

NASDAQ: TTEC

Stock price
\$26.22*

52-week range
\$25.62 - \$53.56

Diluted shares outstanding (000's)
47,488**

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

* as of 09/30/2023

** weighted average for Q3 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 CX with solutions from TTEC Engage and TTEC Digital. 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 64,400 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>.

Financial Highlights

(in thousands, except ratios and EPS)

	2021	Q1 2022	Q2 2022	Q3 2022	Q4 2022	2022	Q1 2023	Q2 2023	Q3 2023
Revenue	\$2,273,062	\$588,726	\$604,250	\$592,453	\$658,278	\$2,443,707	\$633,286	\$600,394	\$602,956
Operating Income **	\$286,185	\$67,153	\$61,190	\$50,249	\$69,911	\$248,504	\$60,692	\$50,628	\$47,306
Operating Margin **	12.6%	11.4%	10.1%	8.5%	10.6%	10.2%	9.6%	8.4%	7.8%
Adjusted EBITDA **	\$351,568	\$84,464	\$80,588	\$68,505	\$86,503	\$320,060	\$82,909	\$67,155	\$63,905
Diluted EPS **	\$4.58	\$1.06	\$0.93	\$0.68	\$0.91	\$3.58	\$0.78	\$0.55	\$0.48
Cash	\$158,205	\$156,828	\$163,204	\$172,274	\$153,435	\$153,435	\$151,379	\$114,776	\$151,583
Debt	\$797,148	\$807,940	\$934,678	\$959,240	\$963,601	\$963,601	\$933,227	\$918,996	\$967,317
CAPEX	\$60,358	\$16,691	\$19,099	\$28,774	\$19,448	\$84,012	\$13,669	\$19,285	\$21,768
D&A	\$96,707	\$26,630	\$26,314	\$27,117	\$31,730	\$111,791	\$25,827	\$24,946	\$25,595
Dividend	\$42,217	\$0	\$23,518	\$0	\$24,554	\$48,072	\$0	\$24,752	\$24,660*

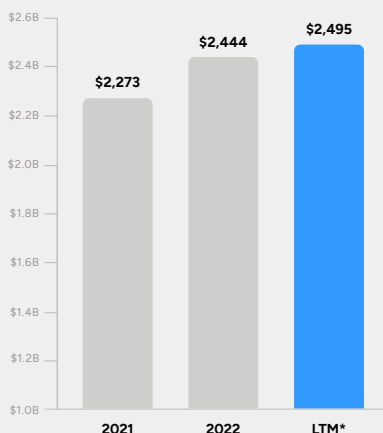
* \$0.52 per share, declared September 2023, paid October 2023.

** Non-GAAP

Summary Financial Metrics

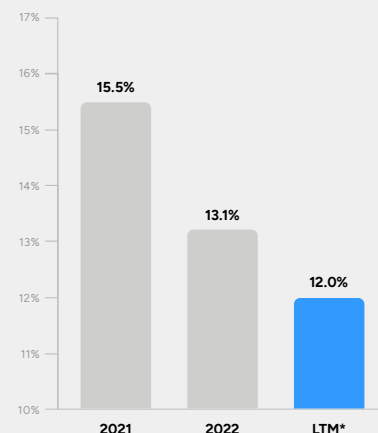
Total Revenue

(in millions)



*LTM ending 9/30/2023

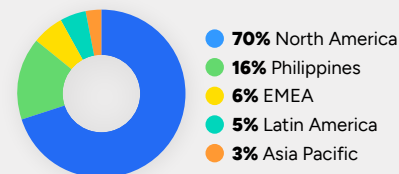
Adjusted EBITDA Margin



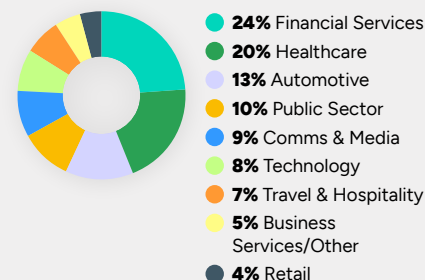
*LTM ending 9/30/2023

Revenue by Geography*

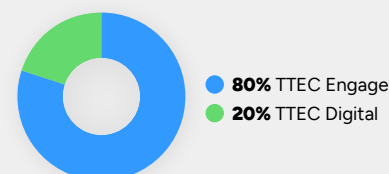
Based on geographic location where services are provided



Revenue by Vertical Industry*



Revenue by Segment*



*LTM ending 9/30/2023

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Selected Financial Information

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

	2021	Q1 2022	Q2 2022	Q3 2022	Q4 2022	2022	Q1 2023	Q2 2023	Q3 2023
INCOME STATEMENT DATA									
Revenue	\$2,273,062	\$588,726	\$604,250	\$592,453	\$658,278	\$2,443,707	\$633,286	\$600,394	\$602,956
Cost of services	<u>1,704,109</u>	<u>447,216</u>	<u>463,510</u>	<u>450,454</u>	<u>495,339</u>	<u>1,856,518</u>	<u>482,678</u>	<u>464,686</u>	<u>479,699</u>
Gross profit	\$568,953	\$141,510	\$140,740	\$141,999	\$162,939	\$587,188	\$150,608	\$135,708	\$123,257
SG&A	239,994	64,839	66,766	75,226	80,602	287,433	74,010	75,338	66,781
D&A	96,706	26,630	26,314	27,117	31,730	111,791	25,827	24,946	25,595
Restructuring & other charges	<u>15,061</u>	<u>1,732</u>	<u>11,776</u>	<u>4,052</u>	<u>1,862</u>	<u>19,421</u>	<u>6,360</u>	<u>4,126</u>	<u>5,493</u>
Operating income	\$217,192	\$48,310	\$35,884	\$35,604	\$48,745	\$168,543	\$44,411	\$31,298	\$25,388
Net interest income (expense)	(11,623)	(3,566)	(5,923)	(10,046)	(14,721)	(34,256)	(16,227)	(17,865)	(18,985)
Other income (expense)	2,315	1,260	6,111	3,946	(1,156)	10,162	655	(3,574)	687
Income before income taxes	\$207,884	\$46,004	\$36,072	\$29,504	\$32,868	\$144,448	\$28,839	\$9,859	\$7,090
Income tax benefit (expense)	<u>(49,695)</u>	<u>(8,034)</u>	<u>(7,274)</u>	<u>(4,489)</u>	<u>(7,318)</u>	<u>(27,115)</u>	<u>(7,922)</u>	<u>(6,102)</u>	<u>(5,294)</u>
Net income	\$158,189	\$37,970	\$28,798	\$25,015	\$25,550	\$117,333	\$20,917	\$3,757	\$1,796
Minority interest	<u>(17,219)</u>	<u>(4,566)</u>	<u>(3,564)</u>	<u>(2,766)</u>	<u>(3,197)</u>	<u>(14,093)</u>	<u>(2,270)</u>	<u>(2,546)</u>	<u>(3,326)</u>
Net income attributable to TTEC stockholders	\$140,970	\$33,404	\$25,234	\$22,249	\$22,353	\$103,240	\$18,647	\$1,211	(\$1,530)
Net income per share									
Basic	\$3.37	\$0.81	\$0.61	\$0.53	\$0.54	\$2.49	\$0.44	\$0.08	\$0.04
Diluted	\$3.34	\$0.80	\$0.61	\$0.53	\$0.54	\$2.48	\$0.44	\$0.08	\$0.04
Net income per share attributable to TTEC stockholders									
Basic	\$3.01	\$0.71	\$0.54	\$0.47	\$0.47	\$2.19	\$0.39	\$0.03	(\$0.03)
Diluted	\$2.97	\$0.71	\$0.53	\$0.47	\$0.47	\$2.18	\$0.39	\$0.03	(\$0.03)
Average shares outstanding									
Basic	46,890	47,005	47,047	47,207	47,220	47,121	47,234	47,264	41,415
Diluted	47,386	47,381	47,383	47,314	47,299	47,335	47,401	47,453	47,488
As a percent of revenue									
Gross profit	25.0%	24.0%	23.3%	24.0%	24.8%	24.0%	23.8%	22.6%	20.4%
SG&A	10.6%	11.0%	11.0%	12.7%	12.2%	11.8%	11.7%	12.5%	11.1%
D&A	4.3%	4.5%	4.4%	4.6%	4.8%	4.6%	4.1%	4.2%	4.2%
Operating income	9.6%	8.2%	5.9%	6.0%	7.4%	6.9%	7.0%	5.2%	4.2%
Net income	7.0%	6.4%	4.8%	4.2%	3.9%	4.8%	3.3%	0.6%	0.3%
Net income attributable to TTEC stockholders	6.2%	5.7%	4.2%	3.8%	3.4%	4.2%	2.9%	0.2%	(0.3%)
Effective tax rate	23.9%	17.5%	20.2%	15.2%	22.3%	18.8%	27.5%	61.9%	74.7%
Normalized effective tax rate	21.3%	21.5%	24.3%	24.2%	21.9%	22.9%	26.0%	22.3%	20.5%
BALANCE SHEET DATA									
Cash	\$158,205	\$156,828	\$163,204	\$172,274	\$153,435	\$153,435	\$151,379	\$114,776	\$151,583
A/R, net	\$357,310	\$399,160	\$391,587	\$384,793	\$417,637	\$417,637	\$405,085	\$402,664	\$379,755
Net property, plant, equipment	\$168,404	\$168,717	\$167,293	\$181,343	\$183,360	\$183,360	\$186,463	\$189,049	\$192,554
Total assets	\$1,996,804	\$2,051,685	\$2,165,193	\$2,155,037	\$2,153,962	\$2,153,962	\$2,135,923	\$2,171,309	\$2,168,190
Total debt	\$797,148	\$807,940	\$934,678	\$959,240	\$963,601	\$963,601	\$933,227	\$918,996	\$967,317
Total equity	\$538,025	\$551,826	\$551,039	\$524,323	\$578,105	\$578,105	\$610,838	\$637,542	\$603,175
Days sales outstanding	54	61	59	60	58	58	58	61	58
Free cash flow	\$190,938	(\$3,005)	\$58,486	(\$1,232)	(\$1,213)	\$53,036	\$35,389	\$76,606	(\$53,486)
OTHER DATA									
Number of delivery centers	71	65	73	71	73	73	72	71	69
OFFSHORE DATA									
Offshore Revenue	\$554,173	\$135,395	\$128,021	\$132,925	\$141,117	\$537,458	\$158,197	\$153,936	\$149,262
% of Total Engage Revenue	29%	28%	26%	28%	26%	27%	31%	32%	32%
Offshore Workstations	23,191	22,806	21,613	19,979	19,891	19,891	20,613	21,194	21,539
% of Total Workstations	58%	63%	59%	59%	61%	61%	62%	64%	68%
SEGMENT DATA									
Revenue									
TTEC Digital	\$414,104	\$111,414	\$114,433	\$116,173	\$121,651	\$463,670	\$116,927	\$117,585	\$133,252
TTEC Engage	<u>1,858,958</u>	<u>\$477,313</u>	<u>\$489,817</u>	<u>\$476,280</u>	<u>\$536,627</u>	<u>\$1,980,037</u>	<u>\$516,359</u>	<u>\$482,809</u>	<u>\$469,704</u>
Total	\$2,273,062	\$588,726	\$604,250	\$592,453	\$658,278	\$2,443,707	\$633,286	\$600,394	\$602,956
Adjusted EBITDA									
TTEC Digital	\$71,252	\$16,806	\$19,684	\$18,262	\$20,594	\$75,635	\$13,115	\$17,099	\$21,774
TTEC Engage	<u>\$280,316</u>	<u>\$67,659</u>	<u>\$60,904</u>	<u>\$50,243</u>	<u>\$65,909</u>	<u>\$244,425</u>	<u>\$69,794</u>	<u>\$50,056</u>	<u>\$42,131</u>
Total	\$351,568	\$84,464	\$80,588	\$68,505	\$86,503	\$320,060	\$82,909	\$67,155	\$63,905

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.