



About TTEC

TTEC Holdings, Inc. (NASDAQ: TTEC) is a leading digital customer experience (CX) technology and services company focused on the design, implementation, and delivery of transformative solutions for many of the world's most iconic and disruptive brands and government agencies. 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 56,200 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

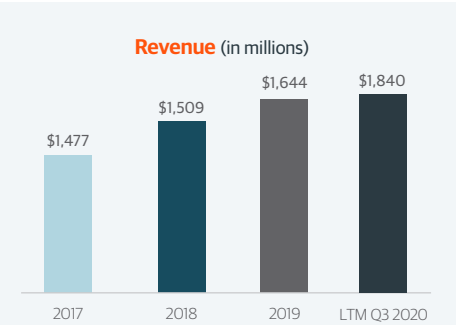
NASDAQ: TTEC

Stock price	\$54.55 *
52-week range	\$27.72 - \$59.52
Diluted shares outstanding (000's)	47,031**
Dividends per share (estimated annualized)	\$0.80***

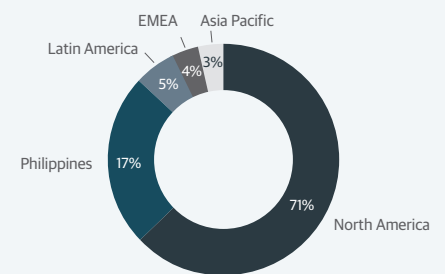
*as of 9/30/2020
 ** weighted average for Q3 2020
 ***subject to Board approval

Financial Highlights (in thousands, except ratios and EPS)

	Q3 2018	Q4 2018	2018	Q1 2019	Q2 2019	Q3 2019	Q4 2019	2019	Q1 2020	Q2 2020	Q3 2020
Revenue	\$364,936	\$419,133	\$1,509,171	\$394,356	\$392,515	\$395,507	\$461,326	\$1,643,704	\$432,213	\$453,081	\$492,980
Operating Income	\$14,657	\$38,953	\$92,054	\$32,092	\$22,873	\$25,981	\$42,763	\$123,709	\$40,716	\$48,962	\$53,399
Operating Margin	4.0%	9.3%	6.1%	8.1%	5.8%	6.6%	9.3%	7.5%	9.4%	10.8%	10.8%
Net Income	\$5,375	\$20,333	\$35,817	\$19,002	\$11,798	\$18,101	\$28,263	\$77,164	\$21,534	\$31,325	\$21,366
Diluted EPS	\$0.12	\$0.44	\$0.77	\$0.41	\$0.25	\$0.39	\$0.60	\$1.65	\$0.46	\$0.67	\$0.45
Cash	\$93,879	\$78,237	\$78,237	\$89,046	\$75,517	\$85,480	\$82,407	\$82,407	\$520,369	\$482,255	\$135,317
Debt	\$296,186	\$304,495	\$304,495	\$262,660	\$248,316	\$218,894	\$307,482	\$307,482	\$715,612	\$714,004	\$338,297
CAPEX	\$14,958	\$11,609	\$43,450	\$13,200	\$15,228	\$16,010	\$16,338	\$60,776	\$16,813	\$15,102	\$15,912
D&A	\$17,317	\$17,127	\$69,179	\$16,743	\$17,050	\$16,659	\$18,634	\$69,086	\$18,872	\$18,660	\$19,522
Dividend	-	\$12,932	\$25,346	-	\$13,864	-	\$14,875	\$28,739	-	\$15,843	-

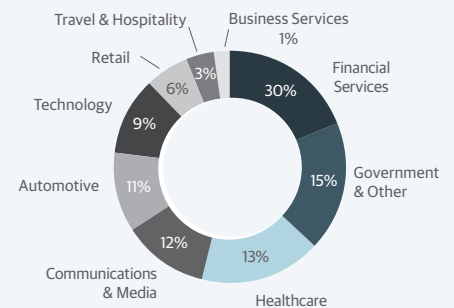


Revenue by Geography*



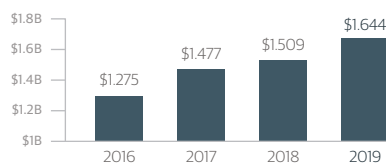
*Based on geographic location where services are provided

Revenue by Vertical Industry



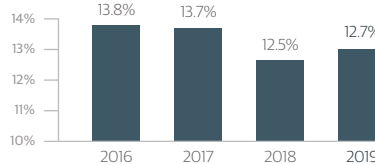
Summary Financial Metrics

Total Revenue (in \$ billions)



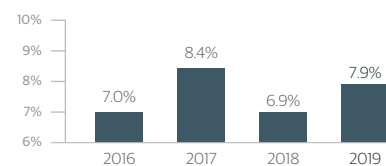
* LTM ending September 30, 2020: \$1,840

Adjusted EBITDA Margin*



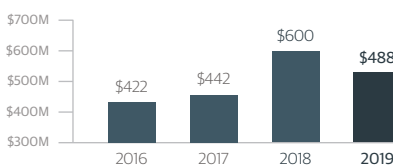
* LTM ending September 30, 2020: 14.9%

Non-GAAP Operating Margin*



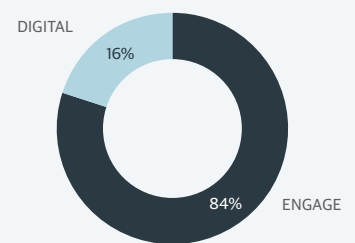
* LTM ending September 30, 2020: 10.3%

Bookings (in \$ millions)



* LTM ending September 30, 2020: \$591M

Revenue by Segment



Analyst Coverage

Bank of America Jason Kupferberg 646.855.1961	Canaccord Genuity Joseph Vafi 415.229.0651	Cowen Bryan Bergin 646.562.1369	Craig-Hallum George Sutton 612.334.6332	Morgan Stanley James Faucette 212.296.5771	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	Q3 2018	Q4 2018	2018	Q1 2019	Q2 2019	Q3 2019	Q4 2019	2019	Q1 2020	Q2 2020	Q3 2020
Revenue	\$364,936	\$419,133	\$1,509,171	\$394,356	\$392,515	\$395,507	\$461,326	\$1,643,704	\$432,213	\$453,081	\$492,980
Cost of services	286,925	313,372	1,157,927	293,334	299,237	304,622	345,694	1,242,887	321,557	337,306	368,405
Gross profit	\$78,011	\$105,761	\$351,244	\$101,022	\$93,278	\$90,885	\$115,632	\$400,817	\$110,656	\$115,775	\$124,575
SG&A	43,321	47,817	182,428	49,720	50,864	48,062	53,894	202,540	49,834	47,360	49,473
D&A	17,317	17,127	69,179	16,743	17,050	16,659	18,634	69,086	18,872	18,660	19,522
Restructuring & other charges	2,716	1,864	7,583	2,467	2,491	183	341	5,482	1,234	793	2,181
Operating Income	\$14,657	\$38,953	\$92,054	\$32,092	\$22,873	\$25,981	\$42,763	\$123,709	\$40,716	\$48,962	\$53,399
Net interest income (expense)	(7,009)	(5,504)	(24,198)	(4,948)	(3,779)	(3,519)	(4,954)	(17,200)	(9,228)	(2,613)	(2,189)
Other income (expense)	989	(1,216)	(10,002)	798	1,865	2,713	(1,474)	3,902	3,396	(1,761)	(18,663)
Gain/(loss) on reclassified assets	-	384	(1,616)	-	-	-	-	-	-	-	-
Income before income taxes	\$8,637	\$32,617	\$56,238	\$27,942	\$20,959	\$25,175	\$36,335	\$110,411	\$34,884	\$44,588	\$32,547
Income tax benefit (expense)	(1,893)	(11,835)	(16,483)	(7,466)	(7,345)	(5,196)	(5,670)	(25,677)	(10,199)	(11,039)	(8,415)
Net income	\$6,744	\$20,782	\$39,755	\$20,476	\$13,614	\$19,979	\$30,665	\$84,734	\$24,685	\$33,549	\$24,132
Minority interest	(1,369)	(449)	(3,938)	(1,474)	(1,816)	(1,878)	(2,402)	(7,570)	(3,151)	(2,224)	(2,766)
Net income attributable to TTEC Stockholders	\$5,375	\$20,333	\$35,817	\$19,002	\$11,798	\$18,101	\$28,263	\$77,164	\$21,534	\$31,325	\$21,366
Net income per share											
Basic	\$0.15	\$0.45	\$0.86	\$0.44	\$0.29	\$0.43	\$0.66	\$1.83	\$0.53	\$0.72	\$0.52
Diluted	\$0.15	\$0.45	\$0.86	\$0.44	\$0.29	\$0.43	\$0.65	\$1.81	\$0.53	\$0.72	\$0.51
Net income per share attributable to TTEC Stockholders											
Basic	\$0.12	\$0.44	\$0.78	\$0.41	\$0.25	\$0.39	\$0.61	\$1.66	\$0.46	\$0.67	\$0.46
Diluted	\$0.12	\$0.44	\$0.77	\$0.41	\$0.25	\$0.39	\$0.60	\$1.65	\$0.46	\$0.67	\$0.45
Average shares outstanding											
Basic	46,172	46,193	46,064	46,203	46,318	46,481	46,487	46,373	46,498	46,619	46,732
Diluted	46,316	46,390	46,385	46,590	46,684	46,768	46,830	46,758	46,813	46,861	47,031
As a percent of revenue											
Gross profit	21.4%	25.2%	23.3%	25.6%	23.8%	23.0%	25.1%	24.4%	25.6%	25.6%	25.3%
SG&A	11.9%	11.4%	12.1%	12.6%	13.0%	12.2%	11.7%	12.3%	11.5%	10.5%	10.0%
D&A	4.7%	4.1%	4.6%	4.2%	4.3%	4.2%	4.0%	4.2%	4.4%	4.1%	4.0%
Operating income	4.0%	9.3%	6.1%	8.1%	5.8%	6.6%	9.3%	7.5%	9.4%	10.8%	10.8%
Net income	1.8%	5.0%	2.6%	5.2%	3.5%	5.1%	6.6%	5.2%	5.7%	7.4%	4.9%
Net income attributable to TTEC Stockholders	1.5%	4.9%	2.4%	4.8%	3.0%	4.6%	6.1%	4.7%	5.0%	6.9%	4.3%
Effective tax rate	21.9%	36.3%	29.3%	26.7%	35.0%	20.6%	15.6%	23.3%	29.2%	24.8%	25.9%
Normalized effective tax rate	26.8%	27.3%	25.6%	24.7%	24.7%	21.1%	21.5%	22.9%	23.2%	24.2%	18.3%
Balance Sheet Data											
Cash	\$93,879	\$78,237	\$78,237	\$89,046	\$75,517	\$85,480	\$82,407	\$82,407	\$520,369	\$482,255	\$135,317
A/R, net	\$301,770	\$350,962	\$350,962	\$332,867	\$323,823	\$312,128	\$331,096	\$331,096	\$313,639	\$353,289	\$338,263
Net property, plant, equipment	\$161,244	\$161,523	\$161,523	\$165,367	\$162,643	\$164,972	\$176,633	\$176,633	\$173,717	\$177,099	\$178,941
Total assets	\$1,038,606	\$1,054,508	\$1,054,508	\$1,188,642	\$1,179,341	\$1,181,866	\$1,376,788	\$1,376,788	\$1,764,768	\$1,766,989	\$1,477,020
Debt	\$296,186	\$304,495	\$304,495	\$262,660	\$248,316	\$218,894	\$307,482	\$307,482	\$715,612	\$714,004	\$338,297
Total equity	\$328,858	\$352,849	\$352,849	\$365,274	\$390,649	\$387,143	\$431,730	\$431,730	\$401,406	\$447,927	\$486,211
Days sales outstanding	78	77	77	76	75	73	66	66	66	71	63
Free cash flow	\$46,445	(\$9,373)	\$124,895	\$66,763	\$26,075	\$47,121	\$37,254	\$177,213	\$45,352	\$28,011	\$65,594
Operating Data											
Number of delivery centers	89	85	85	82	81	80	89	89	87	86	84
Total workstations	42,611	42,996	42,996	42,475	43,053	42,881	45,611	45,611	43,912	43,432	42,996
Multi-client workstations	35,106	34,604	34,604	39,080	39,262	38,766	41,518	41,518	39,884	39,467	38,991
Offshore Data											
Offshore workstations	24,189	23,723	23,723	23,511	24,161	24,424	23,915	23,915	26,599	25,096	22,874
% of total workstations	57%	55%	55%	55%	56%	57%	52%	52%	61%	58%	53%
Segment Data (GAAP)											
Revenue											
Digital	\$66,679	\$69,552	\$238,799	\$65,853	\$78,519	\$78,620	\$82,354	\$305,346	\$77,556	\$77,143	\$76,571
Engage	\$298,257	\$349,581	\$1,270,372	\$328,503	\$313,996	\$316,887	\$378,972	\$1,338,358	\$354,657	\$375,939	\$416,409
Total	\$364,936	\$419,133	\$1,509,171	\$394,356	\$392,515	\$395,507	\$461,326	\$1,643,704	\$432,213	\$453,081	\$492,980
Operating Income (Loss)											
Digital	\$8,469	\$12,475	\$33,054	\$7,759	\$7,709	\$11,704	\$11,755	\$38,927	\$10,258	\$14,376	\$13,043
Engage	\$6,188	\$26,478	\$59,000	\$24,333	\$15,164	\$14,277	\$31,008	\$84,782	\$30,458	\$34,586	\$40,356
Total	\$14,657	\$38,953	\$92,054	\$32,092	\$22,873	\$25,981	\$42,763	\$123,709	\$40,716	\$48,962	\$53,399