

**CONTACTS**

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"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 12/31/19

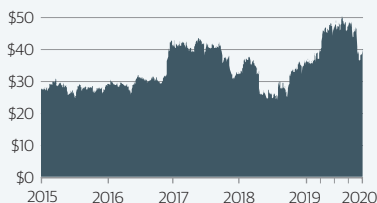
<b>NASDAQ Exchange</b>	TTEC
<b>Market Cap (MM)</b>	\$1,841.8
<b>Enterprise Valuation (MM)</b>	\$2,153.7
<b>Q4 Weighted-Average Diluted Shares Outstanding (MM)*</b>	46.8
<b>Share Price (as of 12/31/19)</b>	\$39.62
<b>52-Week Range</b>	\$26.77 - \$50.45

**FINANCIAL METRICS**

FY19 Revenue (GAAP) (MM)	\$1,643.7
FY19 Diluted EPS (GAAP)	\$1.65
FY19 Diluted EPS (Non-GAAP)	\$1.89
FY19 EBITDA (Non-GAAP) (MM)	\$209.1
FY19 Debt/LTM EBITDA (Non-GAAP)	1.5x
Dividend per Share** (annualized estimate)	\$0.64

\* Weighted average for Q4 2019  
 \*\* Subject to board approval  
 Source: Company reports, Capital IQ

**FIVE-YEAR TTEC PERFORMANCE\***



\* as of 12/31/2019

**HEADQUARTERS**  
 9197 S. Peoria Street  
 Englewood, CO 80112

**WEBSITE**  
 ttec.com

**EMPLOYEES**  
 49,500

**CLIENTS**  
 300+

**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](http://www.ttec.com).

**INVESTMENT THESIS**

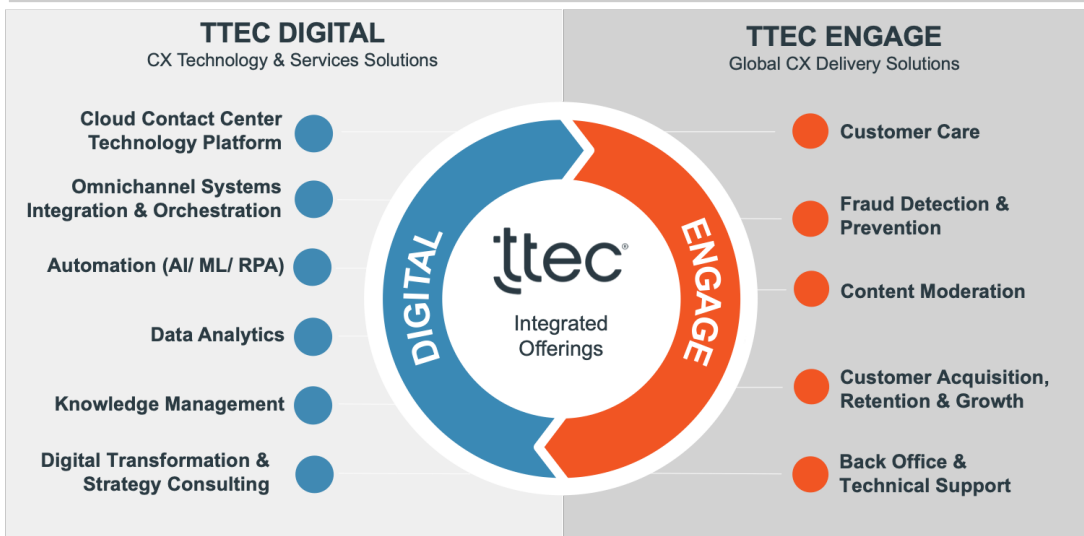
- INDUSTRY LEADER**
  - Global leader in customer experience, engagement and growth
  - 37-year heritage of innovation in technology-rich, value-oriented capabilities
  - 23-year public company, supporting 6 continents & 50 languages
  - Deep domain expertise, proven industry leaders
- INTEGRATED OFFERINGS**
  - Humanify® Customer Experience 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, and strategic partnerships and acquisitions
  - 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
  - Strong 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 Experience as a Service (CXaaS)**

Unified solutions which deliver personalized and seamless omnichannel customer engagements.

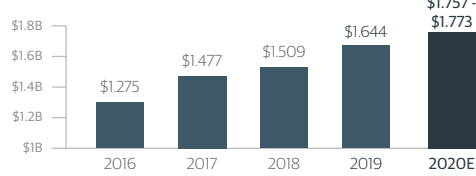


## GROWTH GOALS

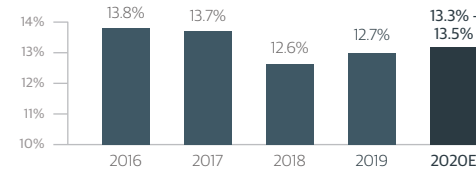
Guidance | 2020 Estimated

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

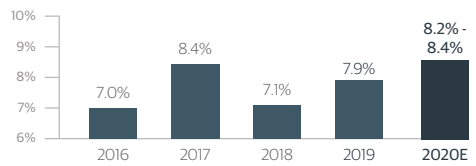
### Total Revenue



### Adjusted EBITDA Margin\*



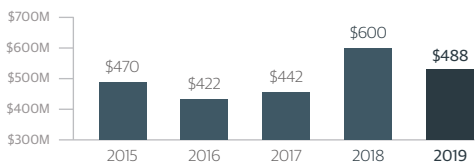
### Non-GAAP Operating Margin\*



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

### Bookings



#### 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



#### Jonathan Lerner

President, TTEC Digital

#### Background:

Verint, SumTotal Systems, ACI Worldwide, SAP America



#### Chandra Venkataramani

SVP, Chief Information Officer

#### Background:

Convergys, Aegis, Swift Response



#### 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** \$305M\* (19% of Rev)

**ENGAGE** \$1,338M\* (81% of Rev)

\* Financials based on a FY19 GAAP revenue basis (as of December 31, 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 fraud detection & prevention, and content moderation services	Engage	Nov 2017
SCS	UK-based Cisco omnichannel partner	Digital	April 2018
FCR*	US-based provider of agile CX to born-digital and hypergrowth clients	Engage	Oct 2019
Serendebite	Intelligent automation CX solutions provider	Digital	Feb 2020



#### 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



#### 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



#### Harish Mysore

SVP, Corporate Development

#### Background:

Sabre, Cognizant (TriZetto), Dell (Perot)