

## NASDAQ: TTEC

**Stock price**  
\$2.50\*

**52-week range**  
\$2.06 - \$5.55

**Diluted shares outstanding (000's)**  
48,580\*\*

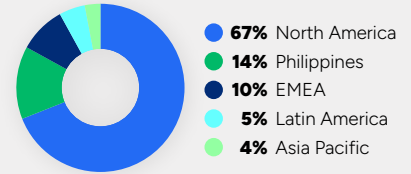
\* as of 3/31/2026  
\*\* weighted average for Q1 2026

## 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



\*LTM ending 3/31/2026

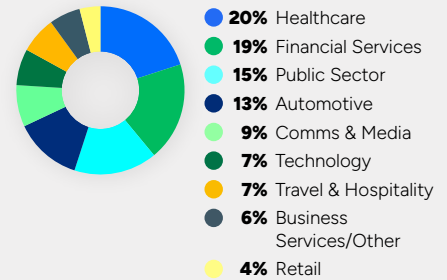
## Financial Highlights

(in thousands, except ratios and EPS)

	2023	2024	Q1 2025	Q2 2025	Q3 2025	Q4 2025	2025	Q1 2026
Revenue	\$2,462,817	\$2,207,587	\$534,228	\$513,571	\$519,143	\$569,957	\$2,136,899	\$496,175
Operating Income *	\$200,439	\$136,456	\$41,497	\$36,787	\$28,883	\$47,847	\$155,014	\$31,655
Operating Margin *	8.1%	6.2%	7.8%	7.2%	5.6%	8.4%	7.3%	6.4%
Adjusted EBITDA *	\$271,509	\$202,293	\$56,428	\$51,770	\$43,355	\$62,163	\$213,716	\$45,782
Diluted EPS *	\$2.18	\$0.71	\$0.28	\$0.22	\$0.12	\$0.47	\$1.10	\$0.15
Cash	\$172,747	\$84,991	\$85,135	\$82,559	\$73,508	\$82,901	\$82,901	\$88,747
Debt	\$999,272	\$977,987	\$966,561	\$886,282	\$886,014	\$908,001	\$908,001	\$891,489
CAPEX	\$67,839	\$45,173	\$5,406	\$7,181	\$13,794	\$11,728	\$38,109	\$6,400
D&A	\$101,272	\$97,955	\$22,698	\$22,888	\$22,026	\$22,148	\$89,760	\$21,305
Dividend	\$49,232	\$2,847	\$0	\$0	\$0	\$0	\$0	\$0

\* Non-GAAP

## Revenue by Vertical Industry\*

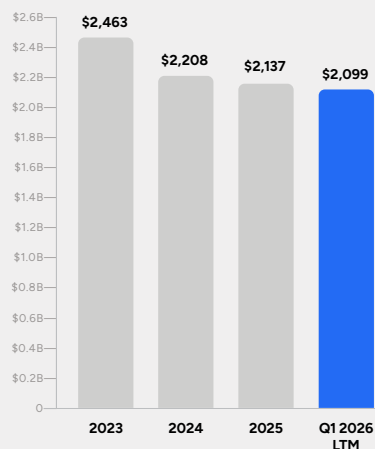


\*LTM ending 3/31/2026

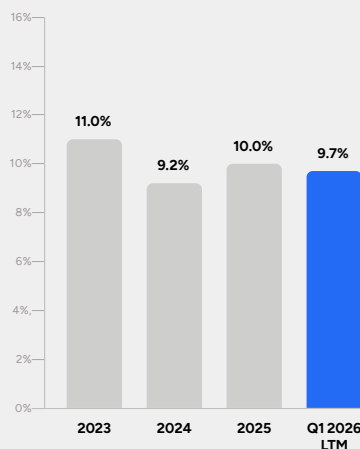
## Summary Financial Metrics

### Total Revenue

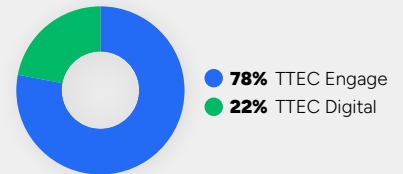
(in millions)



### Adjusted EBITDA Margin



## Revenue by Segment\*



\*LTM ending 3/31/2026

## Analyst Coverage

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**Guggenheim Partners**  
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## Selected Financial Information

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

	2023	2024	Q1 2025	Q2 2025	Q3 2025	Q4 2025	2025	Q1 2026
<b>INCOME STATEMENT DATA</b>								
Revenue	\$2,462,817	\$2,207,587	\$534,228	\$513,571	\$519,143	\$569,957	\$2,136,899	\$496,175
Cost of services	<u>1,932,877</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>	<u>387,866</u>
Gross profit	\$529,940	\$471,722	\$119,681	\$114,298	\$105,508	\$126,725	\$466,212	\$108,309
SG&A	290,873	293,042	70,037	70,654	68,941	70,701	280,333	66,539
D&A	101,272	97,955	22,698	22,888	22,026	22,148	89,760	21,305
Restructuring & other charges	<u>19,774</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>	<u>1,970</u>
Operating income (loss)	\$118,021	(\$173,520)	\$24,189	\$18,876	\$12,329	(\$172,539)	(\$117,145)	\$18,495
Net interest income (expense)	(73,171)	(81,583)	(15,217)	(15,016)	(16,126)	(15,979)	(62,338)	(16,533)
Other income (expense)	(4,126)	18,586	3,589	(296)	3,848	2,105	9,246	658
Income (loss) before income taxes	\$40,724	(\$236,517)	\$12,561	\$3,564	\$51	(\$186,413)	(\$170,237)	\$2,620
Income tax benefit (expense)	<u>(22,460)</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>	<u>(7,797)</u>
Net income (loss)	\$18,264	(\$310,617)	\$3,246	(\$6,724)	(\$11,066)	(\$170,528)	(\$185,072)	(\$ 5,177)
Minority interest	<u>(9,836)</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>	<u>(2,432)</u>
Net income (loss) attributable to TTEC stockholders	\$8,428	(\$320,965)	\$1,384	(\$7,987)	(\$13,371)	(\$172,492)	(\$192,466)	(\$7,609)
Net income (loss) per share								
Basic	\$0.39	(\$6.52)	\$0.07	(\$0.14)	(\$0.23)	(\$3.51)	(\$3.84)	(\$0.11)
Diluted	\$0.39	(\$6.52)	\$0.07	(\$0.14)	(\$0.23)	(\$3.51)	(\$3.84)	(\$0.11)
Net income (loss) per share attributable to TTEC stockholders								
Basic	\$0.18	(\$6.74)	\$0.03	(\$0.17)	(\$0.28)	(\$3.55)	(\$3.99)	(\$0.16)
Diluted	\$0.18	(\$6.74)	\$0.03	(\$0.17)	(\$0.28)	(\$3.55)	(\$3.99)	(\$0.16)
Average shares outstanding								
Basic	47,335	47,614	47,771	48,064	48,460	48,549	48,211	48,580
Diluted	47,419	47,614	48,225	48,064	48,460	48,549	48,211	48,580
As a percent of revenue								
Gross profit	21.5%	21.4%	22.4%	22.3%	20.3%	22.2%	21.8%	21.8%
SG&A	11.8%	13.3%	13.1%	13.8%	13.3%	12.4%	13.1%	13.4%
D&A	4.1%	4.4%	4.2%	4.5%	4.2%	3.9%	4.2%	4.3%
Operating income	4.8%	(7.9%)	4.5%	3.7%	2.4%	(30.3%)	(5.5%)	3.7%
Net income (loss)	0.7%	(14.1%)	0.6%	(1.3%)	(2.1%)	(29.9%)	(8.7%)	(1.0%)
Net income (loss) attributable to TTEC stockholders	0.3%	(14.5%)	0.3%	(1.6%)	(2.6%)	(30.3%)	(9.0%)	(1.5%)
Effective tax rate	55.2%	(31.3%)	74.2%	288.7%	21,798.0%	8.5%	(8.7%)	297.6%
Normalized effective tax rate	22.7%	40.9%	37.9%	43.4%	53.7%	25.9%	37.1%	52.9%
<b>BALANCE SHEET DATA</b>								
Cash	\$172,747	\$84,991	\$85,135	\$82,559	\$73,508	\$82,901	\$82,901	\$88,747
A/R, net	\$394,868	\$452,573	\$440,190	\$420,269	\$424,454	\$455,829	\$455,829	\$429,447
Net property, plant, equipment	\$191,003	\$132,051	\$123,274	\$112,685	\$116,803	\$111,778	\$111,778	\$104,478
Total assets	\$2,185,598	\$1,753,380	\$1,726,236	\$1,695,030	\$1,681,648	\$1,499,082	\$1,499,082	\$1,412,615
Total debt	\$999,272	\$977,987	\$966,561	\$886,282	\$886,014	\$908,001	\$908,001	\$891,489
Total equity	\$615,542	\$268,119	\$281,506	\$295,176	\$280,806	\$112,903	\$112,903	\$101,758
Days sales outstanding	58	73	74	75	75	74	74	78
Free cash flow	\$76,926	(\$103,991)	\$16,186	\$85,528	(\$9,590)	(\$9,158)	\$82,966	\$21,135
<b>OTHER DATA</b>								
Number of delivery centers	70	58	57	56	55	54	54	54
<b>OFFSHORE DATA</b>								
Offshore Revenue	\$598,088	\$590,737	\$143,997	\$146,806	\$153,510	\$157,613	\$601,207	\$157,174
% of Total Engage Revenue	30%	34%	34%	37%	39%	35%	36%	40%
Offshore Workstations	21,654	24,033	24,020	22,938	21,901	22,202	22,202	22,328
% of Total Workstations	69%	80%	82%	83%	82%	83%	83%	83%
<b>SEGMENT DATA</b>								
Revenue								
TTEC Digital	\$486,882	\$459,018	\$108,040	\$113,746	\$121,916	\$125,499	\$469,201	\$101,865
TTEC Engage	<u>\$1,975,935</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>	<u>\$394,310</u>
Total	\$2,462,817	\$2,207,587	\$534,228	\$513,571	\$519,143	\$569,957	\$2,136,899	\$496,175
Adjusted EBITDA								
TTEC Digital	\$71,768	\$62,414	\$14,885	\$21,170	\$13,961	\$14,358	\$64,374	\$9,786
TTEC Engage	<u>\$199,741</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>	<u>\$35,996</u>
Total	\$271,509	\$202,293	\$56,428	\$51,770	\$43,355	\$62,163	\$213,716	\$45,782

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.