

Captivating customers in an omnichannel world

Fast facts and capabilities overview

About TTEC

TTEC Holdings, Inc. (NASDAQ: TTEC) is a leading global customer experience technology and services company focused on the design, implementation and delivery of tech-enabled transformative solutions for many of Europe's most iconic and disruptive brands. The Company delivers outcome-based contact centre outsourcing solutions through TTEC Engage which operates and manages frontline and back-office business processes that support customer acquisition, care, growth and trust and safety - available onshore, nearshore and offshore. Additionally, TTEC Digital, the company's digital consultancy, designs and builds human centric, tech-enabled, insight-driven customer experience solutions for clients. Founded in 1982, the Company's 50,000 employees operate on six continents across the globe and live by a set of customer-focused values that guide relationships with clients, their customers, and each other. To learn more about how TTEC is bringing humanity to the customer experience, visit ttec.com/emea.

**Our 50,000 employees
interact with 3.5 million
customers a day**

6 continents

**89 customer
engagement centres**

24 countries

We serve CX leaders in every industry

- Automotive
- Communications, Media + Technology
- Financial Services
- Government Solutions
- Healthcare
- Property + Casualty Insurance
- Retail + eCommerce
- Small + Medium-sized Business
- Travel + Hospitality

**We focus on delivering
the types of outcomes
that matter most to
our clients.**

Revenue and profitability

£7.11 million in revenue generated each year with £4.97 million in profit in two months*

Customer retention

60% increase in retention*

50% decrease in customer churn*

Cost reduction

60% reduction in expenses*

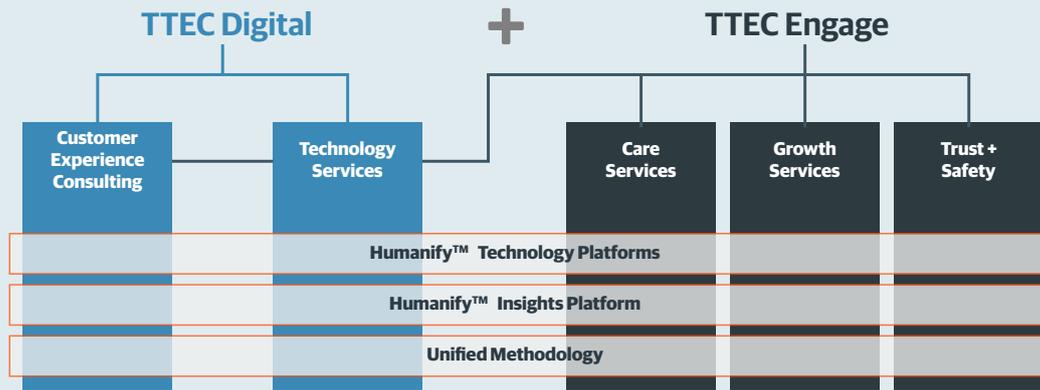
£14.28 million in savings from process improvements*

Customer satisfaction and loyalty

70% improvement in NPS*

85% rank themselves as promoters after a single interaction*

Technology-enabled, insight driven customer engagement as a service



TTEC Digital

Designs and builds human centric, tech-enabled, insight-driven customer experience solutions

The company's digital centre of excellence, blending strategic consulting services and cloud-based technology platforms to design and build innovative customer experiences, all powered by insights.

- Strategy + Optimisation
- Analytics + Insights
- Learning + Performance
- AI/Bots
- Omnichannel
- CRM
- Systems Integration
- Innovation

400+ CX Consultants globally

20+ years of thought leadership

100K Cloud/SaaS and managed seats daily

3.5M customer interactions managed daily

TTEC Engage

Delivers captivating customer experiences through operational excellence

The company's global hub of contact centre and business process outsourcing delivery excellence provides clients award-winning, turnkey customer acquisition, care, revenue growth and trust and safety services.

- Care
- Service to Sales
- Trust + Safety
- Humanify™@home
- Demand + Acquisition
- Retention + Expansion
- Loyalty
- SMB Sales

70+ client NPS

25% higher employee engagement than Gallup benchmark

£2.9B+ incremental sales generated annually*

5:1 target ROI delivered in digital and acquisition sales benchmark*

Our Way: Humanify™ Customer Engagement as a Service

Design. Build. Operate. Captivate.

Our proprietary Humanify™ Customer Engagement as a Service offering integrates the strategy consulting and omnichannel technology capabilities of TTEC Digital with the operational excellence and brand ambassadors of TTEC Engage to deliver amazing customer experiences across every channel, every time.

116 Patents

Corporate Responsibility



teletech
Community Foundation

Our company works with clients every day to bring humanity to the customer experience. Extending that care and connection to the communities in which we serve through the TeleTech Community Foundation (TTCF) helps keep us true to our company values to lead every day and do the right thing. The foundation

was established to support employees' passion for making a sustainable and positive impact in their communities. Every year the foundation awards grants to local nonprofit organisations that strive to transform the educational experience for students of greatest need. The program is employee-driven, meaning any employee worldwide can sponsor a nonprofit organisation focused on education in their community by submitting a grant request to the foundation.

The Good Sense program

Taking care of our communities and our environment is a heartfelt passion shared by our executives and employees worldwide. We've made it a priority by establishing a company-wide approach called Good Sense to enable employees to direct funding and volunteer efforts toward programs, activities, and events that make a real difference to countless people and places around the globe.

Our commitment to veterans

It takes a combination of leadership, discipline, drive, and dedication to serve one's country. For that reason, hiring veterans isn't just the right thing to do - it's the smart thing to do. At TTEC, we are dedicated to hiring 1,000 veterans every year, and have forged partnerships within the community to make this goal a reality.

ttec

Contact Us

+44 20 7065 2200

ttec.com/emea

Values

Our company purpose is to bring humanity to the customer experience across every interaction channel. Our employees live by a set of customer-focused values that guide relationships with clients, their customers, and each other.

Lead every day

Do the right thing

Reach for amazing

Seek first to understand

Act as one

Live life passionately

Awards and Accolades

We are honoured to be recognised for the work that we do.

- Leader in Gartner's Magic Quadrant for Customer Management Contact Centre BPO seven consecutive times
- Leader in Everest Group's Contact Centre Outsourcing PEAK Matrix
- GSA UK Professional Award 2018 for Best Nearshore Team
- GSA UK Top Employer of the Year Award 2018
- GSA UK Top Performer 2018 in Service Provider Challengers Category
- UK CCF Awards -Highly Commended Employee Engagement Strategy of the Year and Outsourcing Partnership of the Year - TTEC and Fontem Ventures
- Training Industry, Inc.'s 2018 "Training Outsourcing Companies Watch List"
- IAOP Global Outsourcing List of World's Best Service Providers
- Nine 2018 Stevie® Awards for Sales and Customer Service
- Leader in ISG's Contact Centre Customer Experience Services Quadrant Report
- Brandon Hall Group Silver Award for Best Unique or Innovative Learning and Development Programme