

# Captivating customers in an omnichannel world

## Fast facts and capabilities overview

### About TTEC

TTEC Holdings, Inc. (NASDAQ: TTEC) a leading global technology and services provider focused on the design, implementation and delivery of transformative customer experience for many of the world's most iconic and disruptive brands. The Company delivers outcome-based customer engagement solutions through TTEC Digital, its digital consultancy that designs and builds human centric, tech-enabled, insight-driven customer experience solutions for clients and TTEC Engage, its delivery center of excellence, that operates customer acquisition, care, growth and digital trust and safety services. Founded in 1982, the Company's 47,800 employees operate on six continents across the globe and live by a set of customer-focused values that guide relationships with clients, their customers, and each other. To learn more about how TTEC is bringing humanity to the customer experience, visit [ttec.com](http://ttec.com).

**Our 47,800+ employees  
interact with 3.5 million  
customers a day**

**6 continents**

**89 customer  
engagement centers**

**24 countries**

### We serve CX leaders in every industry

Automotive  
Communications, Media + Technology  
Financial Services  
Government Solutions  
Healthcare  
Property + Casualty Insurance  
Retail + eCommerce  
Small + Medium-sized Business  
Travel + Hospitality

### We focus on delivering the types of outcomes that matter most to our clients.



#### Revenue and profitability

\$1 billion in revenue generated each year with \$10 million in profit in two months\*



#### Customer retention

60% increase in retention\*  
50% decrease in customer churn\*



#### Cost reduction

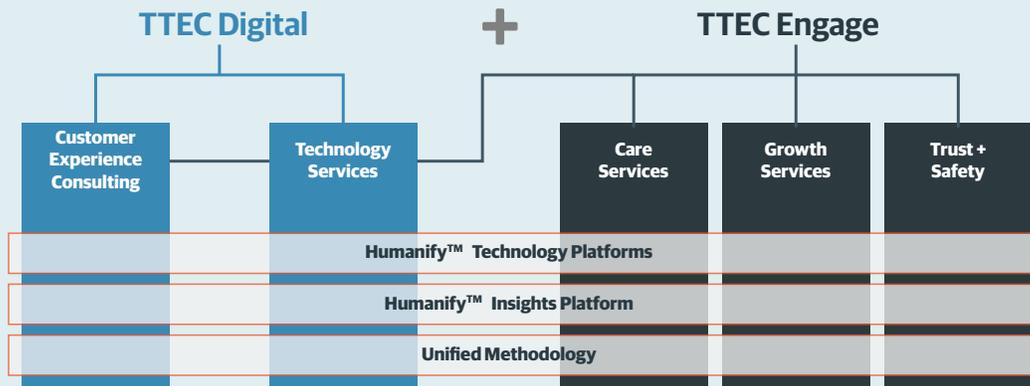
60% reduction in expenses\*  
\$20 million in savings from process improvements\*



#### Customer satisfaction and loyalty

70% improvement in NPS\*  
85% rank themselves as promoters after a single interaction\*

## Technology-enabled, insight driven customer engagement as a service



### TTEC Digital

**Designs and builds human centric, tech-enabled, insight-driven customer experience solutions**

The company's digital center of excellence, blending strategic consulting services and cloud-based technology platforms to design and build innovative customer experiences, all powered by insights.

- Strategy + Optimization
- Analytics + Insights
- Learning + Performance
- AI/Bots
- Omnichannel
- CRM
- Systems Integration
- Innovation

**400+** CX Consultants globally

**20+** years of thought leadership

**100K Cloud/SaaS** and managed seats daily

**3.5M** customer interactions managed daily

### TTEC Engage

**Delivers captivating customer experiences through operational excellence**

The company's global hub of operational excellence providing clients award-winning, turnkey customer acquisition, care, revenue growth, and digital trust and safety services.

- Care
- Service to Sales
- Trust + Safety
- Humanify™@home
- Demand + Acquisition
- Retention + Expansion
- Loyalty
- SMB Sales

**70+** client NPS

**25%** higher employee engagement than Gallup benchmark

**\$4B+** incremental sales generated annually\*

**5:1 target ROI** delivered in digital and acquisition sales benchmark\*

### Our Way: Humanify™ Customer Engagement as a Service

**Design. Build. Operate. Captivate.**

Our proprietary Humanify™ Customer Engagement as a Service offering integrates the strategy consulting and omnichannel technology capabilities of TTEC Digital with the operational excellence and brand ambassadors of TTEC Engage to deliver amazing customer experiences across every channel, every time.

**116 Patents**

## Corporate Responsibility



Our company works with clients every day to bring humanity to the customer experience. Extending that care and connection to the communities in which we serve through the TeleTech Community Foundation (TTCF) helps keep us true to our company values to lead every day and do the right thing. The foundation was established to support employees' passion for making a sustainable and positive impact in

their communities. Every year the foundation awards grants to local nonprofit organizations that strive to transform the educational experience for students of greatest need. The program is employee-driven, meaning any employee worldwide can sponsor a nonprofit organization focused on education in their community by submitting a grant request to the foundation.

### The Good Sense program

Taking care of our communities and our environment is a heartfelt passion shared by our executives and employees worldwide. We've made it a priority by establishing a company-wide approach called Good Sense to enable employees to direct funding and volunteer efforts toward programs, activities, and events that make a real difference to countless people and places around the globe.

### Our commitment to veterans

It takes a combination of leadership, discipline, drive, and dedication to serve one's country. For that reason, hiring veterans isn't just the right thing to do – it's the smart thing to do. At TTEC, we are dedicated to hiring 1,000 veterans every year, and have forged partnerships within the community to make this goal a reality.

## Values

Our company purpose is to bring humanity to the customer experience across every interaction channel. Our employees live by a set of customer-focused values that guide relationships with clients, their customers, and each other.

**Lead every day**

**Do the right thing**

**Reach for amazing**

**Seek first to understand**

**Act as one**

**Live life passionately**

## Awards and Accolades

We are honored to be recognized for the work that we do.

- Leader in Gartner's Magic Quadrant for Customer Management Contact Center BPO seven consecutive times
- Leader in Everest Group's Contact Center Outsourcing PEAK Matrix
- Cisco's 2018 Customer Care Partner of the Year
- Verint's 2018 North America Cloud Partner of the Year
- Training Industry, Inc.'s 2018 "Training Outsourcing Companies Watch List"
- IAOP Global Outsourcing List of World's Best Service Providers
- Nine 2018 Stevie® Awards for Sales and Customer Service
- Leader in ISG's Contact Center Customer Experience Services Quadrant Report
- Brandon Hall Group Silver Award for Best Results of a Learning Program



**ttec.com**

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