

## NASDAQ: TTEC

**Stock price**  
\$33.84\*

**52-week range**  
\$31.08 - \$76.20

**Diluted shares outstanding (000's)**  
47,453\*\*

**Dividend per share (annualized estimate)**  
\$1.04 \*\*\*

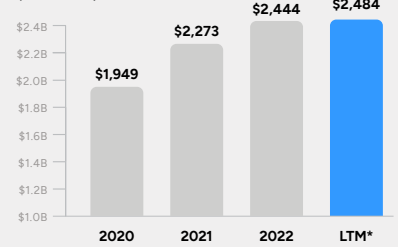
\* as of 06/30/2023  
\*\* weighted average for Q2 2023  
\*\*\* subject to Board approval

## About TTEC

TTEC Holdings, Inc. (NASDAQ: TTEC) is a leading global CX (customer experience) technology and services innovator for AI-enabled 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 and 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 63,900 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](http://ttec.com).

## Total Revenue

(in millions)



\*LTM ending 6/30/2023

## Financial Highlights

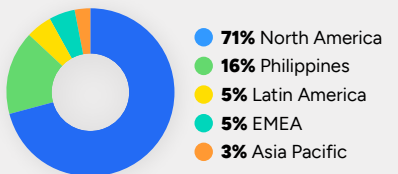
(in thousands, except ratios and EPS)

	2020	2021	Q1 2022	Q2 2022	Q3 2022	Q4 2022	2022	Q1 2023	Q2 2023
Revenue	\$1,949,248	\$2,273,062	\$588,726	\$604,250	\$592,453	\$658,278	\$2,443,707	\$633,286	\$600,394
Operating Income	\$204,692	\$217,192	\$48,310	\$35,884	\$35,604	\$48,745	\$168,543	\$44,411	\$31,298
Operating Margin	10.5%	9.6%	8.2%	5.9%	6.0%	7.4%	6.9%	7.0%	5.2%
Net Income	\$118,648	\$140,970	\$33,404	\$25,234	\$22,249	\$22,353	\$103,240	\$18,647	\$1,211
Diluted EPS	\$2.52	\$2.97	\$0.71	\$0.53	\$0.47	\$0.47	\$2.18	\$0.39	\$0.03
Cash	\$132,914	\$158,205	\$156,828	\$163,204	\$172,274	\$153,435	\$153,435	\$151,379	\$114,776
Debt	\$396,343	\$797,148	\$807,940	\$934,678	\$959,240	\$963,601	\$963,601	\$933,227	\$918,996
CAPEX	\$59,772	\$60,358	\$16,691	\$19,099	\$28,774	\$19,448	\$84,012	\$13,669	\$19,285
D&A	\$78,862	\$96,707	\$26,630	\$26,314	\$27,117	\$31,730	\$111,791	\$25,827	\$24,946
Dividend	\$134,554	\$42,217	\$0	\$23,518	\$0	\$24,554	\$48,072	\$0	\$24,752*

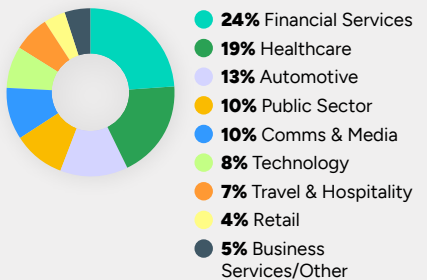
\* \$0.52 per share, declare February 2023, paid April 2023.

## Revenue by Geography\*

Based on geographic location where services are provided



## Revenue by Vertical Industry\*



## Summary Financial Metrics

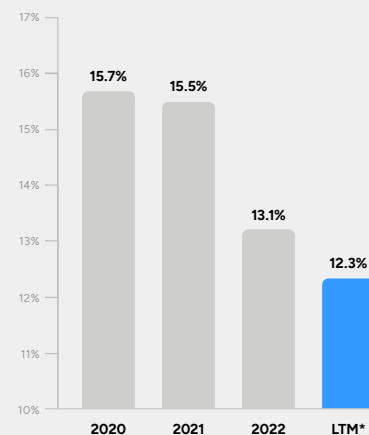
### Total Revenue

(in millions)



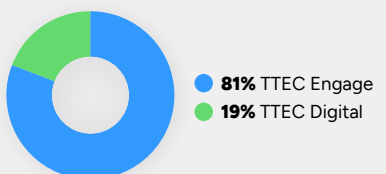
\*LTM ending 6/30/2023

### Adjusted EBITDA Margin



\*LTM ending 6/30/2023

## Revenue by Segment\*



\*LTM ending 6/30/2023

## Analyst Coverage

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## Selected Financial Information

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

	2020	2021	Q1 2022	Q2 2022	Q3 2022	Q4 2022	2022	Q1 2023	Q2 2023
<b>INCOME STATEMENT DATA</b>									
Revenue	\$1,949,248	\$2,273,062	\$588,726	\$604,250	\$592,453	\$658,278	\$2,443,707	\$633,286	\$600,394
Cost of services	1,452,719	1,704,109	447,216	463,510	450,454	495,339	1,856,518	482,678	464,686
Gross profit	\$496,529	\$568,953	\$141,510	\$140,740	\$141,999	\$162,939	\$587,188	\$150,608	\$135,708
SG&A	203,902	239,994	64,839	66,766	75,226	80,602	287,433	74,010	75,338
D&A	78,862	96,706	26,630	26,314	27,117	31,730	111,791	25,827	24,946
Restructuring & other charges	9,073	15,061	1,732	11,776	4,052	1,862	19,421	6,360	4,126
Operating income	\$204,692	\$217,192	\$48,310	\$35,884	\$35,604	\$48,745	\$168,543	\$44,411	\$31,298
Net interest income (expense)	(15,833)	(11,623)	(3,566)	(5,923)	(10,046)	(14,721)	(34,256)	(16,227)	(17,865)
Other income (expense)	(18,591)	2,315	1,260	6,111	3,946	(1,156)	10,162	655	(3,574)
Income before income taxes	\$170,268	\$207,884	\$46,004	\$36,072	\$29,504	\$32,868	\$144,448	\$28,839	\$9,859
Income tax benefit (expense)	(40,937)	(49,695)	(8,034)	(7,274)	(4,489)	(7,318)	(27,115)	(7,922)	(6,102)
Net income	\$129,331	\$158,189	\$37,970	\$28,798	\$25,015	\$25,550	\$117,333	\$20,917	\$3,757
Minority interest	(10,683)	(17,219)	(4,566)	(3,564)	(2,766)	(3,197)	(14,093)	(2,270)	(2,546)
Net income attributable to TTEC stockholders	\$118,648	\$140,970	\$33,404	\$25,234	\$22,249	\$22,353	\$103,240	\$18,647	\$1,211
Net income per share									
Basic	\$2.77	\$3.37	\$0.81	\$0.61	\$0.53	\$0.54	\$2.49	\$0.44	\$0.08
Diluted	\$2.75	\$3.34	\$0.80	\$0.61	\$0.53	\$0.54	\$2.48	\$0.44	\$0.08
Net income per share attributable to TTEC stockholders									
Basic	\$2.54	\$3.01	\$0.71	\$0.54	\$0.47	\$0.47	\$2.19	\$0.39	\$0.03
Diluted	\$2.52	\$2.97	\$0.71	\$0.53	\$0.47	\$0.47	\$2.18	\$0.39	\$0.03
Average shares outstanding									
Basic	46,647	46,890	47,005	47,047	47,207	47,220	47,121	47,234	47,264
Diluted	46,993	47,386	47,381	47,383	47,314	47,299	47,335	47,401	47,453
As a percent of revenue									
Gross profit	25.5%	25.0%	24.0%	23.3%	24.0%	24.8%	24.0%	23.8%	22.6%
SG&A	10.5%	10.6%	11.0%	11.0%	12.7%	12.2%	11.8%	11.7%	12.5%
D&A	4.0%	4.3%	4.5%	4.4%	4.6%	4.8%	4.6%	4.1%	4.2%
Operating income	10.5%	9.6%	8.2%	5.9%	6.0%	7.4%	6.9%	7.0%	5.2%
Net income	6.6%	7.0%	6.4%	4.8%	4.2%	3.9%	4.8%	3.3%	0.6%
Net income attributable to TTEC stockholders	6.1%	6.2%	5.7%	4.2%	3.8%	3.4%	4.2%	2.9%	0.2%
Effective tax rate	24.0%	23.9%	17.5%	20.2%	15.2%	22.3%	18.8%	27.5%	61.9%
Normalized effective tax rate	22.5%	21.3%	21.5%	24.3%	24.2%	21.9%	22.9%	26.0%	22.3%
<b>BALANCE SHEET DATA</b>									
Cash	\$132,914	\$158,205	\$156,828	\$163,204	\$172,274	\$153,435	\$153,435	\$151,379	\$114,776
A/R, net	\$378,397	\$357,310	\$399,160	\$391,587	\$384,793	\$417,637	\$417,637	\$405,085	\$402,664
Net property, plant, equipment	\$178,706	\$168,404	\$168,717	\$167,293	\$181,343	\$183,360	\$183,360	\$186,463	\$189,049
Total assets	\$1,516,408	\$1,996,804	\$2,051,685	\$2,165,193	\$2,155,037	\$2,153,962	\$2,153,962	\$2,135,923	\$2,171,309
Total debt	\$396,343	\$797,148	\$807,940	\$934,678	\$959,240	\$963,601	\$963,601	\$933,227	\$918,996
Total equity	\$457,762	\$538,025	\$551,826	\$551,039	\$524,323	\$578,105	\$578,105	\$610,838	\$637,542
Days sales outstanding	61	54	61	59	60	58	58	58	61
Free cash flow	\$212,148	\$190,938	(\$3,005)	\$58,486	(\$1,232)	(\$1,213)	\$53,036	\$35,389	\$76,606
<b>OTHER DATA</b>									
Number of delivery centers	83	71	65	73	71	73	73	72	71
<b>OFFSHORE DATA</b>									
Offshore Revenue	\$461,523	\$554,173	\$135,395	\$128,021	\$132,925	\$141,117	\$537,458	\$158,197	\$153,936
% of Total Engage Revenue	28%	29%	28%	26%	28%	26%	27%	31%	32%
Offshore Workstations	23,358	23,191	22,806	21,613	19,979	19,891	19,891	20,613	21,194
% of Total Workstations	55%	58%	63%	59%	59%	61%	61%	62%	64%
<b>SEGMENT DATA</b>									
Revenue									
TTEC Digital	\$306,985	\$414,104	\$111,414	\$114,433	\$116,173	\$121,651	\$463,670	\$116,927	\$117,585
TTEC Engage	\$1,642,263	\$1,858,958	\$477,313	\$489,817	\$476,280	\$536,627	\$1,980,037	\$516,359	\$482,809
Total	\$1,949,248	\$2,273,062	\$588,726	\$604,250	\$592,453	\$658,278	\$2,443,707	\$633,286	\$600,394
Adjusted EBITDA									
TTEC Digital	\$64,869	\$71,252	\$16,806	\$19,684	\$18,262	\$20,594	\$75,635	\$13,115	\$17,099
TTEC Engage	\$239,159	\$280,316	\$67,659	\$60,904	\$50,243	\$65,909	\$244,425	\$69,794	\$50,056
Total	\$304,028	\$351,568	\$84,464	\$80,588	\$68,505	\$86,503	\$320,060	\$82,909	\$67,155

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.