



Contacts

DUSTIN SEMACH
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PAUL MILLER
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SUMMARY Q3 2021

"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 an digital world."

—Kenneth Tuchman
Founder, Chairman and
Chief Executive Officer

TTEC Holdings, Inc.

As of 9/30/21

| | |
|---|------------------|
| NASDAQ Exchange | TTEC |
| Market Cap (MM) | \$4,428.5 |
| Enterprise Valuation (MM) | \$5,091.4 |
| Q3 Weighted-Average Diluted Shares Outstanding (mm) | 47.3 |
| Share Price (as of 9/30/21) | \$93.53 |
| 52-Week Range | \$53.0 - \$112.3 |

FINANCIAL METRICS

| | |
|--|-----------|
| LTM Revenue (GAAP) (MM) | \$2,231.7 |
| LTM Diluted EPS (GAAP) | \$3.31 |
| LTM Diluted EPS (Non-GAAP) | \$4.76 |
| LTM EBITDA (Non-GAAP) (MM) | \$362.6 |
| Net Debt/LTM EBITDA (Non-GAAP) | 1.8x |
| Dividend per Share (annualized estimate)** | \$0.94 |

** Subject to Board approval.
Source: Company Reports

FIVE-Year TTEC Performance



HEADQUARTERS
9197 S. Peoria Street
Englewood, CO 80112

WEBSITE
ttec.com

EMPLOYEES
62,000+

CLIENTS
~725

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.

Investment Thesis

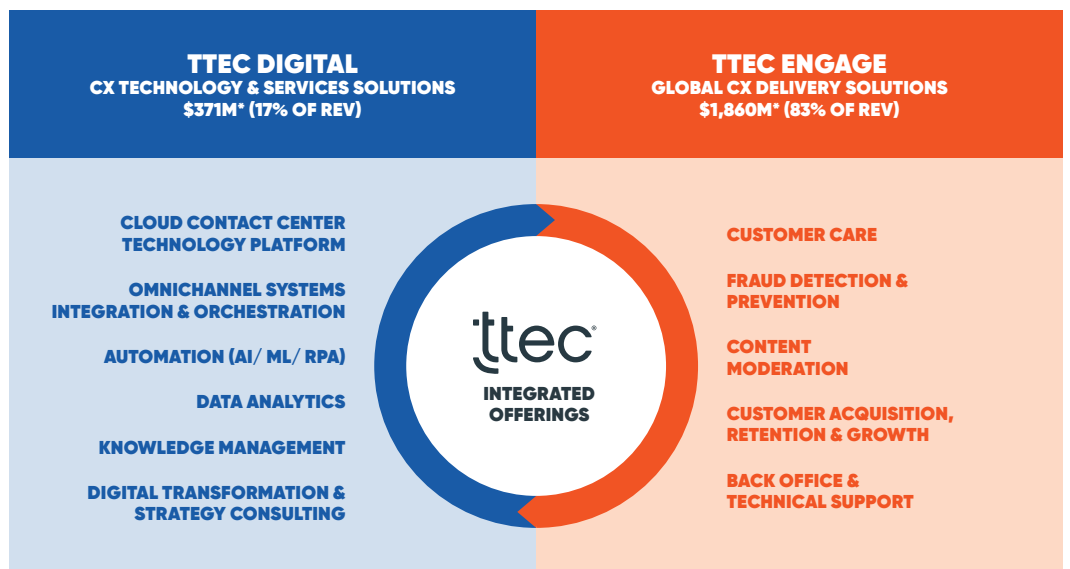
| | |
|-----------------------------------|--|
| INDUSTRY LEADER | <ul style="list-style-type: none"> A Global leader in CX technology and service solutions 39-year heritage of innovation in technology-rich, value-oriented capabilities 25-year public company, supporting 6 continents and 50 languages Deep domain expertise, proven industry leaders |
| INTEGRATED OFFERINGS | <ul style="list-style-type: none"> Humanify® Customer Experience as a Service offering end-to-end customer consulting, technology, growth, care and trust & safety services New standards of excellence through more strategic, outcome-based results |
| RECURRING REVENUE | <ul style="list-style-type: none"> High revenue visibility in TTEC Engage and TTEC Digital Growing revenue from expanded clientele, geographies and integrated offerings 10+ year average tenure of top 20 clients |
| SUSTAINABLE VALUE CREATION | <ul style="list-style-type: none"> Significant investment in innovation, operations, leadership and sales Commitment to acquisitions and capital distributions |
| FINANCIAL PERFORMANCE | <ul style="list-style-type: none"> Industry leading financial performance Strong cash flows and balance sheet |

Key Priorities

- DELIVER SUSTAINABLE AND PROFITABLE GROWTH**
 - Expand integrated global customer engagement offerings
 - Stronger bookings with improved quality and diversity
- INCREASE MARKET ADOPTION OF OUR DIFFERENTIATED SOLUTIONS**
 - Accelerate investments in our vertical, geographic and sales strategy
- INCREASE INVESTMENT IN CONTINUOUS INNOVATION**
 - Stay strategically relevant and ahead of the needs of our client base with new products and services
- 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.



* Financials based on a LTM GAAP revenue basis (as of September 30, 2021)

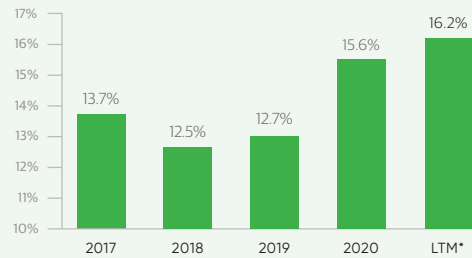
Summary Financial Metrics

TOTAL REVENUE (IN \$ BILLIONS)



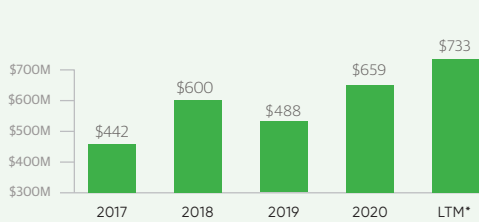
*LTM ending September 30, 2021

ADJUSTED EBITDA MARGIN



*LTM ending September 30, 2021

BOOKINGS (IN \$ MILLIONS)



*LTM ending September 30, 2021

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

HEALTH & PUBLIC SECTOR

- Payor
- Provider
- Pharmaceutical / PBM
- Medical Devices
- Public Sector (Federal, State & Local, Education)

FINANCIAL SERVICES

- Banking
- Insurance
- Payments
- Brokerages

DIVERSIFIED

- Automotive, Travel & Transportation
- Retail, Consumer Goods & Services
- Energy
- Utilities
- Emerging Industries

INTERNATIONAL GEOGRAPHIES

- APAC
- EMEA
- LATAM
- Other Emerging Geographies

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 |
| Serendebyte | Intelligent automation CX solutions provider | Digital | Feb 2020 |
| VoiceFoundry | Amazon Connect solutions partner | Digital | Aug 2020 |
| Avtex | Genesys and Microsoft CX technology solutions provider | Digital | April 2021 |



KENNETH TUCHMAN

Founder, Chairman and Chief Executive Officer
Background:
Founded TTEC in 1982



GEORGE DEMOU

President, TTEC Digital
Background:
Avtex Solutions, Transcend Communications



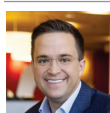
STEVE POLLEMA

EVP, TTEC Digital
Background:
eLoyalty, LLC, MarchFirst, Accenture



CHANDRA VENKATARAMANI

SVP, Chief Information Officer
Background:
Convergys, Aegis, Swift Response



DUSTIN SEMACH

Chief Financial Officer
Background:
Rackspace Technology, DXC Technology, CSC and IBM



REGINA PAOLILLO

Global Chief Operating Officer
Background:
Cognizant (TriZetto), General Atlantic, Creditek, Genpact, Gartner



JUDI HAND

EVP, Chief Revenue Officer
Background:
AT&T, Qwest, US WEST



SEAN ERICKSON

SVP, TTEC Engage
Background:
Eventus Solutions Group, One Touch Brands, SITEL



MARGARET MCLEAN

SVP, General Counsel and Chief Risk Officer
Background:
CH2M HILL, Holme Roberts & Owen, LLP



PAUL MILLER

SVP, Treasurer and Investor Relations Officer
Background:
J.D. Edwards, Wells Fargo Bank, BONY