



## NASDAQ: TTEC

### STOCK PRICE

\$100.45\*

### 52-WEEK RANGE

\$31.7 - \$102.3

### DILUTED SHARES OUTSTANDING (000'S)

47,355\*\*

### DIVIDEND PER SHARE (ANNUALIZED ESTIMATE)

\$0.86\*\*\*

\* as of 03/31/2021

\*\* weighted average for Q1 2021

\*\*\*subject to Board approval

## 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 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 [ttec.com](http://ttec.com).

## Financial Highlights

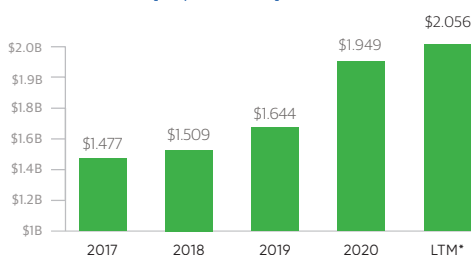
(in thousands, except ratios and EPS)

	2017	2018	2019	Q1 2020	Q2 2020	Q3 2020	Q4 2020	2020	Q1 2021
Revenue	\$1,477,365	\$1,509,171	\$1,643,704	\$432,213	\$453,081	\$492,980	\$570,974	\$1,949,248	\$539,219
Operating Income	\$100,489	\$92,054	\$123,709	\$40,716	\$48,962	\$53,399	\$61,615	\$204,692	\$73,424
Operating Margin	6.8%	6.1%	7.5%	9.4%	10.8%	10.8%	10.8%	10.5%	13.6%
Net Income	\$7,256	\$35,817	\$77,164	\$21,534	\$31,325	\$21,366	\$44,423	\$118,648	\$50,418
Diluted EPS	\$0.16	\$0.77	\$1.65	\$0.46	\$0.67	\$0.45	\$0.94	\$2.52	\$1.06
Cash	\$74,437	\$78,237	\$82,407	\$520,369	\$482,255	\$135,317	\$132,914	\$132,914	\$144,213
Debt	\$361,308	\$304,495	\$307,482	\$715,612	\$714,004	\$338,297	\$396,343	\$396,343	\$348,654
CAPEX	\$51,958	\$43,450	\$60,776	\$16,813	\$15,102	\$15,912	\$11,945	\$59,772	\$11,565
D&A	\$64,507	\$69,179	\$69,086	\$18,872	\$18,660	\$19,522	\$21,808	\$78,862	\$20,459
Share Buyback	\$18,328	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Dividend	\$21,531	\$25,346	\$28,739	\$0	\$15,843	\$0	\$118,711	\$134,554	\$20,132*

\*\$0.43 per share, Declared February 25, 2021, Paid April 21, 2021

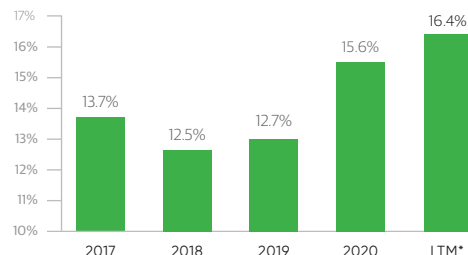
## Summary Financial Metrics

### TOTAL REVENUE (IN \$ BILLIONS)\*



\*LTM ending March 31, 2021

### ADJUSTED EBITDA MARGIN\*



\*LTM ending March 31, 2021

### BOOKINGS (IN \$ MILLIONS)\*



\*LTM ending March 31, 2021

## Analyst Coverage

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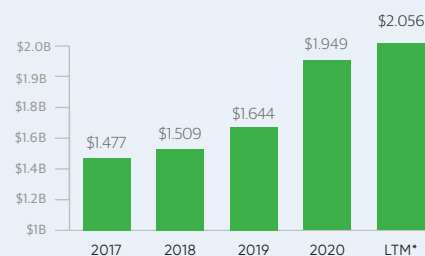
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## FACT SHEET Q1 2021

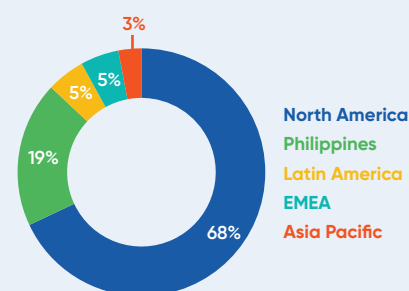
### Total Revenue

(in billions)



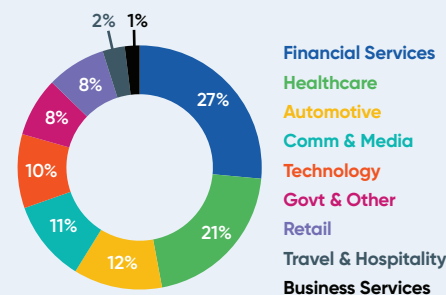
\*LTM ending March 31, 2021

### Revenue by Geography\*

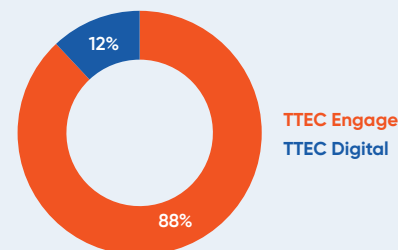


\*Based on geographic location where services are provided

### Revenue by Vertical Industry



### Revenue by Segment



## Selected Financial Information

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

	2017	2018	2019	Q1 2020	Q2 2020	Q3 2020	Q4 2020	2020	Q1 2021
<b>INCOME STATEMENT DATA</b>									
Revenue	\$1,477,365	\$1,509,171	\$1,643,704	\$432,213	\$453,081	\$492,980	\$570,974	\$1,949,248	\$539,219
Cost of services	<u>1,110,068</u>	<u>1,157,927</u>	<u>1,242,887</u>	<u>321,557</u>	<u>337,306</u>	<u>368,405</u>	<u>425,451</u>	<u>1,452,719</u>	<u>388,660</u>
Gross profit	\$367,297	\$351,244	\$400,817	\$110,656	\$115,775	\$124,575	\$145,523	\$496,529	\$150,559
SG&A	182,314	182,428	202,540	49,834	47,360	49,473	57,235	203,902	52,757
D&A	64,507	69,179	69,086	18,872	18,660	19,522	21,808	78,862	20,459
Restructuring & other charges	<u>19,987</u>	<u>7,583</u>	<u>5,482</u>	<u>1,234</u>	<u>793</u>	<u>2,181</u>	<u>4,865</u>	<u>9,073</u>	<u>3,919</u>
Operating Income	\$100,489	\$92,054	\$123,709	\$40,716	\$48,962	\$53,399	\$61,615	\$204,692	\$73,424
Net interest income (expense)	(10,893)	(24,198)	(17,200)	(9,228)	(2,613)	(2,189)	(1,803)	(15,833)	(1,623)
Other income (expense)	1,869	(10,002)	3,902	3,396	(1,761)	(18,663)	(1,563)	(18,591)	(798)
Loss on held for sale assets	(2,578)	(1,616)	-	-	-	-	-	-	-
Income before income taxes	\$88,887	\$56,238	\$110,411	\$34,884	\$44,588	\$32,547	\$58,249	\$170,268	\$71,003
Income tax benefit (expense)	<u>(78,075)</u>	<u>(16,483)</u>	<u>(25,677)</u>	<u>(10,199)</u>	<u>(11,039)</u>	<u>(8,415)</u>	<u>(11,284)</u>	<u>(40,937)</u>	<u>(15,979)</u>
Net income (loss)	\$10,812	\$39,755	\$84,734	\$24,685	\$33,549	\$24,132	\$46,965	\$129,331	\$55,024
Minority interest	<u>(3,556)</u>	<u>(3,938)</u>	<u>(7,570)</u>	<u>(3,151)</u>	<u>(2,224)</u>	<u>(2,766)</u>	<u>(2,542)</u>	<u>(10,683)</u>	<u>(4,606)</u>
Net income (loss) attributable to non controlling interest	\$7,256	\$35,817	\$77,164	\$21,534	\$31,325	\$21,366	\$44,423	\$118,648	\$50,418
Net income (loss) per share									
Basic	\$0.24	\$0.86	\$1.83	\$0.53	\$0.72	\$0.52	\$1.00	\$2.77	\$1.18
Diluted	\$0.23	\$0.86	\$1.81	\$0.53	\$0.72	\$0.51	\$0.99	\$2.75	\$1.16
Net income (loss) per share attributable to non controlling interest									
Basic	\$0.16	\$0.78	\$1.66	\$0.46	\$0.67	\$0.46	\$0.95	\$2.54	\$1.08
Diluted	\$0.16	\$0.77	\$1.65	\$0.46	\$0.67	\$0.45	\$0.94	\$2.52	\$1.06
Average shares outstanding									
Basic	45,826	46,064	46,373	46,498	46,619	46,732	46,736	46,647	46,743
Diluted	46,382	46,385	46,758	46,813	46,861	47,031	47,232	46,993	47,355
As a percent of revenue									
Gross profit	24.9%	23.3%	24.4%	25.6%	25.6%	25.3%	25.5%	25.5%	279%
SG&A	12.3%	12.1%	12.3%	11.5%	10.5%	10.0%	10.0%	10.5%	98%
D&A	4.4%	4.6%	4.2%	4.4%	4.1%	4.0%	3.8%	4.0%	3.8%
Operating income	6.8%	6.1%	7.5%	9.4%	10.8%	10.8%	10.8%	10.5%	13.6%
Net income (loss)	0.7%	2.6%	5.2%	5.7%	7.4%	4.9%	8.2%	6.6%	10.2%
Net income (loss) attributable to non controlling interest	0.5%	2.4%	4.7%	5.0%	6.9%	4.3%	7.8%	6.1%	9.4%
Effective tax rate	87.8%	29.3%	23.3%	29.2%	24.8%	25.9%	19.4%	24.0%	22.5%
Normalized effective tax rate	24.4%	25.6%	22.9%	24.1%	24.9%	20.6%	21.2%	22.5%	23.7%
<b>BALANCE SHEET DATA</b>									
Cash	\$74,437	\$78,237	\$82,407	\$520,369	\$482,255	\$135,317	\$132,914	\$132,914	\$144,213
A/R, net	\$391,902	\$350,962	\$331,096	\$313,639	\$353,289	\$338,263	\$378,397	\$378,397	\$350,307
Net property, plant, equipment	\$163,346	\$161,523	\$174,292	\$173,717	\$177,099	\$178,941	\$178,706	\$178,706	\$168,697
Total assets	\$1,078,736	\$1,054,508	\$1,370,516	\$1,764,768	\$1,766,989	\$1,477,020	\$1,516,408	\$1,516,408	\$1,495,653
Total Debt	\$361,308	\$304,495	\$307,482	\$715,612	\$714,004	\$338,297	\$396,343	\$396,343	\$348,654
Total equity	\$362,845	\$352,849	\$480,653	\$401,406	\$447,927	\$486,211	\$457,762	\$457,762	\$480,241
Days sales outstanding	85	77	66	66	71	63	61	61	59
Shares repurchased (\$)	\$18,328	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Shares repurchased (#)	609,471	0	0	0	0	0	0	0	0
Free cash flow	\$61,194	\$124,895	\$176,536	\$45,352	\$28,011	\$65,594	\$73,191	\$212,148	\$58,222
<b>OPERATING DATA</b>									
Number of delivery centers	97	85	89	87	86	84	83	83	79
Total workstations	44,437	42,996	45,611	43,912	43,432	42,996	42,434	42,434	41,458
Multi-client workstations	35,665	34,248	41,518	39,884	39,467	38,991	38,390	38,390	37,388
Workstation utilization %	83%	80%	74%	73%	68%	58%	57%	57%	64%
<b>OFFSHORE DATA</b>									
Offshore Revenue	\$453,423	\$439,915	\$454,632	\$118,505	\$107,533	\$109,069	\$126,416	\$461,523	\$136,106
% of Total Engage Revenue	36%	35%	34%	33%	29%	26%	26%	28%	29%
Offshore Workstations	24,519	23,723	23,915	26,599	25,096	22,874	23,358	23,358	23,518
% of Total Workstations	55%	55%	52%	61%	58%	53%	55%	55%	57%
<b>SEGMENT DATA (GAAP)</b>									
Revenue									
TTEC Digital	\$206,907	\$238,799	\$305,346	\$77,556	\$77,143	\$76,571	\$75,715	\$306,985	\$63,587
TTEC Engage	<u>\$1,270,458</u>	<u>\$1,270,372</u>	<u>\$1,338,358</u>	<u>\$354,657</u>	<u>\$375,938</u>	<u>\$416,409</u>	<u>\$495,259</u>	<u>\$1,642,263</u>	<u>\$475,632</u>
Total	\$1,477,365	\$1,509,171	\$1,643,704	\$432,213	\$453,081	\$492,980	\$570,974	\$1,949,248	\$539,219
Operating Income (Loss)									
TTEC Digital	\$14,480	\$33,054	\$38,926	\$10,258	\$14,376	\$13,043	\$7,639	\$45,315	\$4,202
TTEC Engage	<u>\$86,009</u>	<u>\$59,000</u>	<u>\$84,782</u>	<u>\$30,458</u>	<u>\$34,586</u>	<u>\$40,356</u>	<u>\$53,976</u>	<u>\$159,377</u>	<u>\$69,222</u>
Total	\$100,489	\$92,054	\$123,708	\$40,716	\$48,962	\$53,399	\$61,615	\$204,692	\$73,424

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.