



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 49,500 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

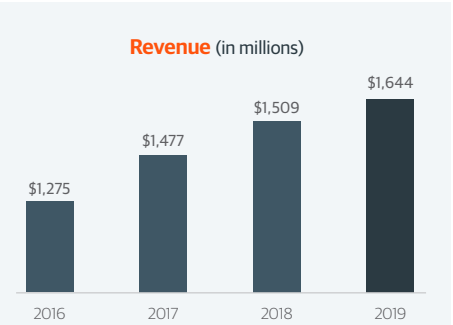
Stock price	\$39.62*
52-week range	\$26.77 - \$50.45
Diluted shares outstanding (000's)	46,830**
Dividends per share (estimated annualized)	\$0.64 ***

*as of 12/31/2019
 ** weighted average for Q4 2019
 ***subject to Board approval

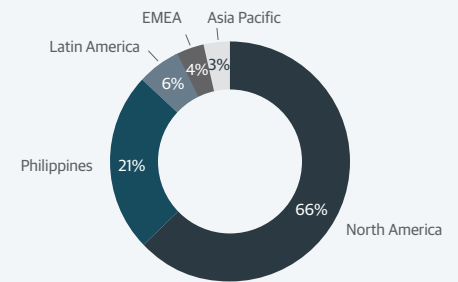
Financial Highlights (in thousands, except ratios and EPS)

	2017	Q1 2018	Q2 2018	Q3 2018	Q4 2018	2018	Q1 2019	Q2 2019	Q3 2019	Q4 2019	2019
Revenue	\$1,477,365	\$375,249	\$349,853	\$364,936	\$419,133	\$1,509,171	\$394,356	\$392,515	\$395,507	\$461,326	\$1,643,704
Operating Income	\$100,489	\$24,941	\$13,503	\$14,657	\$38,953	\$92,054	\$32,092	\$22,873	\$25,981	\$42,763	\$123,709
Operating Margin	6.8%	6.6%	3.9%	4.0%	9.3%	6.1%	8.1%	5.8%	6.6%	9.3%	7.5%
Net Income *	\$7,256*	\$4,591	\$5,518	\$5,375	\$20,333	\$35,817	\$19,002	\$11,798	\$18,101	\$28,263	\$77,164
Diluted EPS *	\$0.16*	\$0.10	\$0.12	\$0.12	\$0.44	\$0.77	\$0.41	\$0.25	\$0.39	\$0.60	\$1.65
Cash	\$74,437	\$81,594	\$71,260	\$93,879	\$78,237	\$78,237	\$89,046	\$75,517	\$85,480	\$82,407	\$82,407
Debt	\$361,308	\$322,140	\$309,334	\$296,186	\$304,495	\$304,495	\$262,660	\$248,316	\$218,894	\$307,482	\$307,482
CAPEX	\$51,958	\$7,508	\$9,375	\$14,958	\$11,609	\$43,450	\$13,200	\$15,228	\$16,010	\$16,338	\$60,776
D&A	\$64,507	\$17,924	\$16,811	\$17,317	\$17,127	\$69,179	\$16,743	\$17,050	\$16,659	\$18,634	\$69,086
Share Buyback	\$18,328	-	-	-	-	-	-	-	-	-	-
Dividend	\$21,531	-	\$12,414	-	\$12,932	\$25,346	-	\$13,864	-	\$14,875	\$28,739

* Attributable to TTEC Shareholders

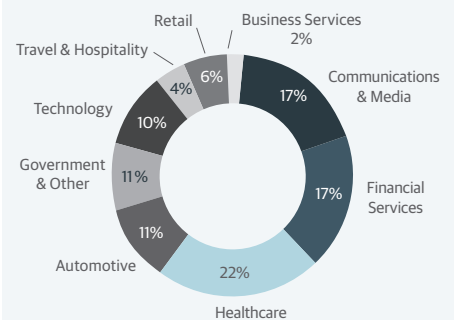


Revenue by Geography*



*Based on geographic location where services are provided

Revenue by Vertical Industry

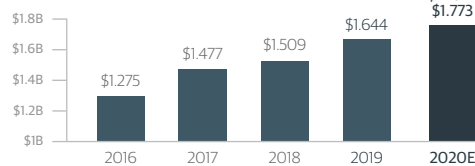


GROWTH GOALS

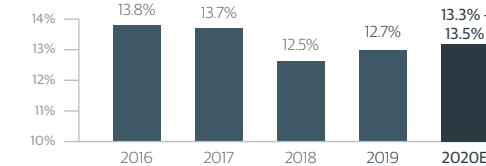
Guidance | 2020 Estimated

Revenue (\$ billions)	Adjusted EBITDA Margin	Non-GAAP Operating Margin
\$1.757 to \$1.773	13.3% to 13.5%	8.2% to 8.4%

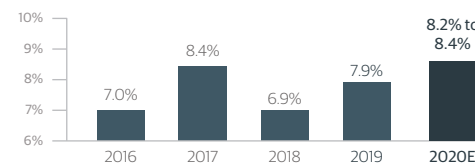
Total Revenue (in \$ billions)



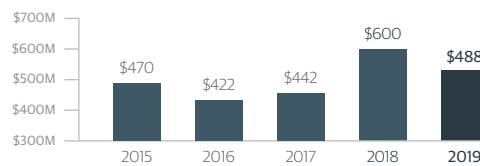
Adjusted EBITDA Margin*



Non-GAAP Operating Margin*

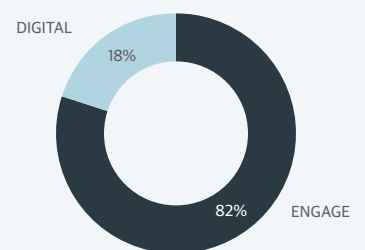


Bookings (in \$ millions)



* 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 - 2020 - excludes from operating income impairment, restructuring charges.

Revenue by Segment



Analyst Coverage

Bank of America Jason Kupferberg 646.855.1961	Cowen Bryan Bergin 646.562.1369	Craig-Hallum George Suttou 612.334.6332	Northland Capital Markets Michael Latimore 404.386.0850	Sidoti & Company Josh Vogel 212.453.7016	William Blair Bhavan Suri 312.364.5341
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Selected Financial Information (in thousands, except ratios, per share data and operating data)

Income Statement Data	2017	Q1 2018	Q2 2018	Q3 2018	Q4 2018	2018	Q1 2019	Q2 2019	Q3 2019	Q4 2019	2019
Revenue	\$1,477,365	\$375,249	\$349,853	\$364,936	\$419,133	\$1,509,171	\$394,356	\$392,515	\$395,507	\$461,326	\$1,643,704
Cost of services	1,110,068	283,370	274,260	286,925	313,372	1,157,927	293,334	299,237	304,622	345,694	1,242,887
Gross profit	\$367,297	\$91,879	\$75,593	\$78,011	\$105,761	\$351,244	\$101,022	\$93,278	\$90,885	\$115,632	\$400,817
SG&A	182,314	47,045	44,245	43,321	47,817	182,428	49,720	50,864	48,062	53,894	202,540
D&A	64,507	17,924	16,811	17,317	17,127	69,179	16,743	17,050	16,659	18,634	69,086
Restructuring & other charges	19,987	1,969	1,034	2,716	1,864	7,583	2,467	2,491	183	341	5,482
Operating Income	\$100,489	\$24,941	\$13,503	\$14,657	\$38,953	\$92,054	\$32,092	\$22,873	\$25,981	\$42,763	\$123,709
Net interest income (expense)	(10,893)	(5,391)	(6,294)	(7,009)	(5,504)	(24,198)	(4,948)	(3,779)	(3,519)	(4,954)	(17,200)
Other income (expense)	1,869	(11,516)	1,741	989	(1,216)	(10,002)	798	1,865	2,713	(1,474)	3,902
Gain/(loss) on reclassified assets	(2,578)	-	(2,000)	-	384	(1,616)	-	-	-	-	-
Income before income taxes	\$88,887	\$8,034	\$6,950	\$8,637	\$32,617	\$56,238	\$27,942	\$20,959	\$25,175	\$36,335	\$110,411
Income tax benefit (expense)	(78,075)	(2,102)	(653)	(1,893)	(11,835)	(16,483)	(7,466)	(7,345)	(5,196)	(5,670)	(25,677)
Net income	\$10,812	\$5,932	\$6,297	\$6,744	\$20,782	\$39,755	\$20,476	\$13,614	\$19,979	\$30,665	\$84,734
Minority interest	(3,556)	(1,341)	(779)	(1,369)	(449)	(3,938)	(1,474)	(1,816)	(1,878)	(2,402)	(7,570)
Net income attributable to TTEC Stockholders	\$7,256	\$4,591	\$5,518	\$5,375	\$20,333	\$35,817	\$19,002	\$11,798	\$18,101	\$28,263	\$77,164
Net income per share											
Basic	\$0.24	\$0.13	\$0.14	\$0.15	\$0.45	\$0.86	\$0.44	\$0.29	\$0.43	\$0.66	\$1.83
Diluted	\$0.23	\$0.13	\$0.14	\$0.15	\$0.45	\$0.86	\$0.44	\$0.29	\$0.43	\$0.65	\$1.81
Net income per share attributable to TTEC Stockholders											
Basic	\$0.16	\$0.10	\$0.12	\$0.12	\$0.44	\$0.78	\$0.41	\$0.25	\$0.39	\$0.61	\$1.66
Diluted	\$0.16	\$0.10	\$0.12	\$0.12	\$0.44	\$0.77	\$0.41	\$0.25	\$0.39	\$0.60	\$1.65
Average shares outstanding											
Basic	45,826	45,871	46,016	46,172	46,193	46,064	46,203	46,318	46,481	46,487	46,373
Diluted	46,382	46,452	46,401	46,316	46,390	46,385	46,590	46,684	46,768	46,830	46,758
As a percent of revenue											
Gross profit	24.9%	24.5%	21.6%	21.4%	25.2%	23.3%	25.6%	23.8%	23.0%	25.1%	24.4%
SG&A	12.3%	12.5%	12.6%	11.9%	11.4%	12.1%	12.6%	13.0%	12.2%	11.7%	12.3%
D&A	4.4%	4.8%	4.8%	4.7%	4.1%	4.6%	4.2%	4.3%	4.2%	4.0%	4.2%
Operating income	6.8%	6.6%	3.9%	4.0%	9.3%	6.1%	8.1%	5.8%	6.6%	9.3%	7.5%
Net income	0.7%	1.6%	1.8%	1.8%	5.0%	2.6%	5.2%	3.5%	5.1%	6.6%	5.2%
Net income attributable to TTEC Stockholders	0.5%	1.2%	1.6%	1.5%	4.9%	2.4%	4.8%	3.0%	4.6%	6.1%	4.7%
Effective tax rate	87.8%	26.2%	9.4%	21.9%	36.3%	29.3%	26.7%	35.0%	20.6%	15.6%	23.3%
Normalized effective tax rate	24.4%	24.5%	19.5%	26.8%	27.3%	25.6%	24.7%	24.7%	21.1%	21.5%	22.9%
Balance Sheet Data											
Cash	\$74,437	\$81,594	\$71,260	\$93,879	\$78,237	\$78,237	\$89,046	\$75,517	\$85,480	\$82,407	\$82,407
A/R, net	\$391,902	\$344,249	\$315,756	\$301,770	\$350,962	\$350,962	\$332,867	\$323,823	\$312,128	\$331,096	\$331,096
Net property, plant, equipment	\$163,346	\$157,215	\$156,210	\$161,244	\$161,523	\$161,523	\$165,367	\$162,643	\$164,972	\$176,633	\$176,633
Total assets	\$1,078,736	\$1,034,862	\$988,530	\$1,038,606	\$1,054,508	\$1,054,508	\$1,188,642	\$1,179,341	\$1,181,866	\$1,376,788	\$1,376,788
Debt	\$361,308	\$322,140	\$309,334	\$296,186	\$304,495	\$304,495	\$262,660	\$248,316	\$218,894	\$307,482	\$307,482
Total equity	\$362,845	\$345,223	\$331,664	\$328,858	\$352,849	\$352,849	\$365,274	\$390,649	\$387,143	\$431,730	\$431,730
Days sales outstanding	85	84	84	78	77	77	76	75	73	66	66
Shares repurchased (\$)	\$18,328	\$-	\$-	\$-	\$-	\$-	\$-	\$-	\$-	\$-	\$-
Shares repurchased (#)	609,471	-	-	-	-	-	-	-	-	-	-
Free cash flow	\$61,194	\$59,879	\$27,944	\$46,445	(\$9,373)	\$124,895	\$66,763	\$26,075	\$47,121	\$37,254	\$177,213
Operating Data											
Number of delivery centers	97	92	89	89	85	85	82	81	80	89	89
Total workstations	44,437	42,892	43,048	42,611	42,996	42,996	42,475	43,053	42,881	45,611	45,611
Multi-client workstations	35,665	34,466	35,025	35,106	34,604	34,604	39,080	39,262	38,766	41,518	41,518
Workstation utilization %	83%	78%	76%	77%	80%	80%	75%	72%	70%	74%	74%
Offshore Data											
Offshore revenue	\$453,423	\$113,869	\$107,188	\$106,021	\$110,532	\$437,610	\$112,207	\$113,231	\$110,773	\$118,421	\$454,632
% of Total Engage Revenue	36%	35%	37%	36%	32%	35%	34%	36%	35%	31%	34%
Offshore workstations	24,519	24,192	24,235	24,189	23,723	23,723	23,511	24,161	24,424	23,915	23,915
% of total workstations	55%	56%	56%	57%	55%	55%	55%	56%	57%	52%	52%
Segment Data (GAAP)											
Revenue											
Digital	\$206,907	\$50,068	\$52,500	\$66,679	\$69,552	\$238,799	\$65,853	\$78,519	\$78,620	\$82,354	\$305,346
Engage	\$1,270,458	\$325,181	\$297,353	\$298,257	\$349,581	\$1,270,372	\$328,503	\$313,996	\$316,887	\$378,972	\$1,338,358
Total	\$1,477,365	\$375,249	\$349,853	\$364,936	\$419,133	\$1,509,171	\$394,356	\$392,515	\$395,507	\$461,326	\$1,643,704
Operating Income (Loss)											
Digital	\$14,480	\$5,346	\$6,764	\$8,469	\$12,475	\$33,054	\$7,759	\$7,709	\$11,704	\$11,755	\$38,927
Engage	\$86,009	\$19,595	\$6,739	\$6,188	\$26,478	\$59,000	\$24,333	\$15,164	\$14,277	\$31,008	\$84,782
Total	\$100,489	\$24,941	\$13,503	\$14,657	\$38,953	\$92,054	\$32,092	\$22,873	\$25,981	\$42,763	\$123,709