

NASDAQ: TTEC

Stock price
\$4.81*

52-week range
\$3.12 - \$8.30

Diluted shares outstanding (000's)
48,064**

* as of 06/30/2025

** weighted average for Q2 2025

About TTEC

TTEC (pronounced T-TEC) Holdings, Inc. (NASDAQ:TTEC) is a leading global CX (customer experience) technology and services innovator for AI-enhanced digital CX solutions. Serving iconic and disruptive brands, TTEC's outcome-based solutions span the entire enterprise, touch every virtual interaction channel, and improve each step of the customer journey. Leveraging next-gen digital technology, the company's TTEC Digital business designs, builds, and operates omnichannel contact center technology, CRM, AI, and analytics solutions. The company's TTEC Engage business delivers AI-enhanced customer engagement, customer acquisition and growth, tech support, back office, and fraud prevention services. Founded in 1982, the company's singular obsession with CX excellence has earned it leading client, customer, and employee satisfaction scores across the globe. The company's employees operate on six continents and bring technology and humanity together to deliver happy customers and differentiated business results. To learn more visit us at ttec.com.

Financial Highlights

(in thousands, except ratios and EPS)

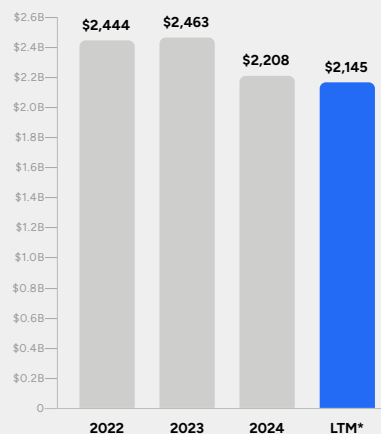
	2022	2023	Q1 2024	Q2 2024	Q3 2024	Q4 2024	2024	Q1 2025	Q2 2025
Revenue	\$2,443,707	\$2,462,817	\$576,638	\$534,085	\$529,427	\$567,437	\$2,207,587	\$534,228	\$513,571
Operating Income *	\$248,504	\$200,439	\$37,915	\$29,538	\$34,068	\$34,935	\$136,456	\$41,497	\$36,787
Operating Margin *	10.2%	8.1%	6.6%	5.5%	6.4%	6.2%	6.2%	7.8%	7.2%
Adjusted EBITDA *	\$320,060	\$271,509	\$54,912	\$46,240	\$50,277	\$50,865	\$202,293	\$56,428	\$51,770
Diluted EPS *	\$3.58	\$2.18	\$0.27	\$0.14	\$0.11	\$0.19	\$0.71	\$0.28	\$0.22
Cash	\$153,435	\$172,747	\$91,514	\$79,780	\$96,929	\$84,991	\$84,991	\$85,135	\$82,559
Debt	\$963,601	\$999,272	\$956,826	\$933,207	\$1,028,426	\$977,987	\$977,987	\$966,561	\$886,282
CAPEX	\$84,012	\$67,839	\$13,473	\$14,209	\$8,783	\$8,708	\$45,173	\$5,406	\$7,181
D&A	\$111,791	\$101,272	\$25,145	\$25,071	\$24,042	\$23,697	\$97,955	\$22,698	\$22,888
Dividend	\$48,072	\$49,232	\$0	\$2,847	\$0	\$0	\$2,847	\$0	\$0

* Non-GAAP

Summary Financial Metrics

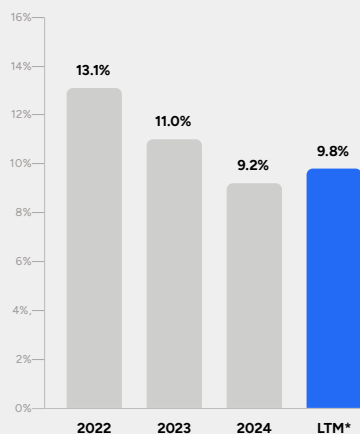
Total Revenue

(in millions)



*LTM ending 06/30/2025

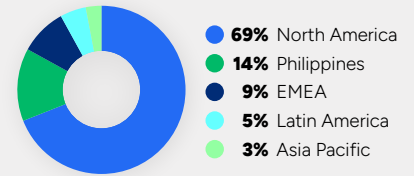
Adjusted EBITDA Margin



*LTM ending 06/30/2025

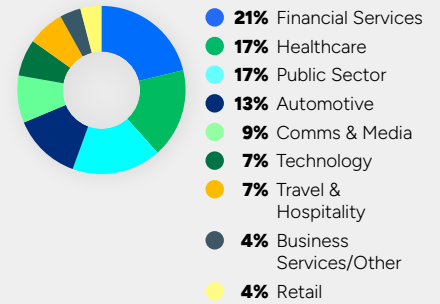
Revenue by Geography*

Based on geographic location where services are provided



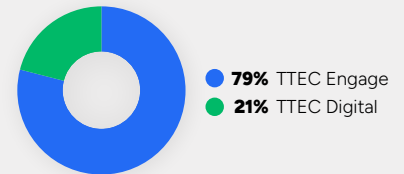
*LTM ending 06/30/2025

Revenue by Vertical Industry*



*LTM ending 06/30/2025

Revenue by Segment*



*LTM ending 06/30/2025

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Selected Financial Information

(in thousands, except ratios, per share data and operating data)

	2022	2023	Q1 2024	Q2 2024	Q3 2024	Q4 2024	2024	Q1 2025	Q2 2025
INCOME STATEMENT DATA									
Revenue	\$2,443,707	\$2,462,817	\$576,638	\$534,085	\$529,427	\$567,437	\$2,207,587	\$534,228	\$513,571
Cost of services	<u>1,856,518</u>	<u>1,932,877</u>	<u>453,818</u>	<u>417,890</u>	<u>415,226</u>	<u>448,931</u>	<u>1,735,865</u>	<u>414,547</u>	<u>399,273</u>
Gross profit	\$587,188	\$529,940	\$122,820	\$116,195	\$114,201	\$118,506	\$471,722	\$119,681	\$114,298
SG&A	287,433	290,873	74,575	73,726	71,580	73,161	293,042	70,037	70,654
D&A	111,791	101,272	25,145	25,071	24,042	23,697	97,955	22,698	22,888
Restructuring & other charges	<u>19,421</u>	<u>19,774</u>	<u>389</u>	<u>241,811</u>	<u>5,690</u>	<u>6,355</u>	<u>254,245</u>	<u>2,757</u>	<u>1,880</u>
Operating income (loss)	\$168,543	\$118,021	\$22,711	(\$224,413)	\$12,889	\$15,293	(\$173,520)	\$24,189	\$18,876
Net interest income (expense)	(34,256)	(73,171)	(20,088)	(20,017)	(21,421)	(20,057)	(81,583)	(15,217)	(15,016)
Other income (expense)	10,162	(4,126)	206	1,788	(1,041)	17,633	18,586	3,589	(296)
Income (loss) before income taxes	\$144,448	\$40,724	\$2,829	(\$242,642)	(\$9,573)	\$12,869	(\$236,517)	\$12,561	\$3,564
Income tax benefit (expense)	<u>(27,115)</u>	<u>(22,460)</u>	<u>(2,329)</u>	<u>(54,126)</u>	<u>(9,395)</u>	<u>(8,250)</u>	<u>(74,100)</u>	<u>(9,315)</u>	<u>(10,288)</u>
Net income (loss)	\$117,333	\$18,264	\$500	(\$296,768)	(\$18,968)	\$4,619	(\$310,617)	\$3,246	(\$6,724)
Minority interest	<u>(14,093)</u>	<u>(9,836)</u>	<u>(2,805)</u>	<u>(2,771)</u>	<u>(2,154)</u>	<u>(2,618)</u>	<u>(10,348)</u>	<u>(1,862)</u>	<u>(1,263)</u>
Net income (loss) attributable to TTEC stockholders	\$103,240	\$8,428	(\$2,305)	(\$299,539)	(\$21,122)	\$2,001	(\$320,965)	\$1,384	(\$7,987)
Net income (loss) per share									
Basic	\$2.49	\$0.39	\$0.01	(\$6.24)	(\$0.40)	\$0.10	(\$6.52)	\$0.07	(\$0.14)
Diluted	\$2.48	\$0.39	\$0.01	(\$6.24)	(\$0.40)	\$0.10	(\$6.52)	\$0.07	(\$0.14)
Net income (loss) per share attributable to TTEC stockholders									
Basic	\$2.19	\$0.18	(\$0.05)	(\$6.30)	(\$0.44)	\$0.04	(\$6.74)	\$0.03	(\$0.17)
Diluted	\$2.18	\$0.18	(\$0.05)	(\$6.30)	(\$0.44)	\$0.04	(\$6.74)	\$0.03	(\$0.17)
Average shares outstanding									
Basic	47,121	47,335	47,432	47,564	47,723	47,736	47,614	47,771	48,064
Diluted	47,335	47,419	47,587	47,564	47,723	48,150	47,614	48,225	48,064
As a percent of revenue									
Gross profit	24.0%	21.5%	21.3%	21.8%	21.6%	20.9%	21.4%	22.4%	22.3%
SG&A	11.8%	11.8%	12.9%	13.8%	13.5%	12.9%	13.3%	13.1%	13.8%
D&A	4.6%	4.1%	4.4%	4.7%	4.5%	4.2%	4.4%	4.2%	4.5%
Operating income	6.9%	4.8%	3.9%	(42.0%)	2.4%	2.7%	(7.9%)	4.5%	3.7%
Net income (loss)	4.8%	0.7%	0.1%	(55.6%)	(3.6%)	0.8%	(14.1%)	0.6%	(1.3%)
Net income (loss) attributable to TTEC stockholders	4.2%	0.3%	(0.4%)	(56.1%)	(4.0%)	0.4%	(14.5%)	0.3%	(1.6%)
Effective tax rate	18.8%	55.2%	82.3%	(22.3%)	(98.1%)	64.1%	(31.3%)	74.2%	288.7%
Normalized effective tax rate	22.9%	22.7%	32.7%	33.7%	58.5%	40.6%	40.9%	37.9%	43.4%
BALANCE SHEET DATA									
Cash	\$153,435	\$172,747	\$91,514	\$79,780	\$96,929	\$84,991	\$84,991	\$85,135	\$82,559
A/R, net	\$417,637	\$394,868	\$404,651	\$381,685	\$430,092	\$452,573	\$452,573	\$440,190	\$420,269
Net property, plant, equipment	\$183,360	\$191,003	\$185,242	\$149,114	\$146,358	\$132,051	\$132,051	\$123,274	\$112,685
Total assets	\$2,153,962	\$2,185,598	\$2,115,054	\$1,792,621	\$1,826,290	\$1,753,380	\$1,753,380	\$1,726,236	\$1,695,030
Total debt	\$963,601	\$999,272	\$956,826	\$933,207	\$1,028,426	\$977,987	\$977,987	\$966,561	\$886,282
Total equity	\$578,105	\$615,542	\$612,409	\$304,176	\$295,134	\$268,119	\$268,119	\$281,506	\$295,176
Days sales outstanding	58	58	64	65	75	73	73	74	75
Free cash flow	\$53,036	\$76,926	(\$29,102)	\$35,065	(\$100,160)	(\$9,794)	(\$103,991)	\$16,186	\$85,528
OTHER DATA									
Number of delivery centers	73	70	62	62	60	58	58	57	56
OFFSHORE DATA									
Offshore Revenue	\$537,458	\$598,088	\$148,964	\$139,380	\$145,431	\$145,873	\$590,737	\$143,997	\$146,806
% of Total Engage Revenue	27%	30%	32%	33%	35%	32%	34%	34%	37%
Offshore Workstations	19,891	21,654	22,532	22,838	23,434	24,033	24,033	24,020	22,938
% of Total Workstations	61%	69%	73%	74%	78%	80%	80%	82%	83%
SEGMENT DATA									
Revenue									
TTEC Digital	\$463,670	\$486,882	\$112,031	\$116,368	\$115,669	\$114,950	\$459,018	\$108,040	\$113,746
TTEC Engage	<u>\$1,980,037</u>	<u>\$1,975,935</u>	<u>\$464,607</u>	<u>\$417,717</u>	<u>\$413,758</u>	<u>\$452,487</u>	<u>\$1,748,569</u>	<u>\$426,188</u>	<u>\$399,825</u>
Total	\$2,443,707	\$2,462,817	\$576,638	\$534,085	\$529,427	\$567,437	\$2,207,587	\$534,228	\$513,571
Adjusted EBITDA									
TTEC Digital	\$75,635	\$71,768	\$11,940	\$17,630	\$17,329	\$15,515	\$62,414	\$14,885	\$21,170
TTEC Engage	<u>\$244,425</u>	<u>\$199,741</u>	<u>\$42,972</u>	<u>\$28,610</u>	<u>\$32,947</u>	<u>\$35,350</u>	<u>\$139,879</u>	<u>\$41,543</u>	<u>\$30,600</u>
Total	\$320,060	\$271,509	\$54,912	\$46,240	\$50,276	\$50,865	\$202,293	\$56,428	\$51,770

For additional information, refer to TTEC's Annual Reports on Form 10-K and Quarterly Reports on Form 10-Q as filed with the SEC, relevant earnings statements, and GAAP/Non-GAAP reconciliation financial tables.