

CONTACTS

Regina Paolillo

EVP, Chief Financial and Administrative Officer

Email: investor.relations@teletech.com

Paul Miller

SVP, Treasurer and Head of Investor Relations

Email: paulmiller@teletech.com
Phone: 303.3978641

Harish Mysore

SVP, Corporate Development

Email: harishmysore@teletech.com
Phone: 303.3978863

"Our outcome-based managed services platform is a marketplace differentiator, one that delivers the essential integrated suite of offerings that brands need to provide exceptional customer experience across every interaction channel."

—Kenneth Tuchman,
Founder, Chairman and
Chief Executive Officer

TELETECH HOLDINGS, INC.

As of 12/31/2015

NASDAQ Exchange TTEC

Market Cap (MM) \$1,350.7

Enterprise Valuation (MM) \$1,392.0

Q4 Weighted-Average Diluted Shares Outstanding (MM) 48.9

Share Price (as of 12/31/2015) \$27.91

52-Week Range \$21.52-\$30.75

FINANCIAL METRICS

CY 2015 Revenue (GAAP) \$1,286.8

CY 2015 Diluted EPS (GAAP) \$1.25

CY 2015 Revenue (Non-GAAP CC) \$1,350.5

CY 2015 Diluted EPS (Non-GAAP CC) \$1.47

CY 2015 EBITDA (Non-GAAP) \$151.3

Debt/Total Equity 24%

Dividend per Share* \$0.36

(annualized estimate)

*Subject to board approval.

Source: Company reports, Capital IQ

TWO-YEAR TTEC PERFORMANCE



* as of 12/31/2015

** weighted average for Q4 2015

HEADQUARTERS

9197 S. Peoria Street
Englewood, CO 80112

WEBSITE

teletech.com

EMPLOYEES

44,000

CLIENTS

300+

ABOUT TELETECH

TeleTech is a leading global provider of customer experience, engagement and growth solutions. Founded in 1982, the Company helps its clients acquire, retain and grow profitable customer relationships. Using customer-centric strategy, technology, processes and operations, TeleTech partners with business leadership across marketing, sales and customer care to design and deliver a simple, more human customer experience across every interaction channel. Servicing over 80 countries, TeleTech's 44,000 employees live by a set of customer-focused values that guide relationships with clients, their customers, and each other. To learn more about how TeleTech is bringing humanity to the customer experience, visit teletech.com.

INVESTMENT THESIS

INDUSTRY LEADER

- Global leader in customer experience, engagement and growth
- 33-year heritage of innovation in technology-rich, value-oriented capabilities

INTEGRATED OFFERINGS

- End-to-end customer consulting, technology, growth and care services
- New standards of excellence through more strategic, outcome-based results

RECURRING REVENUE

- High revenue visibility with over 90% client retention levels in Customer Care and Growth Services
- Growing revenue from expanded clientele, geographies and integrated offerings

SUSTAINABLE VALUE CREATION

- Significant investment in innovation, operations, leadership and sales
- Ongoing commitment to acquisitions, dividends and stock repurchases

FINANCIAL PERFORMANCE

- Industry leading financial performance
- Strong cash flows and balance sheet

LEADERSHIP TEAM

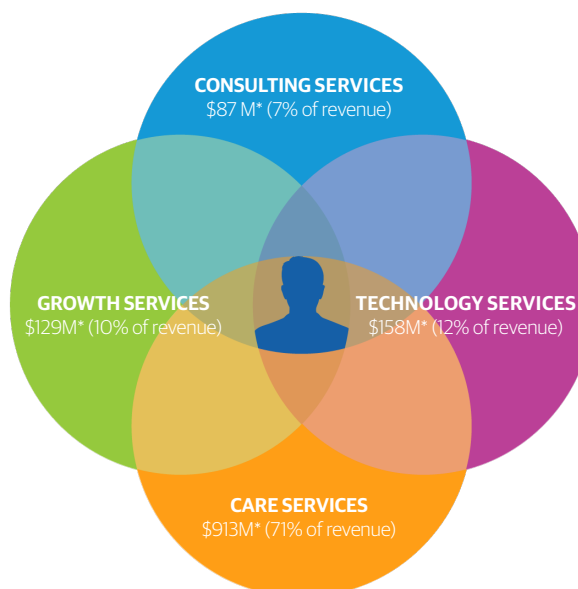
- Deep domain expertise in strategy, analytics, technology and operations
- High-caliber, proven industry leaders

KEY PRIORITIES AND GROWTH DRIVERS

1. Deliver Sustainable and Profitable Growth
 - Expand integrated global customer engagement offerings
 - Stronger bookings with improved quality and diversity
2. Increase Market Adoption of Our Differentiated Solution
 - Accelerate investments in our vertical, geographic and sales strategy
3. Increase Investment in Continuous Innovation
 - Stay strategically relevant and ahead of the needs of our client base with new products and services
4. Execute Acquisitions
 - Inorganic growth through accretive and strategic acquisitions

INTEGRATED PLATFORM OF SERVICE AND TECHNOLOGY

One integrated platform that delivers seamless engagement between brands and customers.



CONSULTING SERVICES

- Digital
- Mindset
- Insights (Analytics)
- Content & Collaboration
- Sales Transformation
- Service Excellence

TECHNOLOGY SERVICES

- Omnichannel Communications
- Customer Relationship Management
- Social & Knowledge
- On premise & Cloud
- Humanify: Next Generation

CARE SERVICES

- Customer Care
- Technical Support
- TeleTech@Home
- Human Capital Managed Services
- Talent Optimization
- Omnichannel Communications

GROWTH SERVICES

- Digital Marketing
- Customer Acquisition
- Growth & Retention
- Campaign Management
- Sales Advisory & Analytics
- AQ360: Next Generation

*Financials based on FY2015 GAAP revenue basis (as of December 31, 2015).

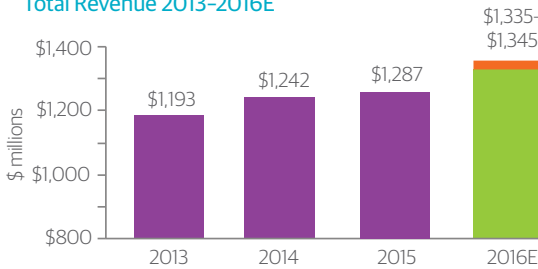
GROWTH GOALS

GUIDANCE | 2016 Estimated

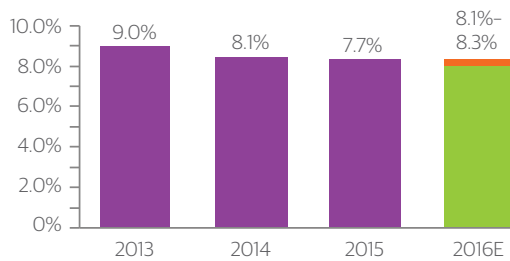
Revenue*	Adjusted Operating Margin*
\$1.335B to \$1.345B	8.1% to 8.3%

*Includes negative Y/Y impact from FX of 3% on revenue and 0.2% on operating income

Total Revenue 2013-2016E

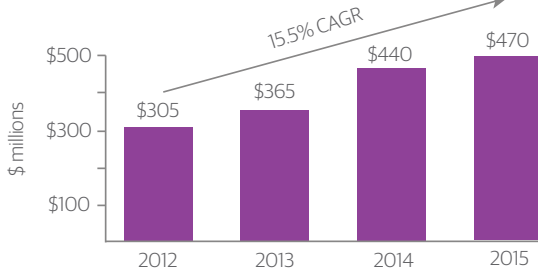


Adjusted Operating Margin 2013-2016E**



**Operating margin before asset impairment, restructuring or acquisition-related charges

BOOKINGS 2012-2015



BRINGING THE INTEGRATED OFFERING TO MARKET

Our integrated go-to-market strategy brings vertical industry and customer experience domain expertise together.

COMMUNICATION MEDIA & TECHNOLOGY

Communications
High Tech
Media & Entertainment
Cable / Satellite

FINANCIAL SERVICES

Banking
Insurance
Payments
Brokerages

INTERNATIONAL GEOGRAPHIES

APAC
EMEA
LATAM
Other Emerging Geographies

HEALTH & PUBLIC SECTOR

Payor
Provider
Pharmaceutical / PBM
Medical Devices
Public Sector (Exchanges, Federal, State & Local, Education)

DIVERSIFIED

Automotive, Travel & Transportation
Retail, Consumer Goods & Services
Energy
Utilities
Emerging industries

Consulting (CSS) \$87M* (7% of Rev)

Technology (CTS) \$158M* (12% of Rev)

Care Services (CMS) \$913M* (71% of Rev)

Growth Services (CGS) \$129M* (10% of Rev)

*Financials based on FY2015 GAAP revenue basis (ending December-2015)

ACQUISITIONS ARE FOCUSED ON ENHANCING THE PLATFORM

Company	Strategic Fit	Business Segment	Date of Acquisition
Peppers & Rogers Group	CX strategy, analytics, tools and transformation	CSS	Nov 2010
eLoyalty	Cisco-based technology design and management	CTS	May 2011
OnState	Cross-channel interactions	CTS	Jan 2012
iKnowtion	CX data-analytics strategy and execution	CSS	Feb 2012
Guidon	CX strategy and process optimization	CSS	Oct 2012
TSG	Avaya-based technology design and management	CTS	Dec 2012
WebMetro	Digital acquisition marketing	CGS	Aug 2013
Sofica Group	Broad European multilingual customer services	CMS	Feb 2014
rogenSi	Leadership and change management consulting	CSS	Aug 2014



Kenneth Tuchman
Founder, Chairman and Chief Executive Officer
Background
Founded TeleTech in 1982



Marty DeGhetto
EVP, Customer Care Services
Background
Convergys, American Express, AT&T/American Transtech



Keith Gallacher
EVP, Global Markets and Industries
Background
Accenture, Cognizant, CSC, HP/EDS



Robert Jimenez
EVP, Customer Strategy Services
Background
Genpact, Tatum Consulting, EMC Consulting, Capgemini and IBM



Paul Miller
SVP, Treasurer and Head of Investor Relations
Background
J.D. Edwards, Wells Fargo Bank, BONY



Regina Paolillo
EVP, Chief Financial and Chief Administrative Officer
Background
TriZetto, General Atlantic, Creditek, Genpact, Gartner



Judi Hand
EVP, Customer Growth Services
Background
AT&T, Qwest, US WEST



Margaret McLean
SVP, General Counsel and Chief Risk Officer
Background
CH2M HILL, Holme Roberts & Owen (now Bryan Cave LLP)



Steve Pollema
SVP, Customer Technology Services
Background
eLoyalty, LLC, MarchFirst, Accenture



Harish Mysore
SVP, Corporate Development
Background
Sabre, Trizetto, Dell

This document may include forward-looking statements related to TeleTech's strategy, operations, market assessment, and financial performance and outlook, which are based on managements' current beliefs and assumptions. Such statements reflect managements' opinions as of this time and TeleTech has no obligation to revise this information as a result of new information that may become available.

For a description of TeleTech's risk factors, review the most recent SEC filings along with TeleTech's 2015 Annual Report on Form 10-K.

0002510 03/16