

## NASDAQ: TTEC

**Stock price**  
\$3.60\*

**52-week range**  
\$2.57 - \$5.55

**Diluted shares outstanding (000's)**  
48,211\*\*

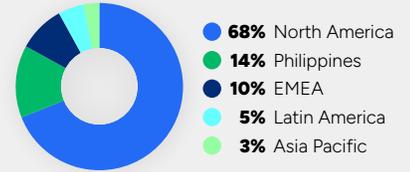
\* as of 12/31/2025  
\*\* weighted average for 2025

## 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](https://ttec.com).

## Revenue by Geography\*

Based on geographic location where services are provided



\*Year ending 12/31/2025

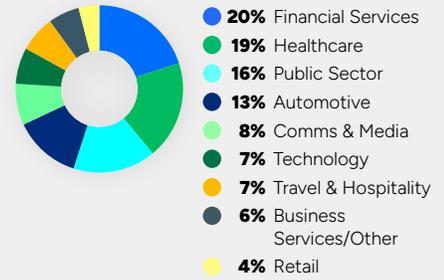
## Financial Highlights

(in thousands, except ratios and EPS)

	2022	2023	Q1 2024	Q2 2024	Q3 2024	Q4 2024	2024	Q1 2025	Q2 2025	Q3 2025	Q4 2025	2025
Revenue	\$2,443,707	\$2,462,817	\$576,638	\$534,085	\$529,427	\$567,437	\$2,207,587	\$534,228	\$513,571	\$519,143	\$569,957	\$2,136,899
Operating Income *	\$248,504	\$200,439	\$37,915	\$29,538	\$34,068	\$34,935	\$136,456	\$41,497	\$36,787	\$28,883	\$47,847	\$155,014
Operating Margin *	10.2%	8.1%	6.6%	5.5%	6.4%	6.2%	6.2%	7.8%	7.2%	5.6%	8.4%	7.3%
Adjusted EBITDA *	\$320,060	\$271,509	\$54,912	\$46,240	\$50,277	\$50,865	\$202,293	\$56,428	\$51,770	\$43,355	\$62,163	\$213,716
Diluted EPS *	\$3.58	\$2.18	\$0.27	\$0.14	\$0.11	\$0.19	\$0.71	\$0.28	\$0.22	\$0.12	\$0.47	\$1.10
Cash	\$153,435	\$172,747	\$91,514	\$79,780	\$96,929	\$84,991	\$84,991	\$85,135	\$82,559	\$73,508	\$82,901	\$82,901
Debt	\$963,601	\$999,272	\$956,826	\$933,207	\$1,028,426	\$977,987	\$977,987	\$966,561	\$886,282	\$886,014	\$908,001	\$908,001
CAPEX	\$84,012	\$67,839	\$13,473	\$14,209	\$8,783	\$8,708	\$45,173	\$5,406	\$7,181	\$13,794	\$11,728	\$38,109
D&A	\$111,791	\$101,272	\$25,145	\$25,071	\$24,042	\$23,697	\$97,955	\$22,698	\$22,888	\$22,026	\$22,148	\$89,760
Dividend	\$48,072	\$49,232	\$0	\$2,847	\$0	\$0	\$2,847	\$0	\$0	\$0	\$0	\$0

\* Non-GAAP

## Revenue by Vertical Industry\*

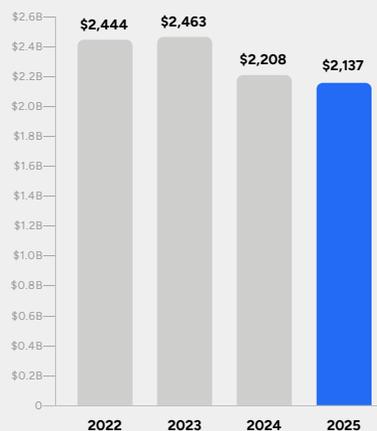


\*Year ending 12/31/2025

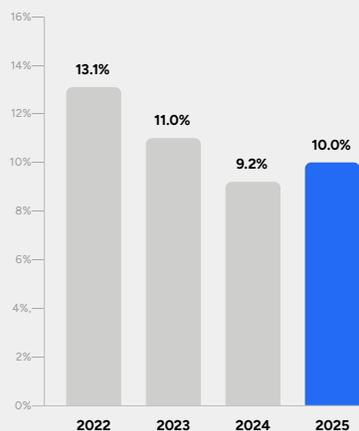
## Summary Financial Metrics

### Total Revenue

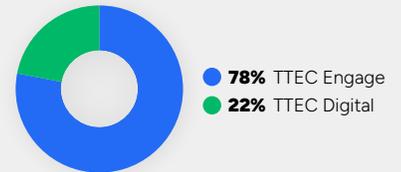
(in millions)



### Adjusted EBITDA Margin



## Revenue by Segment\*



\*Year ending 12/31/2025

## Analyst Coverage

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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	Q3 2025	Q4 2025	2025
<b>INCOME STATEMENT DATA</b>												
Revenue	\$2,443,707	\$2,462,817	\$576,638	\$534,085	\$529,427	\$567,437	\$2,207,587	\$534,228	\$513,571	\$519,143	\$569,957	\$2,136,899
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>	<u>413,635</u>	<u>443,232</u>	<u>1,670,687</u>
Gross profit	\$587,188	\$529,940	\$122,820	\$116,195	\$114,201	\$118,506	\$471,722	\$119,681	\$114,298	\$105,508	\$126,725	\$466,212
SG&A	287,433	290,873	74,575	73,726	71,580	73,161	293,042	70,037	70,654	68,941	70,701	280,333
D&A	111,791	101,272	25,145	25,071	24,042	23,697	97,955	22,698	22,888	22,026	22,148	89,760
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>	<u>2,212</u>	<u>206,415</u>	<u>213,264</u>
Operating income (loss)	\$168,543	\$118,021	\$22,711	(\$224,413)	\$12,889	\$15,293	(\$173,520)	\$24,189	\$18,876	\$12,329	(\$172,539)	(\$117,145)
Net interest income (expense)	(34,256)	(73,171)	(20,088)	(20,017)	(21,421)	(20,057)	(81,583)	(15,217)	(15,016)	(16,126)	(15,979)	(62,338)
Other income (expense)	10,162	(4,126)	206	1,788	(1,041)	17,633	18,586	3,589	(296)	3,848	2,105	9,246
Income (loss) before income taxes	\$144,448	\$40,724	\$2,829	(\$242,642)	(\$9,573)	\$12,869	(\$236,517)	\$12,561	\$3,564	\$51	(\$186,413)	(\$170,237)
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>	<u>(11,117)</u>	<u>15,885</u>	<u>(14,835)</u>
Net income (loss)	\$117,333	\$18,264	\$500	(\$296,768)	(\$18,968)	\$4,619	(\$310,617)	\$3,246	(\$6,724)	(\$11,066)	(\$170,528)	(\$185,072)
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>	<u>(2,305)</u>	<u>(1,964)</u>	<u>(7,394)</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)	(\$13,371)	(\$172,492)	(\$192,466)
Net income (loss) per share												
Basic	\$2.49	\$0.39	\$0.01	(\$6.24)	(\$0.40)	\$0.10	(\$6.52)	\$0.07	(\$0.14)	(\$0.23)	(\$3.51)	(\$3.84)
Diluted	\$2.48	\$0.39	\$0.01	(\$6.24)	(\$0.40)	\$0.10	(\$6.52)	\$0.07	(\$0.14)	(\$0.23)	(\$3.51)	(\$3.84)
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)	(\$0.28)	(\$3.55)	(\$3.99)
Diluted	\$2.18	\$0.18	(\$0.05)	(\$6.30)	(\$0.44)	\$0.04	(\$6.74)	\$0.03	(\$0.17)	(\$0.28)	(\$3.55)	(\$3.99)
Average shares outstanding												
Basic	47,121	47,335	47,432	47,564	47,723	47,736	47,614	47,771	48,064	48,460	48,549	48,211
Diluted	47,335	47,419	47,587	47,564	47,723	48,150	47,614	48,225	48,064	48,460	48,549	48,211
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%	20.3%	22.2%	21.8%
SG&A	11.8%	11.8%	12.9%	13.8%	13.5%	12.9%	13.3%	13.1%	13.8%	13.3%	12.4%	13.1%
D&A	4.6%	4.1%	4.4%	4.7%	4.5%	4.2%	4.4%	4.2%	4.5%	4.2%	3.9%	4.2%
Operating income	6.9%	4.8%	3.9%	(42.0%)	2.4%	2.7%	(7.9%)	4.5%	3.7%	2.4%	(30.3%)	(5.5%)
Net income (loss)	4.8%	0.7%	0.1%	(55.6%)	(3.6%)	0.8%	(14.1%)	0.6%	(1.3%)	(2.1%)	(29.9%)	(8.7%)
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%)	(2.6%)	(30.3%)	(9.0%)
Effective tax rate	18.8%	55.2%	82.3%	(22.3%)	(98.1%)	64.1%	(31.3%)	74.2%	288.7%	21,798.0%	8.5%	(8.7%)
Normalized effective tax rate	22.9%	22.7%	32.7%	33.7%	58.5%	40.6%	40.9%	37.9%	43.4%	53.7%	25.9%	37.1%
<b>BALANCE SHEET DATA</b>												
Cash	\$153,435	\$172,747	\$91,514	\$79,780	\$96,929	\$84,991	\$84,991	\$85,135	\$82,559	\$73,508	\$82,901	\$82,901
A/R, net	\$417,637	\$394,868	\$404,651	\$381,685	\$430,092	\$452,573	\$452,573	\$440,190	\$420,269	\$424,454	\$455,829	\$455,829
Net property, plant, equipment	\$183,360	\$191,003	\$185,242	\$149,114	\$146,358	\$132,051	\$132,051	\$123,274	\$112,685	\$116,803	\$111,778	\$111,778
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	\$1,681,648	\$1,499,082	\$1,499,082
Total debt	\$963,601	\$999,272	\$956,826	\$933,207	\$1,028,426	\$977,987	\$977,987	\$966,561	\$886,282	\$886,014	\$908,001	\$908,001
Total equity	\$578,105	\$615,542	\$612,409	\$304,176	\$295,134	\$268,119	\$268,119	\$281,506	\$295,176	\$280,806	\$112,903	\$112,903
Days sales outstanding	58	58	64	65	75	73	73	74	75	75	74	74
Free cash flow	\$53,036	\$76,926	(\$29,102)	\$35,065	(\$100,160)	(\$9,794)	(\$103,991)	\$16,186	\$85,528	(\$9,590)	(\$9,158)	\$82,966
<b>OTHER DATA</b>												
Number of delivery centers	73	70	62	62	60	58	58	57	56	55	54	54
<b>OFFSHORE DATA</b>												
Offshore Revenue	\$537,458	\$598,088	\$148,964	\$139,380	\$145,431	\$145,873	\$590,737	\$143,997	\$146,806	\$153,510	\$157,613	\$601,207
% of Total Engage Revenue	27%	30%	32%	33%	35%	32%	34%	34%	37%	39%	35%	36%
Offshore Workstations	19,891	21,654	22,532	22,838	23,434	24,033	24,033	24,020	22,938	21,901	22,202	22,202
% of Total Workstations	61%	69%	73%	74%	78%	80%	80%	82%	83%	82%	83%	83%
<b>SEGMENT DATA</b>												
Revenue												
TTEC Digital	\$463,670	\$486,882	\$112,031	\$116,368	\$115,669	\$114,950	\$459,018	\$108,040	\$113,746	\$121,916	\$125,499	\$469,201
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>	<u>\$397,227</u>	<u>\$444,458</u>	<u>\$1,667,698</u>
Total	\$2,443,707	\$2,462,817	\$576,638	\$534,085	\$529,427	\$567,437	\$2,207,587	\$534,228	\$513,571	\$519,143	\$569,957	\$2,136,899
Adjusted EBITDA												
TTEC Digital	\$75,635	\$71,768	\$11,940	\$17,630	\$17,329	\$15,515	\$62,414	\$14,885	\$21,170	\$13,961	\$14,358	\$64,374
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>	<u>\$29,394</u>	<u>\$47,805</u>	<u>\$149,342</u>
Total	\$320,060	\$271,509	\$54,912	\$46,240	\$50,276	\$50,865	\$202,293	\$56,428	\$51,770	\$43,355	\$62,163	\$213,716

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.