



NASDAQ: TTEC

STOCK PRICE

\$93.53*

52-WEEK RANGE

\$53.0 - \$112.3

DILUTED SHARES OUTSTANDING (000'S)

47,348**

DIVIDEND PER SHARE (ANNUALIZED ESTIMATE)

\$0.94***

* as of 9/30/2021

** weighted average for Q3 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 62,000 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

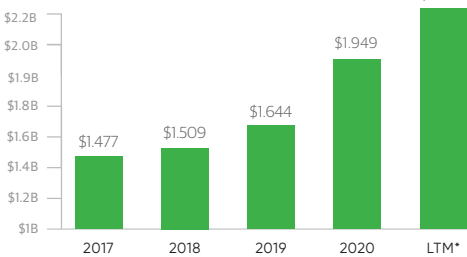
(in thousands, except ratios and EPS)

	2017	2018	2019	Q1 2020	Q2 2020	Q3 2020	Q4 2020	2020	Q1 2021	Q2 2021	Q3 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	\$566,734
Operating Income	\$100,489	\$92,054	\$123,709	\$40,716	\$48,962	\$53,399	\$61,615	\$204,692	\$73,424	\$65,830	\$26,025
Operating Margin	6.8%	6.1%	7.5%	9.4%	10.8%	10.8%	10.8%	10.5%	13.6%	11.9%	4.6%
Net Income	\$7,256	\$35,817	\$77,164	\$21,534	\$31,325	\$21,366	\$44,423	\$118,648	\$50,418	\$47,369	\$14,435
Diluted EPS	\$0.16	\$0.77	\$1.65	\$0.46	\$0.67	\$0.45	\$0.94	\$2.52	\$1.06	\$1.00	\$0.30
Cash	\$74,437	\$78,237	\$82,407	\$520,369	\$482,255	\$135,317	\$132,914	\$132,914	\$144,213	\$174,742	\$148,853
Debt	\$361,308	\$304,495	\$307,482	\$715,612	\$714,004	\$338,297	\$396,343	\$396,343	\$348,654	\$842,505	\$811,766
CAPEX	\$51,958	\$43,450	\$60,776	\$16,813	\$15,102	\$15,912	\$11,945	\$59,772	\$11,565	\$12,028	\$17,185
D&A	\$64,507	\$69,179	\$69,086	\$18,872	\$18,660	\$19,522	\$21,808	\$78,862	\$20,459	\$24,916	\$25,280
Share Buyback	\$18,328	\$0	\$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	\$22,085*

*\$0.47 per share, Declared September 27, 2021, Paid October 22, 2021

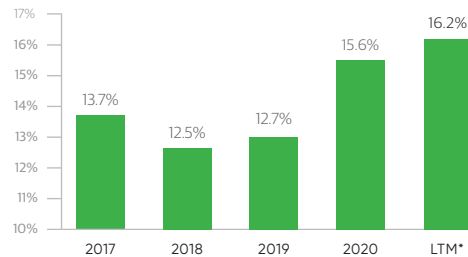
Summary Financial Metrics

TOTAL REVENUE (IN \$ BILLIONS)



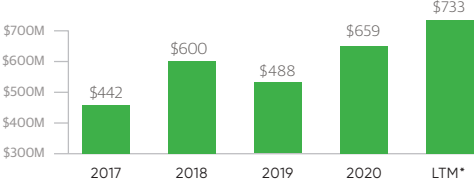
*LTM ending September 30, 2021

ADJUSTED EBITDA MARGIN



*LTM ending September 30, 2021

BOOKINGS (IN \$ MILLIONS)



*LTM ending September 30, 2021

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FACT SHEET Q3 2021

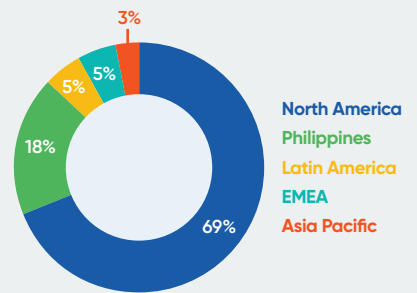
Total Revenue

(in billions)



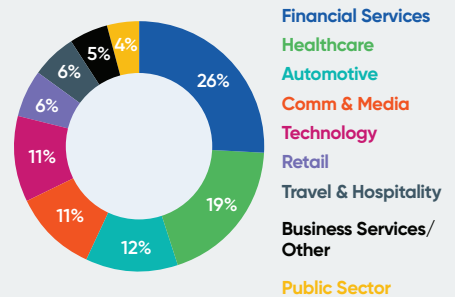
*LTM ending September 30, 2021

Revenue by Geography*

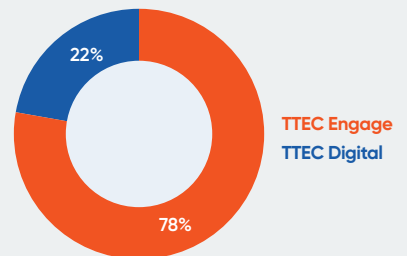


*Based on geographic location where services are provided

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	Q3 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	\$566,734
Cost of services	<u>1,110,068</u>	<u>1,157,927</u>	<u>1,242,887</u>	<u>321,557</u>	<u>337,306</u>	<u>368,405</u>	<u>425,451</u>	<u>1,452,719</u>	<u>388,660</u>	<u>400,323</u>	<u>447,786</u>
Gross profit	\$367,297	\$351,244	\$400,817	\$110,656	\$115,775	\$124,575	\$145,523	\$496,529	\$150,559	\$154,471	\$118,948
SG&A	182,314	182,428	202,540	49,834	47,360	49,473	57,235	203,902	52,757	61,300	67,426
D&A	64,507	69,179	69,086	18,872	18,660	19,522	21,808	78,862	20,459	24,916	25,280
Restructuring & other charges	<u>19987</u>	<u>7583</u>	<u>5482</u>	<u>1,234</u>	<u>793</u>	<u>2,181</u>	<u>4,865</u>	<u>9,073</u>	<u>3,919</u>	<u>2,425</u>	<u>217</u>
Operating Income	\$100,489	\$92,054	\$123,709	\$40,716	\$48,962	\$53,399	\$61,615	\$204,692	\$73,424	\$65,830	\$26,025
Net interest income (expense)	(10,893)	(24,198)	(17,200)	(9,228)	(2,613)	(2,189)	(1,803)	(15,833)	(1,623)	(3,151)	(3,333)
Other income (expense)	1,869	(10,002)	3,902	3,396	(1,761)	(18,663)	(1,563)	(18,591)	(798)	1,047	3,288
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	\$25,980
Income tax benefit (expense)	<u>(78,075)</u>	<u>(16,483)</u>	<u>(25,677)</u>	<u>(10,199)</u>	<u>(11,039)</u>	<u>(8,415)</u>	<u>(11,284)</u>	<u>(40,937)</u>	<u>(15,979)</u>	<u>(11,353)</u>	<u>(7,939)</u>
Net income (loss)	\$10,812	\$39,755	\$84,734	\$24,685	\$33,549	\$24,132	\$46,965	\$129,331	\$55,024	\$52,373	\$18,041
Minority interest	<u>(3,556)</u>	<u>(3,938)</u>	<u>(7,570)</u>	<u>(3,151)</u>	<u>(2,224)</u>	<u>(2,766)</u>	<u>(2,542)</u>	<u>(10,683)</u>	<u>(4,606)</u>	<u>(5,004)</u>	<u>(3,606)</u>
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	\$14,435
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	\$0.38
Diluted	\$0.23	\$0.86	\$1.81	\$0.53	\$0.72	\$0.51	\$0.99	\$2.75	\$1.16	\$1.10	\$0.38
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	\$0.31
Diluted	\$0.16	\$0.77	\$1.65	\$0.46	\$0.67	\$0.45	\$0.94	\$2.52	\$1.06	\$1.00	\$0.30
Average shares outstanding											
Basic	45,826	46,064	46,373	46,498	46,619	46,732	46,736	46,647	46,743	46,840	46,984
Diluted	46,382	46,385	46,758	46,813	46,861	47,031	47,232	46,993	47,355	47,409	47,348
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%	21.0%
SG&A	12.3%	12.1%	12.3%	11.5%	10.5%	10.0%	10.0%	10.5%	9.8%	11.0%	11.9%
D&A	4.4%	4.6%	4.2%	4.4%	4.1%	4.0%	3.8%	4.0%	3.8%	4.5%	4.5%
Operating income	6.8%	6.1%	7.5%	9.4%	10.8%	10.8%	10.8%	10.5%	13.6%	11.9%	4.6%
Net income (loss)	0.7%	2.6%	5.2%	5.7%	7.4%	4.9%	8.2%	6.6%	10.2%	9.4%	3.2%
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%	2.5%
Effective tax rate	87.8%	29.3%	23.3%	29.2%	24.8%	25.9%	19.4%	24.0%	22.5%	17.8%	30.6%
Normalized effective tax rate	24.4%	25.6%	22.9%	24.1%	24.9%	20.6%	21.2%	22.5%	23.7%	21.4%	19.6%
BALANCE SHEET DATA											
Cash	\$74,437	\$78,237	\$82,407	\$520,369	\$482,255	\$135,317	\$132,914	\$132,914	\$144,213	\$174,742	\$148,853
A/R, net	\$391,902	\$350,962	\$331,096	\$313,639	\$353,289	\$338,263	\$378,397	\$378,397	\$350,307	\$354,662	\$349,382
Net property, plant, equipment	\$163,346	\$161,523	\$174,292	\$173,717	\$177,099	\$178,941	\$178,706	\$178,706	\$168,697	\$168,685	\$171,508
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	\$2,044,133
Total Debt	\$361,308	\$304,495	\$307,482	\$715,612	\$714,004	\$338,297	\$396,343	\$396,343	\$348,654	\$842,505	\$811,766
Total equity	\$362,845	\$352,849	\$480,653	\$401,406	\$447,927	\$486,211	\$457,762	\$457,762	\$480,241	\$532,301	\$504,961
Days sales outstanding	85	77	66	66	71	63	61	61	59	58	57
Shares repurchased (\$)	\$18,328	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Shares repurchased (#)	609,471	0	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	\$25,038
OTHER DATA											
Bookings - Annualized Contract Value (\$ in millions)	442	600	487	87	214	170	188	659	170	204	171
Number of delivery centers	97	85	89	87	86	84	83	83	79	73	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	\$138,412
% of Total Engage Revenue	36%	35%	34%	33%	29%	26%	26%	28%	29%	30%	31%
Offshore Workstations	24,519	23,723	23,915	26,599	25,096	22,874	23,358	23,358	23,518	23,656	23,203
% of Total Workstations	55%	55%	52%	61%	58%	53%	55%	55%	57%	59%	58%
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	\$124,086
TTEC Engage	<u>\$1,270,458</u>	<u>\$1,270,372</u>	<u>\$1,338,358</u>	<u>\$354,657</u>	<u>\$375,938</u>	<u>\$416,409</u>	<u>\$495,259</u>	<u>\$1,642,263</u>	<u>\$475,632</u>	<u>\$446,799</u>	<u>\$442,648</u>
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	\$566,734
Adjusted EBITDA											
TTEC Digital	\$31,707	\$44,633	\$56,303	\$15,296	\$18,697	\$18,159	\$12,717	\$64,869	\$9,385	\$19,857	\$18,623
TTEC Engage	<u>\$168,659</u>	<u>\$144,076</u>	<u>\$152,785</u>	<u>\$48,330</u>	<u>\$52,252</u>	<u>\$59,006</u>	<u>\$79,570</u>	<u>\$239,159</u>	<u>\$86,493</u>	<u>\$75,888</u>	<u>\$60,081</u>
Total	\$200,366	\$188,709	\$209,088	\$63,626	\$70,949	\$77,165	\$92,287	\$304,028	\$95,878	\$95,745	\$78,704

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.