Everest CCO annual report ERG-2018-21-ft-2768





**Virtual CX**  
In every category, customers  
are engaging virtually to do  
everything they want.  
**Whatever. Wherever. Whenever.**







## FITNESS

Building a loyal community of fitness enthusiasts with digital and voice support



## ENTERTAINMENT

Enabling omnichannel support across multiple consumption sources for leading streaming services



## BANKING

Facilitating safe and secure transactions for disruptive fintechs and legacy financial services giants



## eHEALTH

Using advanced analytics and in-home video to encourage patients to use preventative care

## Virtual CX

In every category, customers are engaging virtually to do everything they want.

Whatever. Wherever. Whenever.



## MOBILITY

Architecting and delivering digital transformation for one of the world's largest auto manufacturers



## SHOPPING

Designing next gen customer experiences for many of the world's most popular and fastest growing D2C brands



## DINING

Helping one of the fastest growing food delivery services establish its leadership across multiple countries with exceptional CX



## LIVE, WORK, SCHOOL

Working with hypergrowth companies from seed to scale to deliver exceptional CX and drive commerce

# Capital Deployment Priorities

## WHILE MAINTAINING SOUND LEVERAGE AND DEBT-SERVICE CAPACITY



Maintaining our Market Leadership



Organic Growth and Investment

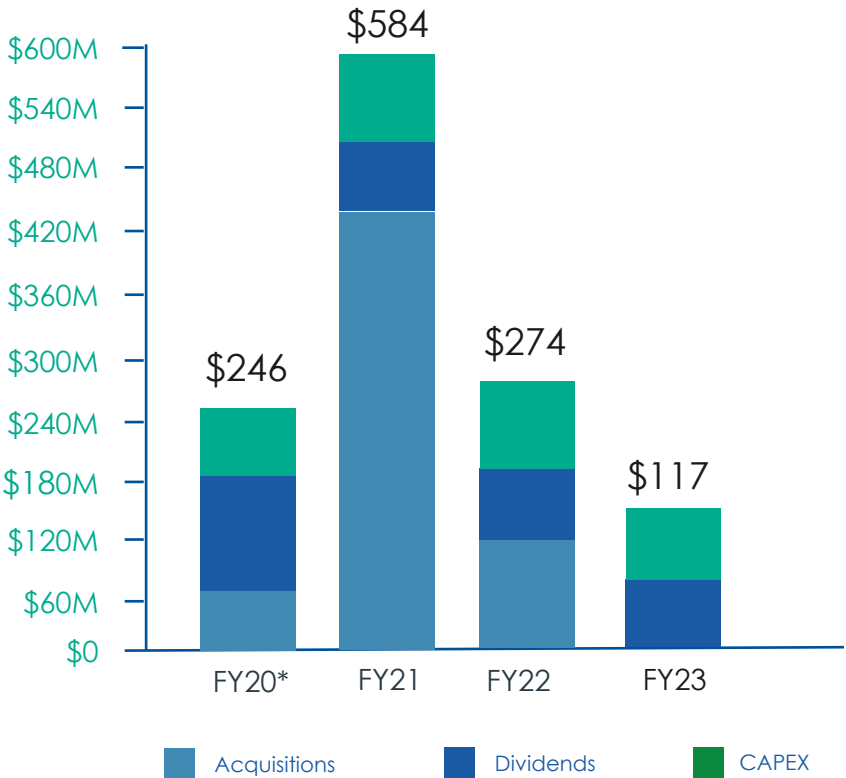


Inorganic Growth (M&A)



Shareholder Returns

## DISCRETIONARY CAPITAL DEPLOYMENT



• FY 2020: Includes a one-time special dividend of \$100M in addition to our regular semi-annual dividend (\$ in millions)

• FY 2024: In February 2024, the Board of Directors declared a reduction in the next semi-annual dividend to \$0.06 per share, payable on April 30, 2024 to shareholder of record on April 3, 2024.

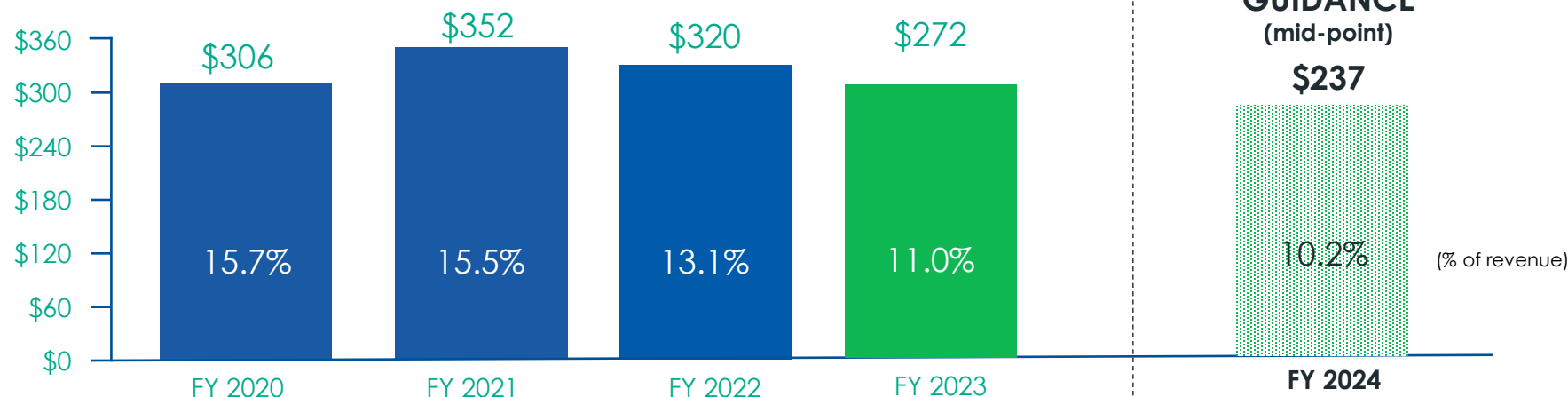
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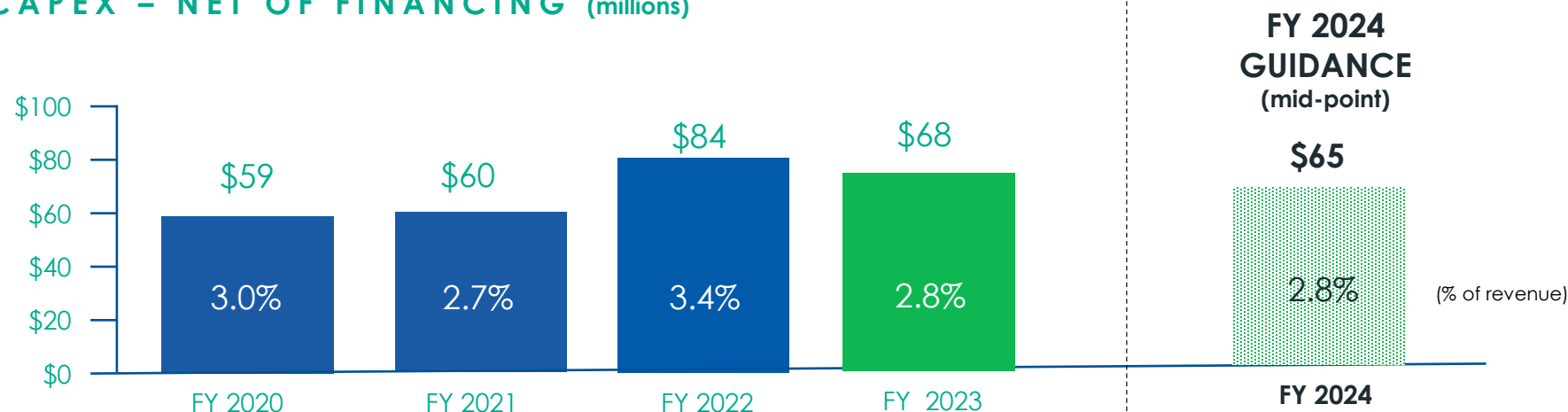


# Trends — Adjusted EBITDA and CapEx

## ADJUSTED EBITDA (millions)



## CAPEX – NET OF FINANCING (millions)



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# ESG: Driving to be the employer, provider, and investment of choice.



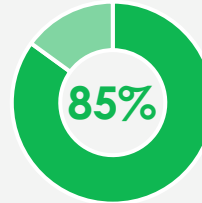
Our values are the foundation of our ESG commitment

## Our focus on EX delivers

The results of annual employee EX25 survey reflect a diverse global employee population that is engaged with the company on both rational and emotional levels.\*

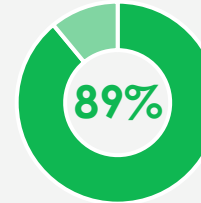
\* Data reflective of 2022 Employee Engagement Survey

### Retention



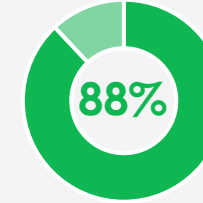
Plan to stay with the company

### Inclusion

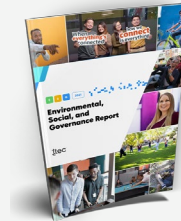


Feel they can be themselves at work and succeed to their full potential

### Social Responsibility



Proud of TTEC's efforts to have a positive impact on the world



To see the full Environmental, Social, and Governance Report, [Click Here](#)

## Sustainable, planet-friendly operations

TTEC has partnered with a waste disposal company. Together we achieved the following:

- Electricity efficiency
- Energy reduction
- Greenhouse gas reduction
- More access to fresh water
- Less landfill airspace
- Timber from mature trees

## Diversity, equity, and inclusion

We are dedicated to fostering a diverse workforce where differences drive innovation, growth and meaningful connections.



**Champions of Color** creates a support for employees of Black or of African descent



**PRISM** celebrates employees who identify as LGBTQIA+ and allies.



**TTEC Minds** is a diverse group who want to highlight the strengths of neurodiversity.



**Women in Leadership** is a global community of TTEC women and allies.

## Philanthropy

**\$4M**

In donations to education-related organizations.

**\$300K+**

In employee-sponsored grants in 2022.

**1000+**

Low-income students positively impacted around the world.

**15 countries**

With charitable organizations we've contributed to.

## Responsible data management

TTEC is committed to the protection of data entrusted to us by our clients, their customers, and our employees by using best in class data security tools and best practices.

### The Project Trust Framework





# 2024 Guidance

Full year 2024 guidance at the midpoint

**GAAP Revenue**

**\$2,320M**

**Non-GAAP Adjusted EBITDA**

**\$237M**

10.2% of revenue

**Non-GAAP Operating Income**

**\$172M**

7.4% of revenue

**Non-GAAP Earnings Per Share**

**\$1.51**

*Note: For additional information, refer to TTEC's filed 2023 Annual Report on Form 10-K and Quarterly Reports on Form 10-Q, relevant earnings statements, and GAAP/ Non-GAAP reconciliation financial tables.  
2024 Guidance as provided during TTEC's fourth quarter 2023 earnings release.*



# TTEC – Reconciliation of Non-GAAP Financial Information

(\$'s in Millions, except EPS)

	Consolidated		Engage		Digital	
	Total 2023	Total 2022	Total 2023	Total 2022	Total 2023	Total 2022
<b>Revenue</b>	\$ 2,463	\$ 2,444	\$ 1,976	\$ 1,980	\$ 487	\$ 464
<b>Reconciliation of Adjusted Operating Income and EBITDA :</b>						
<b>Income from Operations</b>	\$ 118	\$ 169	\$ 88	\$ 134	\$ 30	\$ 35
Restructuring charges, net	8	6	4	5	4	0
Impairment losses	12	14	9	13	3	1
Grant income for pandemic relief	0	-	0	-	-	-
Cybersecurity incident related impact, net of insurance recovery	(3)	(4)	(3)	(4)	-	-
Software accelerated amortization	-	9	-	7	-	2
Write-off of acquisition related receivable	-	1	-	-	-	1
Change in acquisition related obligation	0	-	-	-	0	-
Property costs not related to operations	2	-	2	-	-	-
Liability related to notifications triggered by labor scheme	6	-	6	-	-	-
Equity-based compensation expenses	22	18	14	11	8	6
Amortization of purchased intangibles	36	37	18	17	18	20
<b>Non-GAAP Income from Operations</b>	<b>\$ 200</b>	<b>\$ 249</b>	<b>\$ 138</b>	<b>\$ 184</b>	<b>\$ 62</b>	<b>\$ 65</b>
<b>Non-GAAP Income from Operations Margin</b>	<b>8.1%</b>	<b>10.2%</b>	<b>7.0%</b>	<b>9.3%</b>	<b>12.8%</b>	<b>13.9%</b>
Depreciation and amortization	65	66	55	55	10	11
Changes in acquisition contingent consideration	7	2	7	2	-	-
Change in escrow balance related to acquisition	1	-	1	-	-	-
Loss on dissolution of subsidiary	0	-	0	-	-	-
Foreign exchange loss / (gain), net	2	(7)	2	(6)	(0)	(1)
Other Income (expense), net	(4)	10	(4)	9	(0)	1
<b>Adjusted EBITDA</b>	<b>\$ 272</b>	<b>\$ 320</b>	<b>\$ 200</b>	<b>\$ 245</b>	<b>\$ 72</b>	<b>\$ 75</b>
<b>Adjusted EBITDA Margin</b>	<b>11.0%</b>	<b>13.1%</b>	<b>10.1%</b>	<b>12.4%</b>	<b>14.7%</b>	<b>16.2%</b>
<b>Non-GAAP EPS</b>	<b>\$ 2.18</b>	<b>\$ 3.59</b>				

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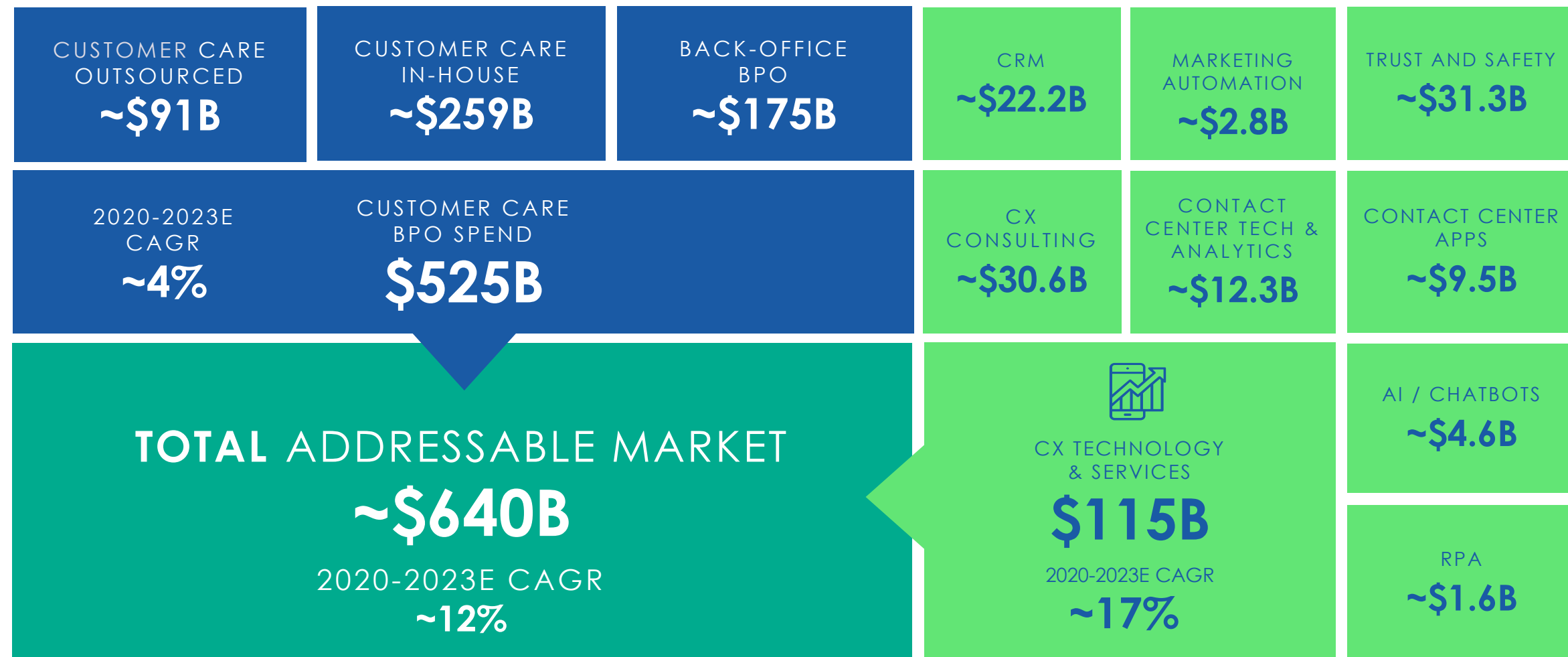




# Appendix



# We Serve a Large Addressable Market with Compelling Long-term Growth Fundamentals



Note: Reflects 2020 market size.

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(2) Everest CCO annual report ERG-2018-21-ft-2768





# Problem: CX Technology Landscape is Complicated & Highly Fragmented

Thousands of CX Technology Providers

HUMANIFY CORE PLATFORM

INTEGRATION POINTS

## OMNICHANNEL



## CONVERSATIONAL MESSAGING



## QUALITY ASSURANCE



## WORKFORCE MANAGEMENT



## @home



## CRM WORKFLOW



## DATA AUGMENTATION



## ANALYTICS



## ORCHESTRATION



## KNOWLEDGE MANAGEMENT



## AI/ML/BOTS



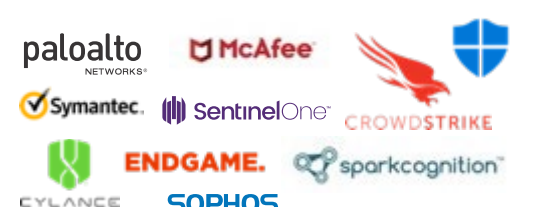
## RPA



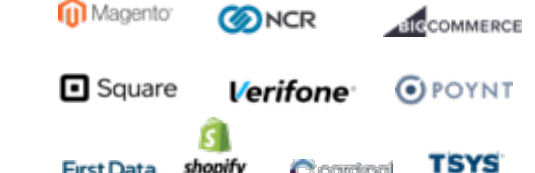
## ML/TRANSLATION



## CYBER SECURITY



## POS & E-Commerce



## SOCIAL PERSONA FEEDS



## ERP



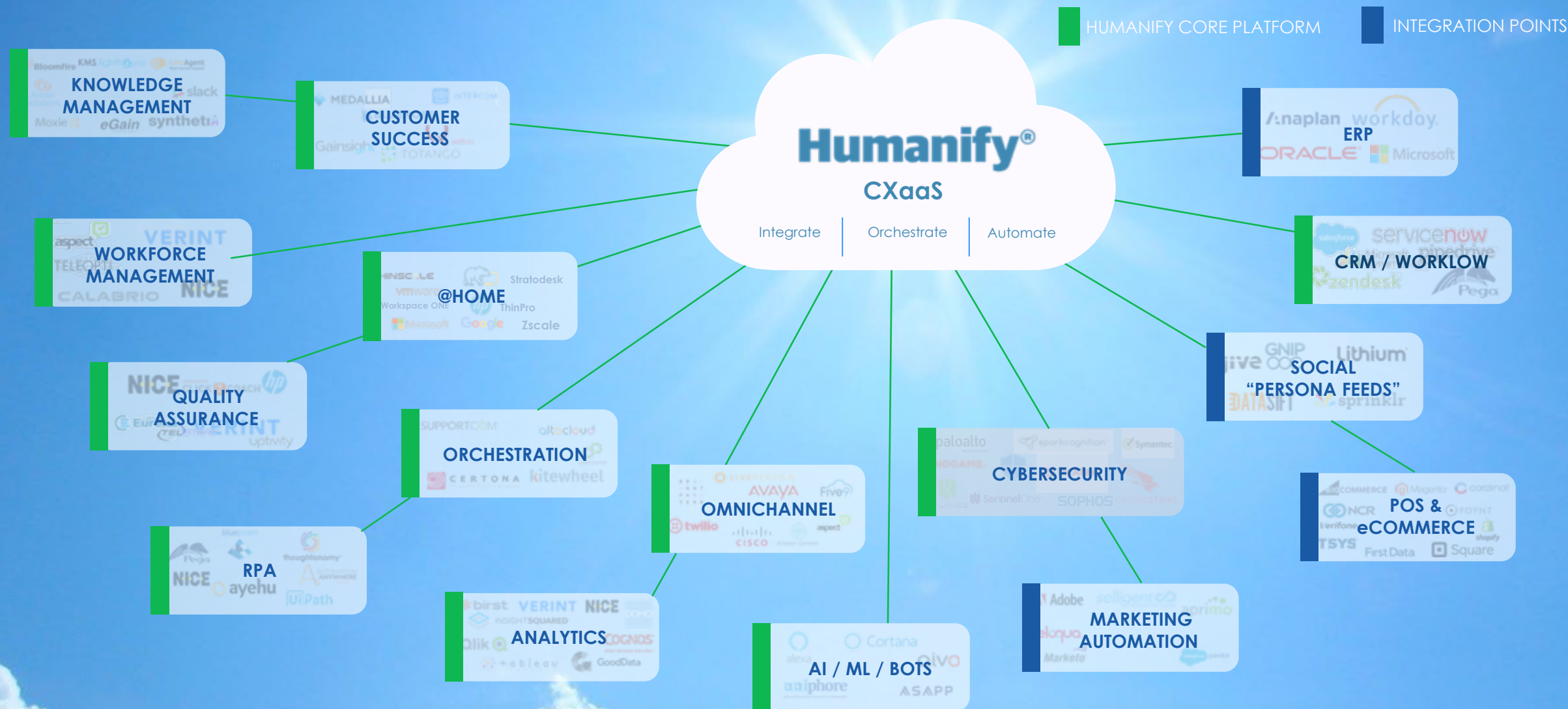
## MARKETING AUTOMATION



## CX - EX MANAGEMENT



# Solution: TTEC's Humanify Cloud Simplifies CX Technology Ecosystem by Integrating and Orchestrating Best-of-Breed CX Tech for Enterprises and Governments



# Life Today is Personalized with Unlimited Choices

Explosion in interactions

New brands

Shift to direct-to-consumer

Experience is everything

Digitization

**TTEC POWERS THIS  
VIRTUAL CX ECONOMY**



Not necessarily representative of TTEC's clients