

NASDAQ: TTEC

Stock price
\$10.37*

52-week range
\$9.51 - \$37.71

Diluted shares outstanding (000's)
47,587**

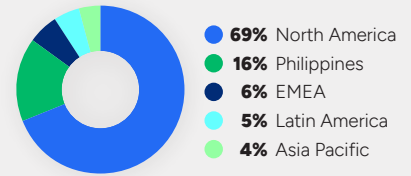
* as of 03/31/2024
** weighted average for Q1 2024

About TTEC

TTEC (pronounced T-TEC) Holdings, Inc. (NASDAQ:TTEC) is a leading global CX (customer experience) technology and services innovator for AI-enabled digital CX solutions. 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 technology, the company's TTEC Digital business designs, builds, and operates omnichannel contact center technology, CRM, AI and analytics solutions. The company's TTEC Engage business delivers AI-enabled customer engagement, customer acquisition and growth, tech support, back office, and fraud prevention services. Founded in 1982, the company's singular obsession with CX excellence has earned it leading client, customer, and employee satisfaction scores across the globe. The company's approximate 58,000 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 <https://www.ttec.com>.

Revenue by Geography*

Based on geographic location where services are provided



*LTM ending 3/31/2024

Financial Highlights

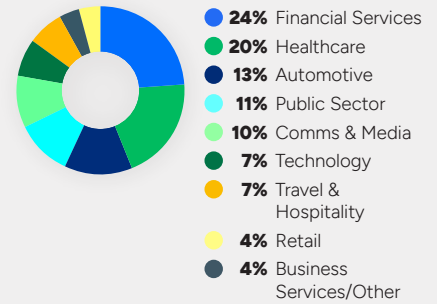
(in thousands, except ratios and EPS)

| | 2021 | 2022 | Q1 2023 | Q2 2023 | Q3 2023 | Q4 2023 | 2023 | Q1 2024 |
|---------------------|-------------|-------------|-----------|-----------|-----------|-----------|-------------|-----------|
| Revenue | \$2,273,062 | \$2,443,707 | \$633,286 | \$600,394 | \$602,956 | \$626,181 | \$2,462,817 | \$576,638 |
| Operating Income ** | \$286,185 | \$248,504 | \$60,692 | \$50,628 | \$47,306 | \$41,813 | \$200,439 | \$37,915 |
| Operating Margin ** | 12.6% | 10.2% | 9.6% | 8.4% | 7.8% | 6.7% | 8.1% | 6.6% |
| Adjusted EBITDA ** | \$351,568 | \$320,060 | \$82,909 | \$67,155 | \$63,905 | \$57,541 | \$271,509 | \$54,912 |
| Diluted EPS ** | \$4.58 | \$3.58 | \$0.78 | \$0.55 | \$0.48 | \$0.37 | \$2.18 | \$0.27 |
| Cash | \$158,205 | \$153,435 | \$151,379 | \$114,776 | \$151,583 | \$172,747 | \$172,747 | \$91,514 |
| Debt | \$797,148 | \$963,601 | \$933,227 | \$918,996 | \$967,317 | \$999,272 | \$999,272 | \$956,826 |
| CAPEX | \$60,358 | \$84,012 | \$13,669 | \$19,285 | \$21,768 | \$13,117 | \$67,839 | \$13,473 |
| D&A | \$96,707 | \$111,791 | \$25,827 | \$24,946 | \$25,595 | \$24,904 | \$101,272 | \$25,145 |
| Dividend | \$42,217 | \$48,072 | \$0 | \$24,572 | \$0 | \$24,660 | \$49,232 | \$2,847* |

*\$0.06 per share, declared in Q1 2024 and paid in April 2024.

** Non-GAAP

Revenue by Vertical Industry*

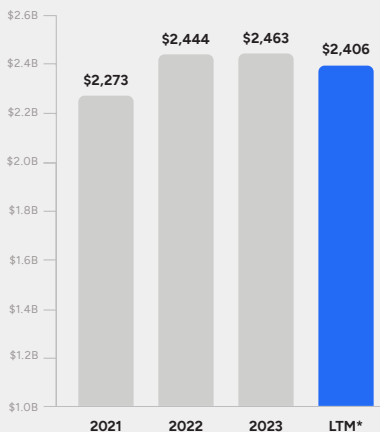


*LTM ending 3/31/2024

Summary Financial Metrics

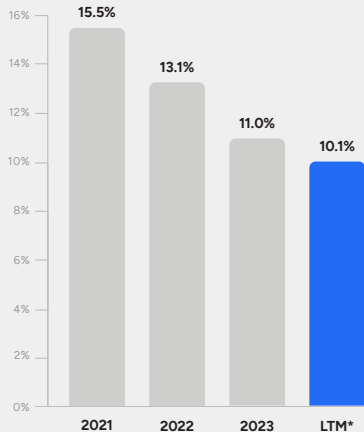
Total Revenue

(in millions)



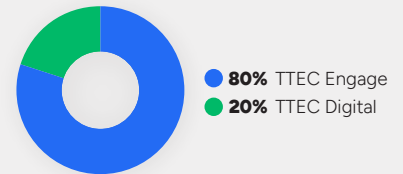
*LTM ending 3/31/2024

Adjusted EBITDA Margin



*LTM ending 3/31/2024

Revenue by Segment*



*LTM ending 3/31/2024

Analyst Coverage

Bank of America
Cassie Chan
646.855.1829

Craig-Hallum
George Sutton
612.334.6332

Northland Capital Markets
Michael Latimore
404.386.0850

William Blair
Maggie Nolan
312.364.5341

Canaccord Genuity LLC
Joseph Vafi
415.229.0651

Barrington Research
Vincent A. Colicchio
312.634.6362

Guggenheim Partners
Jonathan Lee
212.518.5388

Selected Financial Information

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

| | 2021 | 2022 | Q1 2023 | Q2 2023 | Q3 2023 | Q4 2023 | 2023 | Q1 2024 |
|--|--------------------|--------------------|------------------|------------------|------------------|------------------|--------------------|------------------|
| INCOME STATEMENT DATA | | | | | | | | |
| Revenue | \$2,273,062 | \$2,443,707 | \$633,286 | \$600,394 | \$602,956 | \$626,181 | \$2,462,817 | \$576,638 |
| Cost of services | <u>1,704,109</u> | <u>1,856,518</u> | <u>482,678</u> | <u>464,686</u> | <u>479,699</u> | <u>505,814</u> | <u>1,932,877</u> | <u>453,818</u> |
| Gross profit | \$568,953 | \$587,188 | \$150,608 | \$135,708 | \$123,257 | \$120,367 | \$529,940 | \$122,820 |
| SG&A | 239,994 | 287,433 | 74,010 | 75,338 | 66,781 | 74,744 | 290,873 | 74,575 |
| D&A | 96,706 | 111,791 | 25,827 | 24,946 | 25,595 | 24,904 | 101,272 | 25,145 |
| Restructuring & other charges | <u>15,061</u> | <u>19,421</u> | <u>6,360</u> | <u>4,126</u> | <u>5,493</u> | <u>3,795</u> | <u>19,774</u> | <u>389</u> |
| Operating income | \$217,192 | \$168,543 | \$44,411 | \$31,298 | \$25,388 | \$16,924 | \$118,021 | \$22,711 |
| Net interest income (expense) | (11,623) | (34,256) | (16,227) | (17,865) | (18,985) | (20,094) | (73,171) | (20,088) |
| Other income (expense) | 2,315 | 10,162 | 655 | (3,574) | 687 | (1,894) | (4,126) | 206 |
| Income before income taxes | \$207,884 | \$144,448 | \$28,839 | \$9,859 | \$7,090 | (\$5,064) | \$40,724 | \$2,829 |
| Income tax benefit (expense) | <u>(49,695)</u> | <u>(27,115)</u> | <u>(7,922)</u> | <u>(6,102)</u> | <u>(5,294)</u> | <u>(3,142)</u> | <u>(22,460)</u> | <u>(2,329)</u> |
| Net income | \$158,189 | \$117,333 | \$20,917 | \$3,757 | \$1,796 | (\$8,206) | \$18,264 | \$500 |
| Minority interest | <u>(17,219)</u> | <u>(14,093)</u> | <u>(2,270)</u> | <u>(2,546)</u> | <u>(3,326)</u> | <u>(1,694)</u> | <u>(9,836)</u> | <u>(2,805)</u> |
| Net income attributable to TTEC stockholders | \$140,970 | \$103,240 | \$18,647 | \$1,211 | (\$1,530) | (\$9,900) | \$8,428 | (\$2,305) |
| Net income per share | | | | | | | | |
| Basic | \$3.37 | \$2.49 | \$0.44 | \$0.08 | \$0.04 | (\$0.17) | \$0.39 | \$0.01 |
| Diluted | \$3.34 | \$2.48 | \$0.44 | \$0.08 | \$0.04 | (\$0.17) | \$0.39 | \$0.01 |
| Net income per share attributable to TTEC stockholders | | | | | | | | |
| Basic | \$3.01 | \$2.19 | \$0.39 | \$0.03 | (\$0.03) | (\$0.21) | \$0.18 | (\$0.05) |
| Diluted | \$2.97 | \$2.18 | \$0.39 | \$0.03 | (\$0.03) | (\$0.21) | \$0.18 | (\$0.05) |
| Average shares outstanding | | | | | | | | |
| Basic | 46,890 | 47,121 | 47,234 | 47,264 | 41,415 | 47,425 | 47,335 | 47,432 |
| Diluted | 47,386 | 47,335 | 47,401 | 47,453 | 47,488 | 47,503 | 47,419 | 47,587 |
| As a percent of revenue | | | | | | | | |
| Gross profit | 25.0% | 24.0% | 23.8% | 22.6% | 20.4% | 19.2% | 21.5% | 21.3% |
| SG&A | 10.6% | 11.8% | 11.7% | 12.5% | 11.1% | 11.9% | 11.8% | 12.9% |
| D&A | 4.3% | 4.6% | 4.1% | 4.2% | 4.2% | 4.0% | 4.1% | 4.4% |
| Operating income | 9.6% | 6.9% | 7.0% | 5.2% | 4.2% | 2.7% | 4.8% | 3.9% |
| Net income | 7.0% | 4.8% | 3.3% | 0.6% | 0.3% | (1.3%) | 0.7% | 0.1% |
| Net income attributable to TTEC stockholders | 6.2% | 4.2% | 2.9% | 0.2% | (0.3%) | (1.6%) | 0.3% | (0.4%) |
| Effective tax rate | 23.9% | 18.8% | 27.5% | 61.9% | 74.7% | (62.0%) | 55.2% | 82.3% |
| Normalized effective tax rate | 21.3% | 22.9% | 26.0% | 22.3% | 20.5% | 18.7% | 22.7% | 32.7% |
| BALANCE SHEET DATA | | | | | | | | |
| Cash | \$158,205 | \$153,435 | \$151,379 | \$114,776 | \$151,583 | \$172,747 | \$172,747 | \$91,514 |
| A/R, net | \$357,310 | \$417,637 | \$405,085 | \$402,664 | \$379,755 | \$394,868 | \$394,868 | \$404,651 |
| Net property, plant, equipment | \$168,404 | \$183,360 | \$186,463 | \$189,049 | \$192,554 | \$191,003 | \$191,003 | \$185,242 |
| Total assets | \$1,996,804 | \$2,153,962 | \$2,135,923 | \$2,171,309 | \$2,168,190 | \$2,185,598 | \$2,185,598 | \$2,115,054 |
| Total debt | \$797,148 | \$963,601 | \$933,227 | \$918,996 | \$967,317 | \$999,272 | \$999,272 | \$956,826 |
| Total equity | \$538,025 | \$578,105 | \$610,838 | \$637,542 | \$603,175 | \$615,542 | \$615,542 | \$612,409 |
| Days sales outstanding | 54 | 58 | 58 | 61 | 58 | 58 | 58 | 64 |
| Free cash flow | \$190,938 | \$53,036 | \$35,389 | \$76,606 | (\$53,486) | \$18,417 | \$76,926 | (\$29,102) |
| OTHER DATA | | | | | | | | |
| Number of delivery centers | 71 | 73 | 72 | 71 | 69 | 70 | 70 | 62 |
| OFFSHORE DATA | | | | | | | | |
| Offshore Revenue | \$554,173 | \$537,458 | \$151,919 | \$148,787 | \$146,869 | \$150,513 | \$598,088 | \$148,964 |
| % of Total Engage Revenue | 29% | 27% | 29% | 31% | 31% | 30% | 30% | 32% |
| Offshore Workstations | 23,191 | 19,891 | 20,613 | 21,194 | 21,539 | 21,654 | 21,654 | 22,532 |
| % of Total Workstations | 58% | 61% | 62% | 64% | 68% | 69% | 69% | 73% |
| SEGMENT DATA | | | | | | | | |
| Revenue | | | | | | | | |
| TTEC Digital | \$414,104 | \$463,670 | \$116,927 | \$117,585 | \$133,252 | \$119,118 | \$486,882 | \$112,031 |
| TTEC Engage | <u>\$1,858,958</u> | <u>\$1,980,037</u> | <u>\$516,359</u> | <u>\$482,809</u> | <u>\$469,704</u> | <u>\$507,063</u> | <u>\$1,975,935</u> | <u>\$464,607</u> |
| Total | \$2,273,062 | \$2,443,707 | \$633,286 | \$600,394 | \$602,956 | \$626,181 | \$2,462,817 | \$576,638 |
| Adjusted EBITDA | | | | | | | | |
| TTEC Digital | \$71,252 | \$75,635 | \$13,115 | \$17,099 | \$21,774 | \$19,780 | \$71,768 | \$11,940 |
| TTEC Engage | <u>\$280,316</u> | <u>\$244,425</u> | <u>\$69,794</u> | <u>\$50,056</u> | <u>\$42,131</u> | <u>\$37,761</u> | <u>\$199,741</u> | <u>\$42,972</u> |
| Total | \$351,568 | \$320,060 | \$82,909 | \$67,155 | \$63,905 | \$57,541 | \$271,509 | \$54,912 |

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.