



NASDAQ: TTEC

STOCK PRICE

\$103.09*

52-WEEK RANGE

\$42.90 - \$111.04

DILUTED SHARES OUTSTANDING (000'S)

47,409**

DIVIDEND PER SHARE (ANNUALIZED ESTIMATE)

\$0.86 ***

* as of 6/30/2021

** weighted average for Q2 2021

***subject to Board approval

About TTEC

TTEC Holdings, Inc. (NASDAQ: TTEC) is one of the largest, global CX (customer experience) technology and services innovators for end-to-end, digital CX solutions. The Company delivers leading CX technology and operational CX orchestration at scale through its proprietary cloud-based CXaaS (Customer Experience as a Service) platform. Serving iconic and disruptive brands, TTEC's outcome-based solutions span the entire enterprise, touch every virtual interaction channel, and improve each step of the customer journey. Leveraging next gen digital and cognitive technology, the Company's Digital business designs, builds, and operates omnichannel contact center technology, conversational messaging, CRM, automation (AI / ML and RPA), and analytics solutions. The Company's Engage business delivers digital customer engagement, customer acquisition & growth, content moderation, fraud prevention, and data annotation solutions. Founded in 1982, the Company's singular obsession with CX excellence has earned it leading client NPS scores across the globe. The company's nearly 58,500 employees operate on six continents and bring technology and humanity together to deliver happy customers and differentiated business results. To learn more visit us at www.ttec.com.

Financial Highlights

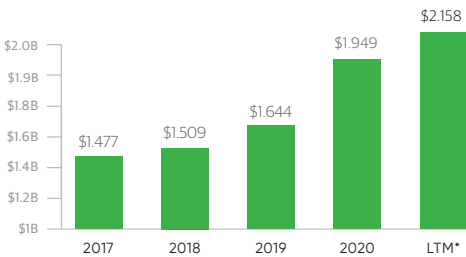
(in thousands, except ratios and EPS)

| | 2017 | 2018 | 2019 | Q1 2020 | Q2 2020 | Q3 2020 | Q4 2020 | 2020 | Q1 2021 | Q2 2021 |
|------------------|-------------|-------------|-------------|-----------|-----------|-----------|-----------|-------------|-----------|-----------|
| Revenue | \$1,477,365 | \$1,509,171 | \$1,643,704 | \$432,213 | \$453,081 | \$492,980 | \$570,974 | \$1,949,248 | \$539,219 | \$554,794 |
| Operating Income | \$100,489 | \$92,054 | \$123,709 | \$40,716 | \$48,962 | \$53,399 | \$61,615 | \$204,692 | \$73,424 | \$65,830 |
| Operating Margin | 6.8% | 6.1% | 7.5% | 9.4% | 10.8% | 10.8% | 10.8% | 10.5% | 13.6% | 11.9% |
| Net Income | \$7,256 | \$35,817 | \$77,164 | \$21,534 | \$31,325 | \$21,366 | \$44,423 | \$118,648 | \$50,418 | \$47,369 |
| Diluted EPS | \$0.16 | \$0.77 | \$1.65 | \$0.46 | \$0.67 | \$0.45 | \$0.94 | \$2.52 | \$1.06 | \$1.00 |
| Cash | \$74,437 | \$78,237 | \$82,407 | \$520,369 | \$482,255 | \$135,317 | \$132,914 | \$132,914 | \$144,213 | \$174,742 |
| Debt | \$361,308 | \$304,495 | \$307,482 | \$715,612 | \$714,004 | \$338,297 | \$396,343 | \$396,343 | \$348,654 | \$842,505 |
| CAPEX | \$51,958 | \$43,450 | \$60,776 | \$16,813 | \$15,102 | \$15,912 | \$11,945 | \$59,772 | \$11,565 | \$12,028 |
| D&A | \$64,507 | \$69,179 | \$69,086 | \$18,872 | \$18,660 | \$19,522 | \$21,808 | \$78,862 | \$20,459 | \$24,916 |
| Share Buyback | \$18,328 | \$0 | \$0 | \$0 | \$0 | \$0 | \$0 | \$0 | \$0 | \$0 |
| Dividend | \$21,531 | \$25,346 | \$28,739 | \$0 | \$15,843 | \$0 | \$118,711 | \$134,554 | \$0 | \$20,132* |

*\$0.43 per share, Declared February 25, 2021, Paid April 21, 2021

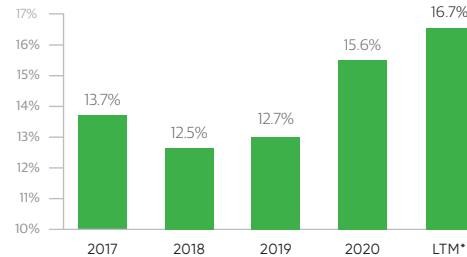
Summary Financial Metrics

TOTAL REVENUE (IN \$ BILLIONS)*



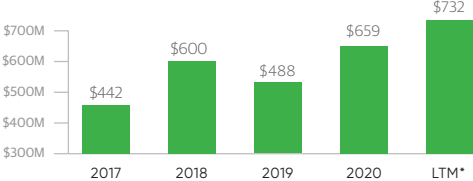
*LTM ending June 30, 2021

ADJUSTED EBITDA MARGIN*



*LTM ending June 30, 2021

BOOKINGS (IN \$ MILLIONS)*



*LTM ending June 30, 2021

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FACT SHEET Q2 2021

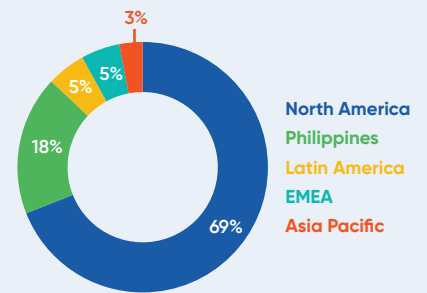
Total Revenue

(in billions)



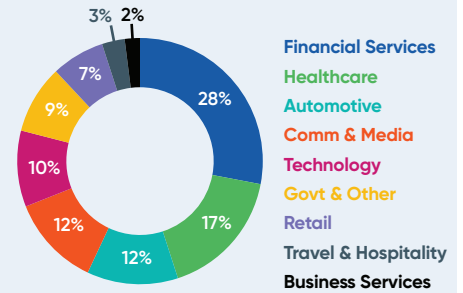
*LTM ending June 30, 2021

Revenue by Geography*

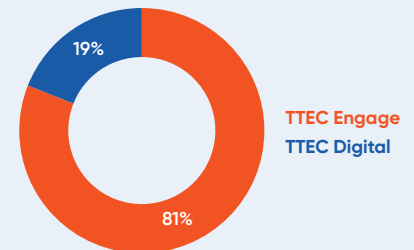


*Based on geographic location where services are provided

Revenue by Vertical Industry



Revenue by Segment



Selected Financial Information

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

| | 2017 | 2018 | 2019 | Q1 2020 | Q2 2020 | Q3 2020 | Q4 2020 | 2020 | Q1 2021 | Q2 2021 |
|--|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|
| INCOME STATEMENT DATA | | | | | | | | | | |
| Revenue | \$1,477,365 | \$1,509,171 | \$1,643,704 | \$432,213 | \$453,081 | \$492,980 | \$570,974 | \$1,949,248 | \$539,219 | \$554,794 |
| Cost of services | 1,110,068 | 1,157,927 | 1,242,887 | 321,557 | 337,306 | 368,405 | 425,451 | 1,452,719 | 388,660 | 400,323 |
| Gross profit | \$367,297 | \$351,244 | \$400,817 | \$110,656 | \$115,775 | \$124,575 | \$145,523 | \$496,529 | \$150,559 | \$154,471 |
| SG&A | 182,314 | 182,428 | 202,540 | 49,834 | 47,360 | 49,473 | 57,235 | 203,902 | 52,757 | 61,300 |
| D&A | 64,507 | 69,179 | 69,086 | 18,872 | 18,660 | 19,522 | 21,808 | 78,862 | 20,459 | 24,916 |
| Restructuring & other charges | 19,987 | 7,583 | 5,482 | 1,234 | 793 | 2,181 | 4,865 | 9,073 | 3,919 | 2,425 |
| Operating Income | \$100,489 | \$92,054 | \$123,709 | \$40,716 | \$48,962 | \$53,399 | \$61,615 | \$204,692 | \$73,424 | \$65,830 |
| Net interest income (expense) | (10,893) | (24,198) | (17,200) | (9,228) | (2,613) | (2,189) | (1,803) | (15,833) | (1,623) | (3,151) |
| Other income (expense) | 1,869 | (10,002) | 3,902 | 3,396 | (1,761) | (18,663) | (1,563) | (18,591) | (798) | 1,047 |
| Loss on held for sale assets | (2,578) | (1,616) | - | - | - | - | - | - | - | - |
| Income before income taxes | \$88,887 | \$56,238 | \$110,411 | \$34,884 | \$44,588 | \$32,547 | \$58,249 | \$170,268 | \$71,003 | \$63,726 |
| Income tax benefit (expense) | (78,075) | (16,483) | (25,677) | (10,199) | (11,039) | (8,415) | (11,284) | (40,937) | (15,979) | (11,353) |
| Net income (loss) | \$10,812 | \$39,755 | \$84,734 | \$24,685 | \$33,549 | \$24,132 | \$46,965 | \$129,331 | \$55,024 | \$52,373 |
| Minority interest | (3,556) | (3,938) | (7,570) | (3,151) | (2,224) | (2,766) | (2,542) | (10,683) | (4,606) | (5,004) |
| Net income (loss) attributable to non controlling interest | \$7,256 | \$35,817 | \$77,164 | \$21,534 | \$31,325 | \$21,366 | \$44,423 | \$118,648 | \$50,418 | \$47,369 |
| Net income (loss) per share | | | | | | | | | | |
| Basic | \$0.24 | \$0.86 | \$1.83 | \$0.53 | \$0.72 | \$0.52 | \$1.00 | \$2.77 | \$1.18 | \$1.12 |
| Diluted | \$0.23 | \$0.86 | \$1.81 | \$0.53 | \$0.72 | \$0.51 | \$0.99 | \$2.75 | \$1.16 | \$1.10 |
| Net income (loss) per share attributable to non controlling interest | | | | | | | | | | |
| Basic | \$0.16 | \$0.78 | \$1.66 | \$0.46 | \$0.67 | \$0.46 | \$0.95 | \$2.54 | \$1.08 | \$1.01 |
| Diluted | \$0.16 | \$0.77 | \$1.65 | \$0.46 | \$0.67 | \$0.45 | \$0.94 | \$2.52 | \$1.06 | \$1.00 |
| Average shares outstanding | | | | | | | | | | |
| Basic | 45,826 | 46,064 | 46,373 | 46,498 | 46,619 | 46,732 | 46,736 | 46,647 | 46,743 | 46,840 |
| Diluted | 46,382 | 46,385 | 46,758 | 46,813 | 46,861 | 47,031 | 47,232 | 46,993 | 47,355 | 47,409 |
| As a percent of revenue | | | | | | | | | | |
| Gross profit | 24.9% | 23.3% | 24.4% | 25.6% | 25.6% | 25.3% | 25.5% | 25.5% | 27.9% | 27.8% |
| SG&A | 12.3% | 12.1% | 12.3% | 11.5% | 10.5% | 10.0% | 10.0% | 10.5% | 9.8% | 11.0% |
| D&A | 4.4% | 4.6% | 4.2% | 4.4% | 4.1% | 4.0% | 3.8% | 4.0% | 3.8% | 4.5% |
| Operating income | 6.8% | 6.1% | 7.5% | 9.4% | 10.8% | 10.8% | 10.8% | 10.5% | 13.6% | 11.9% |
| Net income (loss) | 0.7% | 2.6% | 5.2% | 5.7% | 7.4% | 4.9% | 8.2% | 6.6% | 10.2% | 9.4% |
| Net income (loss) attributable to non controlling interest | 0.5% | 2.4% | 4.7% | 5.0% | 6.9% | 4.3% | 7.8% | 6.1% | 9.4% | 8.5% |
| Effective tax rate | 87.8% | 29.3% | 23.3% | 29.2% | 24.8% | 25.9% | 19.4% | 24.0% | 22.5% | 17.8% |
| Normalized effective tax rate | 24.4% | 25.6% | 22.9% | 24.1% | 24.9% | 20.6% | 21.2% | 22.5% | 23.7% | 21.4% |
| BALANCE SHEET DATA | | | | | | | | | | |
| Cash | \$74,437 | \$78,237 | \$82,407 | \$520,369 | \$482,255 | \$135,317 | \$132,914 | \$132,914 | \$144,213 | \$174,742 |
| A/R, net | \$391,902 | \$350,962 | \$331,096 | \$313,639 | \$353,289 | \$338,263 | \$378,397 | \$378,397 | \$350,307 | \$354,662 |
| Net property, plant, equipment | \$163,346 | \$161,523 | \$174,292 | \$173,717 | \$177,099 | \$178,941 | \$178,706 | \$178,706 | \$168,697 | \$168,685 |
| Total assets | \$1,078,736 | \$1,054,508 | \$1,370,516 | \$1,764,768 | \$1,766,989 | \$1,477,020 | \$1,516,408 | \$1,516,408 | \$1,495,653 | \$2,037,628 |
| Total Debt | \$361,308 | \$304,495 | \$307,482 | \$715,612 | \$714,004 | \$338,297 | \$396,343 | \$396,343 | \$348,654 | \$842,505 |
| Total equity | \$362,845 | \$352,849 | \$480,653 | \$401,406 | \$447,927 | \$486,211 | \$457,762 | \$457,762 | \$480,241 | \$532,301 |
| Days sales outstanding | 85 | 77 | 66 | 66 | 71 | 63 | 61 | 61 | 59 | 58 |
| Shares repurchased (\$) | \$18,328 | \$0 | \$0 | \$0 | \$0 | \$0 | \$0 | \$0 | \$0 | \$0 |
| Shares repurchased (#) | 609,471 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Free cash flow | \$61,194 | \$124,895 | \$176,536 | \$45,352 | \$28,011 | \$65,594 | \$73,191 | \$212,148 | \$58,222 | \$51,024 |
| OTHER DATA | | | | | | | | | | |
| Bookings - Annualized Contract Value (\$ in millions) | 442 | 600 | 487 | 87 | 214 | 170 | 188 | 659 | 170 | 204 |
| Number of delivery centers | 97 | 85 | 89 | 87 | 86 | 84 | 83 | 83 | 79 | 73 |
| OFFSHORE DATA | | | | | | | | | | |
| Offshore Revenue | \$453,423 | \$439,915 | \$454,632 | \$118,505 | \$107,533 | \$109,069 | \$126,416 | \$461,523 | \$136,106 | \$134,372 |
| % of Total Engage Revenue | 36% | 35% | 34% | 33% | 29% | 26% | 26% | 28% | 29% | 30% |
| Offshore Workstations | 24,519 | 23,723 | 23,915 | 26,599 | 25,096 | 22,874 | 23,358 | 23,358 | 23,518 | 23,656 |
| % of Total Workstations | 55% | 55% | 52% | 61% | 58% | 53% | 55% | 55% | 57% | 59% |
| SEGMENT DATA | | | | | | | | | | |
| Revenue | | | | | | | | | | |
| TTEC Digital | \$206,907 | \$238,799 | \$305,346 | \$77,556 | \$77,143 | \$76,571 | \$75,715 | \$306,985 | \$63,587 | \$107,995 |
| TTEC Engage | \$1,270,458 | \$1,270,372 | \$1,338,358 | \$354,657 | \$375,938 | \$416,409 | \$495,259 | \$1,642,263 | \$475,632 | \$446,799 |
| Total | \$1,477,365 | \$1,509,171 | \$1,643,704 | \$432,213 | \$453,081 | \$492,980 | \$570,974 | \$1,949,248 | \$539,219 | \$554,794 |
| Adjusted EBITDA | | | | | | | | | | |
| TTEC Digital | \$31,707 | \$44,633 | \$56,303 | \$15,296 | \$18,697 | \$18,159 | \$12,717 | \$64,869 | \$9,385 | \$19,857 |
| TTEC Engage | \$168,659 | \$144,076 | \$152,785 | \$48,330 | \$52,252 | \$59,006 | \$79,570 | \$239,159 | \$86,493 | \$75,888 |
| Total | \$200,366 | \$188,709 | \$209,088 | \$63,626 | \$70,949 | \$77,165 | \$92,287 | \$304,028 | \$95,878 | \$95,745 |

For additional information, refer to TTEC's Annual Reports on Form 10-K and Quarterly Reports on Form 10-Q as filed with the SEC, relevant earnings statements, and GAAP/Non-GAAP reconciliation financial tables.