



## SUMMARY Q3 2022

"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 09/30/2022

NASDAQ Exchange	TTEC
Market Cap (MM)	\$2,096.5
Enterprise Valuation (MM)	\$2,883.4
Q3 Weighted-Average Diluted Shares Outstanding (mm)	47.3
Share Price (as of 09/30/2022)	\$44.31
52-Week Range	\$44.72 - \$102.14

### FINANCIAL METRICS

LTM Revenue (GAAP) (MM)	\$2,397.7
LTM Diluted EPS (GAAP)	\$2.31
LTM Diluted EPS (Non-GAAP)	\$3.89
LTM EBITDA (Non-GAAP) (MM)	\$325.8
Net Debt/LTM EBITDA (Non-GAAP)	2.4x
Dividend per Share (annualized estimate)**	\$1.04

\*\* 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

750+

## Contacts

### DUSTIN SEMACH

Chief Financial Officer  
(E) investor.relations@ttec.com

### PAUL MILLER

SVP, Treasurer and Investor Relations Officer  
(E) paul.miller@ttec.com  
(P) 303.397.8641

## 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 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 ttec.com.

## Investment Thesis

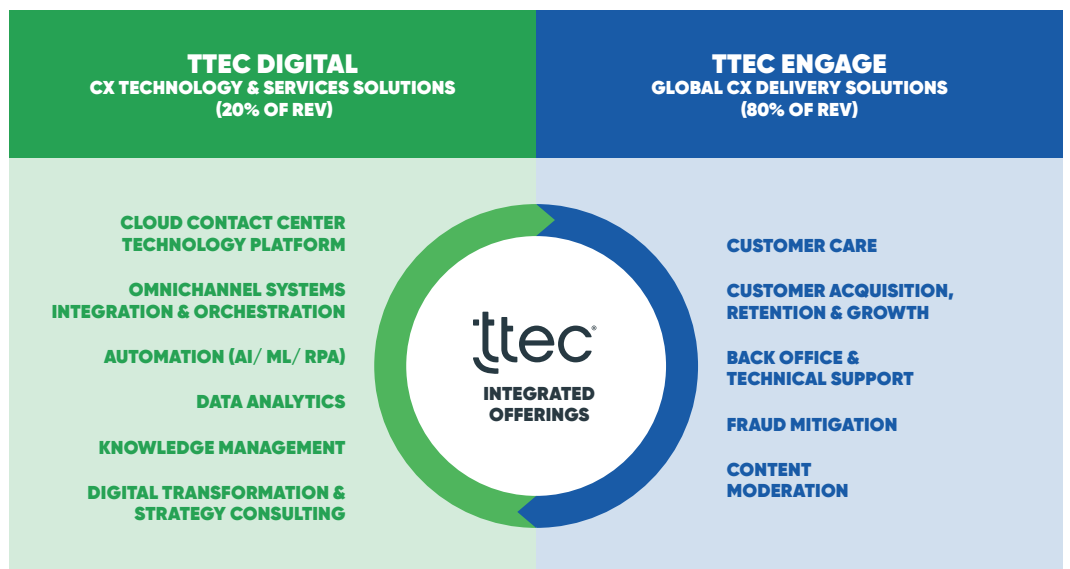
<b>INDUSTRY LEADER</b>	<ul style="list-style-type: none"> <li>A Global leader in CX technology and service solutions</li> <li>40-year heritage of innovation in technology-rich, value-oriented capabilities</li> <li>25-year public company, supporting 6 continents and 50 languages</li> <li>Deep domain expertise, proven industry leaders</li> </ul>
<b>INTEGRATED OFFERINGS</b>	<ul style="list-style-type: none"> <li>Humanify® Customer Experiences as a Service offering end-to-end customer consulting, technology, growth, care and fraud mitigation services</li> <li>New standards of excellence through more strategic, outcome-based results</li> </ul>
<b>RECURRING REVENUE</b>	<ul style="list-style-type: none"> <li>High revenue visibility in TTEC Engage and TTEC Digital</li> <li>Growing revenue from expanded clientele, geographies and integrated offerings</li> <li>10+ year average tenure of top 20 clients</li> </ul>
<b>SUSTAINABLE VALUE CREATION</b>	<ul style="list-style-type: none"> <li>Significant investment in innovation, operations, leadership and sales</li> <li>Commitment to acquisitions and capital distributions</li> </ul>
<b>FINANCIAL PERFORMANCE</b>	<ul style="list-style-type: none"> <li>Industry-leading financial performance</li> <li>Strong cash flows and balance sheet</li> </ul>

## Key Priorities

- DELIVER SUSTAINABLE AND PROFITABLE GROWTH**
  - Expand integrated global customer engagement offerings
  - Strong 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.



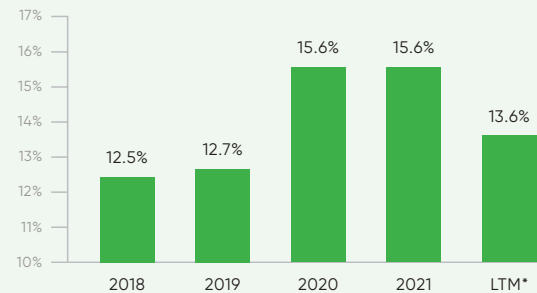
## Summary Financial Metrics

### TOTAL REVENUE (IN \$ MILLIONS)



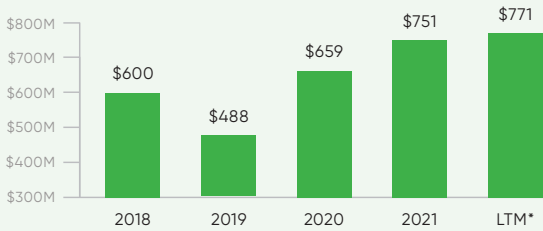
\*LTM ending 09/30/2022

### ADJUSTED EBITDA MARGIN



\*LTM ending 09/30/2022

### BOOKINGS (IN \$ MILLIONS)



\*LTM ending 09/30/2022

## 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
Serendebite	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
Faneuil	Public sector citizen experience solutions	Engage	April 2022



### KENNETH TUCHMAN

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



### SHELLY SWANBACK

TTEC Engage CEO, and President, TTEC Holdings, Inc.  
Background:  
Accenture, Western Union



### CHARLES "CHUCK" KOSKOVICH

Chief Operating Officer, TTEC Engage  
Background:  
TELUS International, Xerox, Concentrix



### DUSTIN SEMACH

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



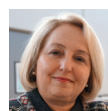
### REGINA PAOLILLO

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



### JUDI HAND

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



### 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