



About TTEC

TTEC Holdings, Inc. (NASDAQ: TTEC) is a leading digital global customer experience technology and services company focused on the design, implementation and delivery of transformative customer experience for many of the world's most iconic and disruptive brands. The Company delivers outcome-based customer engagement solutions through TTEC Digital, its digital consultancy that designs and builds human centric, tech-enabled, insight-driven customer experience solutions for clients and TTEC Engage, its delivery center of excellence, that operates customer acquisition, care, fraud prevention and detection, and content moderation services. Founded in 1982, the Company's 49,300 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 www.ttec.com.

NASDAQ: TTEC

Stock price	\$36.23 *
52-week range	\$23.01-\$37.55
Diluted shares outstanding (000's)	46,590**
Dividends per share (estimated annualized)	\$0.60 ***

*as of 3/31/2019
 ** weighted average for Q1 2019
 ***subject to Board approval

Financial Highlights (in thousands, except ratios and EPS)

	2016	Q1 2017	Q2 2017	Q3 2017	Q4 2017	2017	Q1 2018	Q2 2018	Q3 2018	Q4 2018	2018	Q1 2019
Revenue	\$1,275,258	\$338,277	\$353,429	\$359,036	\$426,623	\$1,477,365	\$375,249	\$349,853	\$364,936	\$419,133	\$1,509,171	\$394,356
Operating Income	\$52,752	\$26,490	\$21,589	\$15,800	\$36,610	\$100,489	\$24,941	\$13,503	\$14,657	\$38,953	\$92,054	\$32,092
Operating Margin	4.1%	7.8%	6.1%	4.4%	8.6%	6.8%	6.6%	3.9%	4.0%	9.3%	6.1%	8.1%
Net Income	\$33,678	\$19,245	\$14,694	\$14,769	(\$41,452)*	\$7,256*	\$4,591	\$5,518	\$5,375	\$20,333	\$35,817	\$19,002
Diluted EPS	\$0.71	\$0.42	\$0.32	\$0.32	(\$0.89)*	\$0.16*	\$0.10	\$0.12	\$0.12	\$0.44	\$0.77	\$0.41
Cash	\$55,264	\$66,475	\$77,910	\$78,842	\$74,437	\$74,437	\$81,594	\$71,260	\$93,879	\$78,237	\$78,237	\$89,046
Debt	\$229,646	\$197,641	\$273,335	\$270,807	\$361,308	\$361,308	\$322,140	\$309,334	\$296,186	\$304,495	\$304,495	\$262,660
CAPEX	\$50,832	\$12,035	\$17,554	\$14,343	\$8,026	\$51,958	\$7,508	\$9,375	\$14,958	\$11,609	\$43,450	\$13,200
D&A	\$68,675	\$14,500	\$16,258	\$16,515	\$17,234	\$64,507	\$17,924	\$16,811	\$17,317	\$17,127	\$69,179	\$16,743
Share Buyback	\$74,683	\$11,658	\$6,670	-	-	\$18,328	-	-	-	-	-	-
Dividend	\$18,262	-	\$10,069	-	\$11,462	\$21,531	-	\$12,414	-	\$12,932	\$25,346	\$13,864 ^a

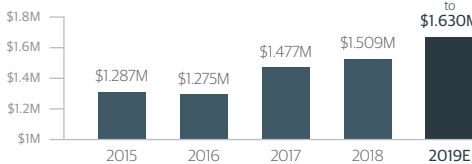
a) \$0.30 per share; Declared 3/27/2019; Paid 4/18/2019

GROWTH GOALS

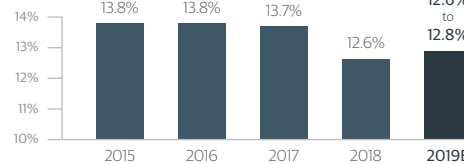
Guidance | 2019 Estimated

Revenue (\$ millions)	Adjusted EBITDA Margin	Adjusted Operating Margin
\$1.614 to \$1.630	12.6% to 12.8 %	7.4% to 7.6 %

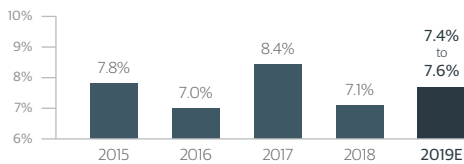
Total Revenue*



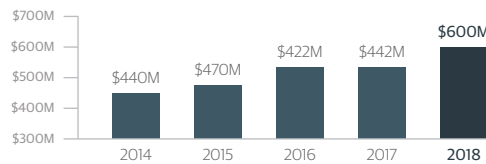
Adjusted EBITDA Margin*



Adjusted Operating Margin*



Bookings



LTM ending March 31, 2019: \$632M

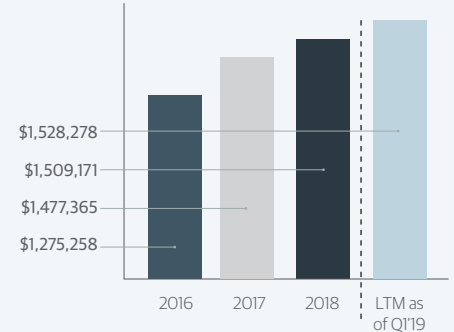
*2014-2015 - excludes from operating income impairment and restructuring charges.
 2016-2018 - excludes from revenue and operating income i) assets held for sale and wind-down, and ii) impairment, restructuring, and integration charges, and iii) one-time extraordinary items
 2019 - excludes from operating income impairment and restructuring charges

Analyst Coverage

Craig-Hallum
 George Sutton612.334.6332

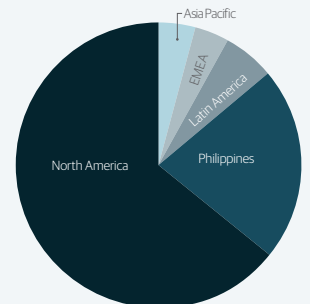
Wells Fargo
 Bill Warmington.....617.603.4283

Revenue (in thousands)



Q1 2019 Revenue by Geography (in thousands)*

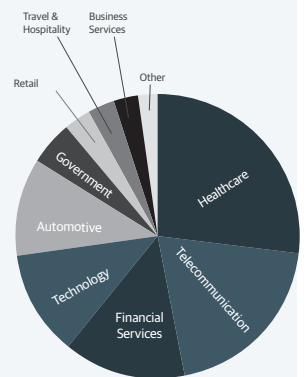
North America
 63% = \$248,175
 Philippines
 24% = \$93,179
 Latin America
 6% = \$24,135
 EMEA
 4% = \$16,041
 Asia Pacific
 3% = \$12,826



*Based on geographic location where services are provided

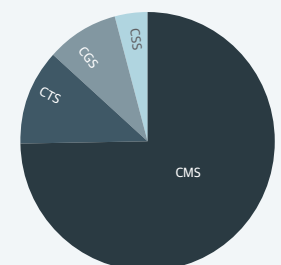
Q1 2019 Revenue by Vertical Industry

Healthcare
 24%
 Comm & Media
 20%
 Financial Services
 15%
 Technology
 12%
 Automotive
 11%
 Government
 6%
 Retail
 5%
 Travel & Hospitality
 3%
 Business Services
 2%
 Other
 2%



Q1 2019 Revenue by Segment

CMS 74%
 CTS 13%
 CGS 10%
 CSS 3%



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

Income Statement Data	2016	Q1 2017	Q2 2017	Q3 2017	Q4 2017	2017	Q1 2018	Q2 2018	Q3 2018	Q4 2018	2018	Q1 2019
Revenue	\$1,275,258	\$338,277	\$353,429	\$359,036	\$426,623	\$1,477,365	\$375,249	\$349,853	\$364,936	\$419,133	\$1,509,171	\$394,356
Cost of services	941,592	253,898	268,004	275,548	312,618	1,110,068	283,370	274,260	286,925	313,372	1,157,927	293,334
Gross profit	\$333,666	\$84,379	\$85,425	\$83,488	\$114,005	\$367,297	\$91,879	\$75,593	\$78,011	\$105,761	\$351,244	\$101,022
SG&A	175,797	43,220	43,985	45,167	49,942	182,314	47,045	44,245	43,321	47,817	182,248	49,720
D&A	68,675	14,500	16,258	16,515	17,234	64,507	17,924	16,811	17,317	17,127	69,179	16,743
Restructuring & other charges	36,442	169	3,593	6,006	10,219	19,987	1,969	1,034	2,716	1,864	7,583	2,467
Operating Income	\$52,752	\$26,490	\$21,589	\$15,800	\$36,610	\$100,489	\$24,941	\$13,503	\$14,657	\$38,953	\$92,054	\$32,092
Net interest income (expense)	(6,709)	(1,892)	(2,217)	(2,570)	(4,214)	(10,893)	(5,391)	(6,294)	(7,009)	(5,504)	(24,198)	(4,948)
Other income (expense)	9,555	960	1,197	4,416	(4,704)	1,869	(11,516)	1,741	989	(1,216)	(10,002)	798
Gain/(loss) on reclassified assets	(5,300)	-	(3,178)	-	600	(2,578)	-	(2,000)	-	384	(1,616)	-
Income before income taxes	\$50,298	\$25,558	\$17,391	\$17,646	\$28,292	\$88,887	\$8,034	\$6,950	\$8,637	\$32,617	\$56,238	\$27,942
Income tax benefit (expense)	(12,863)	(5,391)	(1,597)	(2,071)	(69,016)	(78,075)	(2,102)	(653)	(1,893)	(11,835)	(16,483)	(7,466)
Net income before minority interest	\$37,435	\$20,167	\$15,794	\$15,575	(\$40,724)	\$10,812	\$5,932	\$6,297	\$6,744	\$20,782	\$39,755	\$20,476
Minority interest	(3,757)	(922)	(1,100)	(806)	(728)	(3,556)	(1,341)	(779)	(1,369)	(449)	(3,938)	(1,474)
Net income (loss)	\$33,678	\$19,245	\$14,694	\$14,769	(\$41,452)	\$7,256	\$4,591	\$5,518	\$5,375	\$20,333	\$35,817	\$19,002
Earnings per share												
Basic	\$0.71	\$0.42	\$0.32	\$0.32	(\$0.90)	\$0.16	\$0.10	\$0.12	\$0.12	\$0.44	\$0.78	\$0.41
Diluted	\$0.71	\$0.42	\$0.32	\$0.32	(\$0.89)	\$0.16	\$0.10	\$0.12	\$0.12	\$0.44	\$0.77	\$0.41
Average shares outstanding												
Basic	47,423	45,950	45,662	45,838	45,856	45,826	45,871	46,016	46,172	46,193	46,064	46,203
Diluted	47,736	46,315	46,150	46,367	46,461	46,382	46,452	46,401	46,316	46,390	46,385	46,590
As a percent of revenue												
Gross profit	26.2%	24.9%	24.2%	23.3%	26.7%	24.9%	24.5%	21.6%	21.4%	25.2%	23.3%	25.6%
SG&A	13.8%	12.8%	12.4%	12.6%	11.7%	12.3%	12.5%	12.6%	11.9%	11.4%	12.1%	12.6%
D&A	5.4%	4.3%	4.6%	4.6%	4.0%	4.4%	4.8%	4.8%	4.7%	4.1%	4.6%	4.2%
Operating income	4.1%	7.8%	6.1%	4.4%	8.6%	6.8%	6.6%	3.9%	4.0%	9.3%	6.1%	8.1%
Net income (loss)	2.6%	5.7%	4.2%	4.1%	(9.7%)	0.5%	1.2%	1.6%	1.5%	4.9%	2.4%	4.8%
Effective tax rate	25.6%	21.1%	9.2%	11.7%	243.9%	87.8%	26.2%	9.4%	21.9%	36.3%	29.3%	26.7%
Normalized effective tax rate	23.3%	21.3%	23.4%	19.4%	29.2%	24.4%	24.5%	19.5%	26.8%	27.3%	25.6%	24.7%
Balance Sheet Data												
Cash	\$55,264	\$66,475	\$77,910	\$78,842	\$74,437	\$74,437	\$81,594	\$71,260	\$93,879	\$78,237	\$78,237	\$89,046
A/R, net	\$300,808	\$272,827	\$288,041	\$304,493	\$391,902	\$391,902	\$344,249	\$315,756	\$301,770	\$350,962	\$350,962	\$332,867
Net property, plant, equipment	\$151,037	\$151,841	\$160,321	\$162,361	\$163,346	\$163,346	\$157,215	\$156,210	\$161,244	\$161,523	\$161,523	\$165,367
Total assets	\$846,304	\$840,151	\$930,123	\$949,518	\$1,078,736	\$1,078,736	\$1,034,862	\$988,530	\$1,038,606	\$1,054,508	\$1,054,508	\$1,188,642
Debt	\$229,646	\$197,641	\$273,335	\$270,807	\$361,308	\$361,308	\$322,140	\$309,334	\$296,186	\$304,495	\$304,495	\$262,660
Total equity	\$361,895	\$375,272	\$395,258	\$399,794	\$362,845	\$362,845	\$345,223	\$331,664	\$328,858	\$352,849	\$352,849	\$365,274
Days sales outstanding	79	75	76	81	85	85	84	84	78	77	77	76
Shares repurchased (\$)	\$74,683	\$11,658	\$6,670	\$-	\$-	\$18,328	\$-	\$-	\$-	\$-	\$-	\$-
Shares repurchased (#)	2,692,732	386,340	223,131	-	-	609,471	-	-	-	-	-	-
Free cash flow	\$57,063	\$34,897	\$32,969	\$9,845	(\$44,517)	\$61,194	\$59,879	\$27,944	\$46,445	(\$9,373)	\$124,895	\$66,763
Operating Data												
Number of delivery centers	82	82	87	92	97	97	92	89	89	85	85	82
Total workstations	38,776	38,913	41,026	40,825	44,437	44,437	42,892	43,048	42,611	42,996	42,996	42,475
Multi-client workstations	31,054	31,301	32,934	32,758	35,665	35,665	34,466	35,025	35,106	34,604	34,604	39,080
Workstation utilization %	80%	78%	76%	78%	83%	83%	78%	76%	77%	80%	80%	75%
Offshore Data												
Offshore revenue	\$436,841	\$108,591	\$108,654	\$110,857	\$125,321	\$453,423	\$113,869	\$107,188	\$106,021	\$110,532	\$437,610	\$110,662
% of total revenue	41%	38%	36%	36%	33%	36%	35%	37%	36%	32%	35%	34%
Offshore workstations	22,659	22,732	22,991	22,852	24,519	24,519	24,192	24,235	24,189	23,723	23,723	23,511
% of total workstations	58%	58%	56%	56%	55%	55%	56%	56%	57%	55%	55%	55%
Segment Data												
Revenue												
Customer Strategy Services	\$68,674	\$16,847	\$17,172	\$16,271	\$18,036	\$68,326	\$14,860	\$18,684	\$16,712	\$18,329	\$68,585	\$13,430
Customer Technology Services	\$141,254	\$35,693	\$34,798	\$34,563	\$33,527	\$138,581	\$35,208	\$33,816	\$49,967	\$51,223	\$170,214	\$52,423
Customer Growth Services	\$141,005	\$33,658	\$32,403	\$30,829	\$31,808	\$128,698	\$32,540	\$35,140	\$35,897	\$37,747	\$141,324	\$38,934
Customer Management Services	\$924,325	\$252,079	\$269,056	\$277,373	\$343,252	\$1,141,760	\$292,641	\$262,213	\$262,360	\$311,834	\$1,129,048	\$289,569
Total	\$1,275,258	\$338,277	\$353,429	\$359,036	\$426,623	\$1,477,365	\$375,249	\$349,853	\$364,936	\$419,133	\$1,509,171	\$394,356
Operating Income (Loss)												
Customer Strategy Services	(\$5,691)	\$427	\$1,374	\$945	(\$313)	\$2,433	\$502	\$1,198	\$1,691	\$3,029	\$6,420	(\$1,228)
Customer Technology Services	\$933	\$3,057	\$3,819	\$4,158	\$1,013	\$12,047	\$4,844	\$5,566	\$6,778	\$9,446	\$26,634	\$8,987
Customer Growth Services	\$6,969	\$2,410	\$2,321	\$1,564	\$1,508	\$7,803	\$1,380	\$2,966	\$2,549	\$2,944	\$9,839	\$4,250
Customer Management Services	\$50,541	\$20,596	\$14,075	\$9,133	\$34,402	\$78,206	\$18,215	\$3,773	\$3,639	\$23,534	\$49,161	\$20,083
Total	\$52,752	\$26,490	\$21,589	\$15,800	\$36,610	\$100,489	\$24,941	\$13,503	\$14,657	\$38,953	\$92,054	\$32,092