

CONTACTS

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"The customer experience has become a lightning rod. It has risen from a tactical cost of doing business to the battle ground where customer loyalty is won or lost."
 —Kenneth Tuchman, Founder, Chairman and Chief Executive Officer

TTEC HOLDINGS, INC.

As of 3/31/2018

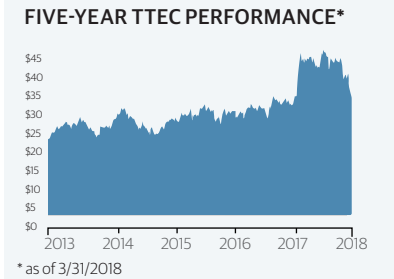
NASDAQ Exchange	TTEC
Market Cap (MM)	\$1,408.4
Enterprise Valuation (MM)	\$1,684.9
Q1 Weighted-Average Diluted Shares Outstanding (MM)*	46.5
Share Price (as of 3/31/2018)	\$30.70
52-Week Range	\$28.44-\$43.75

FINANCIAL METRICS

LTM Revenue (GAAP) (MM)	\$1,514.3
LTM Diluted EPS (GAAP)**	(\$0.16)
LTM Revenue (Non-GAAP) (MM)	\$1,500.2
LTM Diluted EPS (Non-GAAP)	\$1.68
LTM EBITDA Adjusted (MM)	\$204.7
Debt/LTM EBITDA (Non-GAAP)	1.6x
Dividend per Share***	\$0.54

(annualized estimate)

* Weighted average for Q1 2018
 **Includes the one-time impact from enactment of the U.S. Tax Cuts and Jobs Act
 ***Subject to board approval
 Source: Company reports, Capital IQ



HEADQUARTERS
 9197 S. Peoria Street
 Englewood, CO 80112

WEBSITE
 ttec.com

EMPLOYEES
 50,500

CLIENTS
 300+

ABOUT TTEC

TTEC (NASDAQ: TTEC) is a leading global customer experience technology and services provider focused exclusively on the design, implementation and delivery of transformative solutions 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 50,500 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 www.ttec.com.

INVESTMENT THESIS

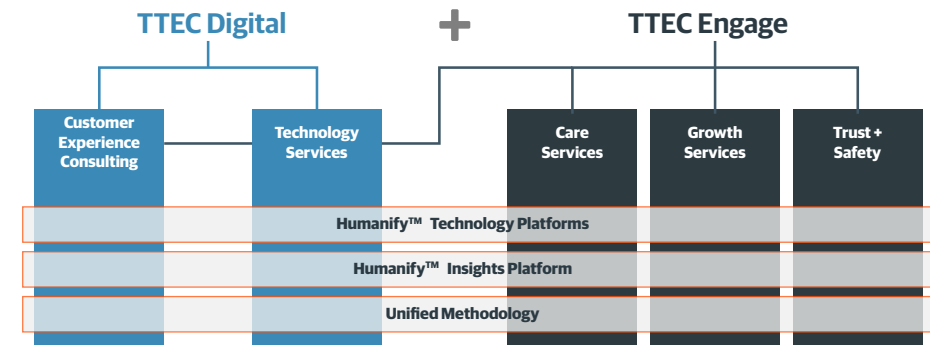
- INDUSTRY LEADER**
 - Global leader in customer experience, engagement and growth
 - 35-year heritage of innovation in technology-rich, value-oriented capabilities
 - 21-year public company, supporting 6 continents & 50 languages
 - Deep domain expertise, proven industry leaders
- INTEGRATED OFFERINGS**
 - Humanify™ Customer Engagement as a Service offering end-to-end customer consulting, technology, growth, care and trust & safety services
 - New standards of excellence through more strategic, outcome-based results
- RECURRING REVENUE**
 - High revenue visibility in Customer Care and Growth Services
 - Growing revenue from expanded clientele, geographies and integrated offerings
 - 10+ year relationships with over 30 household named clients
- SUSTAINABLE VALUE CREATION**
 - Significant investment in innovation, operations, leadership and sales
 - Commitment to acquisitions, dividends and stock repurchases
- FINANCIAL PERFORMANCE**
 - Industry leading financial performance, including ROIC
 - Strong cash flow and balance sheet

KEY PRIORITIES AND GROWTH DRIVERS

- Deliver Sustainable and Profitable Growth**
 - Expand integrated global customer engagement offerings
 - Stronger bookings with improved quality and diversity
- Increase Market Adoption of Our Differentiated Solution**
 - Accelerate investments in our vertical, geographic and sales strategies
- Increase Investment in Continuous Innovation**
 - Stay strategically relevant and ahead of the needs of our client base with new products and services
- Execute Acquisitions**
 - Inorganic growth through accretive and strategic acquisitions

Humanify™ Customer Engagement as a Service

One integrated platform that delivers seamless engagement between brands and customers.



Humanify™ Technology Platforms provide best of breed CX technology
Humanify™ Insights Platform is a comprehensive CX analytics dashboard
Unified Methodology knits the solutions together for consistent outcomes

TTEC Digital
 Humanizing Digital + Digitally Enabling Humans

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

TTEC Engage
 Delivering captivating customer experiences through operational excellence

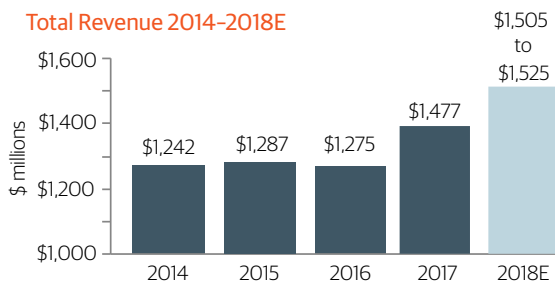
- Care
- Service to Sales
- Trust + Safety
- Humanify™@home
- Demand + Acquisition
- Retention + Expansion
- Loyalty
- SMB Sales

GROWTH GOALS

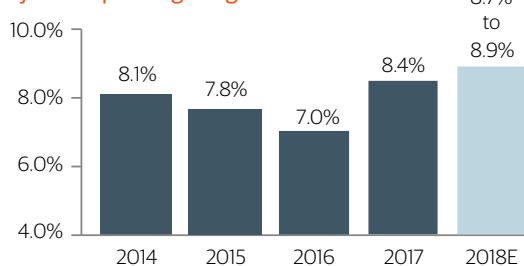
GUIDANCE | 2018 Estimated

Revenue (\$ millions)	Adjusted Operating Margin
\$1,505 to \$1,525	8.7% to 8.9%

Total Revenue 2014-2018E

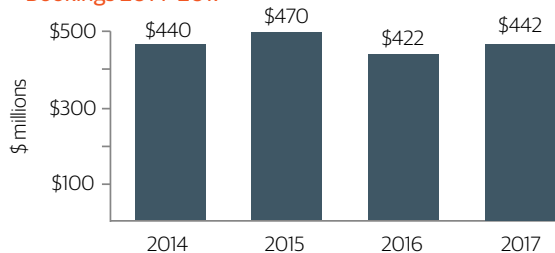


Adjusted Operating Margin 2014-2018E



2014-2015 - excludes from operating income impairment and restructuring charges.
2016-2018E - excludes from revenue and operating income i) assets held for sale and wind-down, and ii) impairment, restructuring and integration charges.

Bookings 2014-2017



LTM Bookings \$441M

BRINGING THE INTEGRATED OFFERING TO MARKET

Our integrated go-to-market strategy brings vertical industry and customer experience domain expertise together.

COMMUNICATION MEDIA & TECHNOLOGY

Communications
High Tech
Media & Entertainment
Cable / Satellite

HEALTH & PUBLIC SECTOR

Payor
Provider
Pharmaceutical / PBM
Medical Devices
Public Sector (Exchanges, Federal, State & Local, Education)

FINANCIAL SERVICES

Banking
Insurance
Payments
Brokerages

DIVERSIFIED

Automotive, Travel & Transportation
Retail, Consumer Goods & Services
Energy
Utilities
Emerging Industries

INTERNATIONAL GEOGRAPHIES

APAC
EMEA
LATAM
Other Emerging Geographies

Consulting Services (CSS) \$66M* (4% of Rev)

Technology Services (CTS) \$138M* (9% of Rev)

Care Services (CMS) \$1,182M* (78% of Rev)

Growth Services (CGS) \$128M* (9% of Rev)

* Financials based on a LTM GAAP revenue basis (as of March 31, 2018)

ACQUISITIONS ARE FOCUSED ON ENHANCING THE PLATFORM

Company	Strategic Fit	Business Segment	Date of Acquisition
eLoyalty	Cisco omnichannel design, implementation and managed services	CTS	May 2011
iKnowtion	CX data-analytics strategy and execution	CSS	Feb 2012
Guidon	CX strategy and process optimization	CSS	Oct 2012
Sofica Group	Broad European multilingual customer services	CMS	Feb 2014
rogenSi	Leadership and change management consulting	CSS	Aug 2014
Atelka	Canada-based customer experience provider	CMS	Nov 2016
Connexions	Healthcare customer sales and services	CMS	Apr 2017
Motif	India/Philippines-based Trust & Safety and Community Moderation services	CMS	Nov 2017
SCS	UK-based Cisco omnichannel partner	CTS	April 2018



Kenneth Tuchman
Founder, Chairman and Chief Executive Officer
Background
Founded TTEC in 1982



Marty DeGhetto
EVP, Chief Operating Officer; Customer Management and Customer Growth Services, TTEC Engage
Background Convergys, American Express, AT&T/American Transtech



Dave Anderson
EVP, Consulting, TTEC Digital
Background
Tata Consulting Services (TCS), IBM, Steeple Chase, Motorola



Kyle Priest
Chief Strategy and Marketing Officer
Background
Publicis (Sapient Razorfish)



Paul Miller
SVP, Treasurer and Investor Relations Officer
Background
J.D. Edwards, Wells Fargo Bank, BONY



Regina Paolillo
EVP, Chief Financial and Chief Administrative Officer
Background
Cognizant (TriZetto), General Atlantic, Creditek, Genpact, Gartner



Judi Hand
Chief Revenue Officer
Background
AT&T, Qwest, US WEST



Tony Tsai
Chief Information and Innovation Officer
Background UST Global, Fresh & Easy Markets, The Beijing Hualian Group, Procter & Gamble



Steve Pollema
SVP, Customer Technology Services
Background
eLoyalty, LLC, MarchFirst, Accenture



Harish Mysore
SVP, Corporate Development
Background
Sabre, Cognizant (TriZetto), Dell (Perot)

This document may include forward-looking statements related to TTEC's strategy, operations, market assessment, and financial performance and outlook, which are based on managements' current beliefs and assumptions. Such statements reflect managements' opinions as of this time and TTEC has no obligation to revise this information as a result of new information that may become available.

For a description of TTEC's risk factors, review the most recent SEC filings along with TTEC's 2018 Annual Report on Form 10-K.

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