

CONTACTS

Regina Paolillo **EVP, Chief Financial and Administrative Officer**
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Paul Miller **SVP, Treasurer and Investor Relations Officer**
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Harish Mysore **SVP, Corporate Development**
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 Phone: 303.397.8863

"We help our clients across the world build deeper customer relationships and brand loyalty through the delivery of seamless, personalized, omnichannel interactions, increasingly driven by technological advances in a digital world."

—Kenneth Tuchman,
 Founder, Chairman and Chief Executive Officer

TTEC HOLDINGS, INC.

As of 6/30/19

NASDAQ Exchange	TTEC
Market Cap (MM)	\$2,157.0
Enterprise Valuation (MM)	\$2,489.9
Q2 Weighted-Average Diluted Shares Outstanding (MM)*	46.7
Share Price (as of 6/30/19)	\$46.59
52-Week Range	\$23.01 - \$46.72

FINANCIAL METRICS

LTM Revenue (GAAP) (MM)	\$1,554.3
LTM Diluted EPS (GAAP)	\$1.21
LTM Revenue (Non-GAAP) (MM)	\$1,568.7
LTM Diluted EPS (Non-GAAP)	\$1.70
LTM EBITDA Adjusted (MM)	\$202.0
Debt/LTM EBITDA (Non-GAAP)	1.2x
Dividend per Share** (annualized estimate)	\$0.60

* Weighted average for Q2 2019
 ** Subject to board approval
 Source: Company reports, Capital IQ

FIVE-YEAR TTEC PERFORMANCE*



* as of 6/30/2019

HEADQUARTERS

9197 S. Peoria Street
 Englewood, CO 80112

WEBSITE

ttec.com

EMPLOYEES

48,000

CLIENTS

275+

ABOUT TTEC

TTEC Holdings, Inc. (NASDAQ: TTEC) is a leading 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 48,000 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.

INVESTMENT THESIS

- INDUSTRY LEADER**
 - Global leader in customer experience, engagement and growth
 - 36-year heritage of innovation in technology-rich, value-oriented capabilities
 - 22-year public company, supporting 6 continents & 50 languages
 - Deep domain expertise, proven industry leaders
- INTEGRATED OFFERINGS**
 - Humanify® Customer Engagement as a Service offering end-to-end customer consulting, technology, growth, care, fraud detection and prevention, and content moderation
 - New standards of excellence through more strategic, outcome-based results
- RECURRING REVENUE**
 - High revenue visibility
 - Growing revenue from expanded clientele, geographies and integrated offerings
 - 10+ year relationships with over 30 household named clients
- SUSTAINABLE VALUE CREATION**
 - Significant investment in innovation, operations, leadership, sales and marketing
 - Commitment to acquisitions and capital distributions
- FINANCIAL PERFORMANCE**
 - Industry leading financial performance
 - Strong cash flow and balance sheet

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 strategies
- 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

Humanify® Customer Engagement as a Service

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

TTEC DIGITAL

Design, build, and deliver tech-enabled, insight-based CX solutions, combining:

- Omnichannel cloud technology
- Systems integration
- AI + Automation
- Journey Orchestration
- Knowledge Management
- Workforce productivity
- CX strategy, data analytics and operations consulting



TTEC ENGAGE

Turnkey technology, human resources, infrastructure and process solutions, delivering customer:

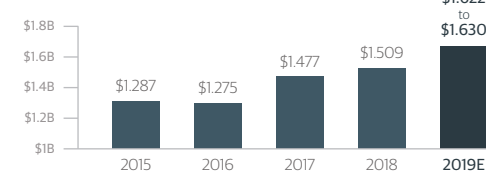
- Care
- Acquisition
- Retention
- Growth
- Fraud detection & prevention
- Content moderation
- Technical support

GROWTH GOALS

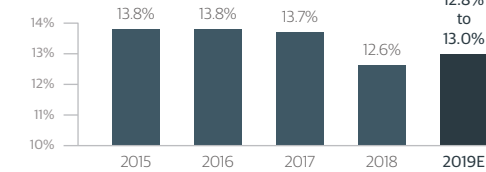
Guidance | 2019 Estimated

Revenue (\$ billions)	Adjusted EBITDA Margin	Adjusted Operating Margin
\$1.622 to \$1.630	12.8% to 13.0%	7.8% to 8.0%

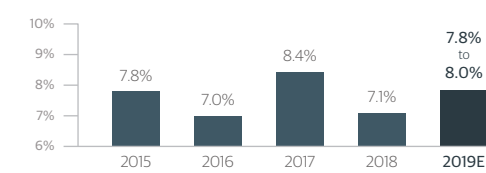
Total Revenue*



Adjusted EBITDA Margin*

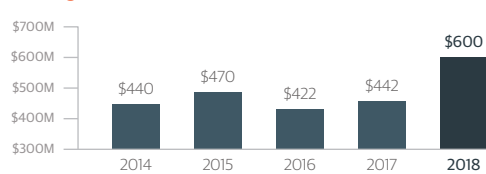


Adjusted Operating Margin*



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, ii) impairment, restructuring and integration charges and iii) one-time extraordinary items.
 2019 - excludes from operating income impairment, restructuring charges and PRG wind-down.

Bookings



LTM ending June 30, 2019: \$614M



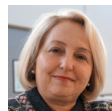
Kenneth Tuchman
 Founder, Chairman and Chief Executive Officer
Background:
 Founded TTEC in 1982



Marty DeGhetto
 EVP, Chief Operating Officer, TTEC Engage
Background:
 Synnex (Convergys), American Express, AT&T/American Transtech



Steve Pollema
 EVP, TTEC Digital
Background:
 eLoyalty, LLC, MarchFirst, Accenture



Margaret McLean
 SVP, General Counsel and Chief Risk Officer
Background:
 CH2M HILL, Holme Roberts & Owen, LLP



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

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

DIGITAL \$281M* (18% of Rev)
ENGAGE \$1,274M* (82% of Rev)

* Financials based on a LTM GAAP revenue basis (as of June 30, 2019)

ACQUISITIONS ARE FOCUSED ON ENHANCING THE PLATFORM

Company	Strategic Fit	Business Segment	Date of Acquisition
eLoyalty	Cisco omnichannel design, implementation and managed services	Digital	May 2011
iKnowtion	CX data-analytics strategy and execution	Digital	Feb 2012
Guidon	CX strategy and process optimization	Digital	Oct 2012
Sofica Group	Broad European multilingual customer services	Engage	Feb 2014
rogenSi	Leadership and change management consulting	Digital	Aug 2014
Atelka	Canada-based customer experience provider	Engage	Nov 2016
Connexions	Healthcare customer sales and services	Engage	Apr 2017
Motif	India/Philippines-based Trust & Safety and Community Moderation services	Engage	Nov 2017
SCS	UK-based Cisco omnichannel partner	Digital	April 2018



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



Judi Hand
 EVP, Chief Revenue Officer
Background:
 AT&T, Qwest, US WEST



Chandra Venkataramani
 SVP, Chief Information Officer
Background:
 Convergys, Aegis, Swift Response



Michael Wellman
 SVP, Chief People Officer
Background: Wellcare Health Plans, Convergys, Sitel, Planet Hollywood International, Hyatt Hotels Corporation



Harish Mysore
 SVP, Corporate Development
Background:
 Sabre, Cognizant (TriZetto), Dell (Perot)