

**CONTACTS**

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**Harish Mysore** SVP, Corporate Development  
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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

**ABOUT TTEC**

TTEC (NASDAQ: TTEC) is a leading global technology and services provider focused exclusively 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 56,000 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](http://www.ttec.com).

**TTEC HOLDINGS, INC.**

**As of 12/31/2017**

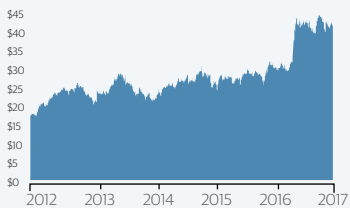
<b>NASDAQ Exchange</b>	TTEC
<b>Market Cap (MM)</b>	\$1,845.4
<b>Enterprise Valuation (MM)</b>	\$2,028.7
<b>Q4 Weighted-Average Diluted Shares Outstanding (MM)*</b>	46.5
<b>Share Price (as of 12/31/2017)</b>	\$40.25
<b>52-Week Range</b>	\$28.20-\$43.75

**FINANCIAL METRICS**

FY17 Revenue (GAAP) (MM)	\$1,477.4
FY17 Diluted EPS (GAAP)**	\$0.16
FY17 Revenue (Non-GAAP) (MM)	\$1,474.2
FY17 Diluted EPS (Non-GAAP)	\$1.80
FY17 EBITDA (Non-GAAP) (MM)	\$196.8
Debt/LTM EBITDA (Non-GAAP)	1.8x
Dividend per Share*** (annualized estimate)	\$0.50

\* Weighted average for Q4 2017  
 \*\*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

**FIVE-YEAR TTEC PERFORMANCE\***



\* as of 12/31/2017

**HEADQUARTERS**  
 9197 S. Peoria Street  
 Englewood, CO 80112

**WEBSITE**  
[ttec.com](http://ttec.com)

**EMPLOYEES**  
 56,000

**CLIENTS**  
 300+

**INVESTMENT THESIS**

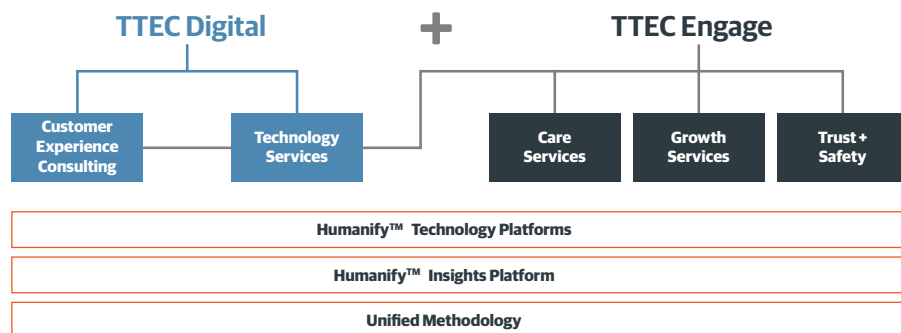
- INDUSTRY LEADER**
  - Global leader in customer experience, engagement and growth
  - 35-year heritage of innovation in technology-rich, value-oriented capabilities
  - 21-year public company, supporting 6 continents & 50 languages
  - Deep domain expertise, proven industry leaders
- INTEGRATED OFFERINGS**
  - Humanify™ Customer Engagement as a Service offering end-to-end customer consulting, technology, growth and care 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
  - Accelerated organic and inorganic revenue growth, and profitability
  - Strong cash flow and balance sheet

**KEY PRIORITIES AND GROWTH DRIVERS**

- 1. Deliver Sustainable and Profitable Growth**
  - Expand integrated global customer engagement offerings
  - Stronger bookings with improved quality and diversity
- 2. Increase Market Adoption of Our Differentiated Solution**
  - Accelerate investments in our vertical, geographic and sales strategies
- 3. Increase Investment in Continuous Innovation**
  - Stay strategically relevant and ahead of the needs of our client base with new products and services
- 4. 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

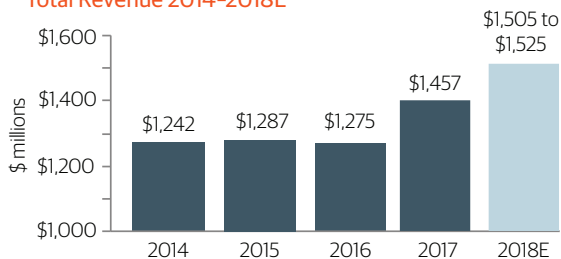
- Care
- Service to Sales
- Trust + Safety
- Humanify™@home
- Demand + Acquisition
- Retention + Expansion
- Loyalty
- SMB Sales

## GROWTH GOALS

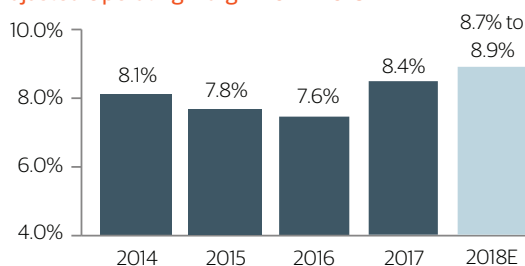
### GUIDANCE | 2018 Estimated

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

### Total Revenue 2014-2018E

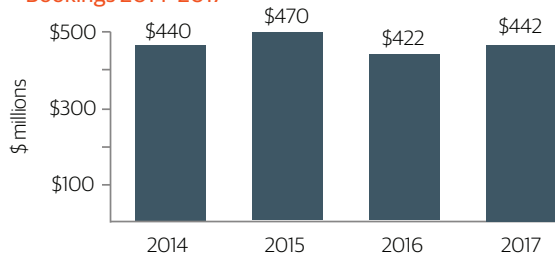


### Adjusted Operating Margin 2014-2018E



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



## 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

### FINANCIAL SERVICES

Banking  
Insurance  
Payments  
Brokerages

### INTERNATIONAL GEOGRAPHIES

APAC  
EMEA  
LATAM  
Other Emerging Geographies

### HEALTH & PUBLIC SECTOR

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

### DIVERSIFIED

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

Customer Experience Consulting (CSS) \$68M\* (5% of Rev)

Technology Services (CTS) \$139M\* (9% of Rev)

Care Services (CMS) \$1,142\* (77% of Rev)

Growth Services (CGS) \$129M\* (9% of Rev)

\* Financials based on a FY17 GAAP revenue basis (as of December 31, 2017)

## ACQUISITIONS ARE FOCUSED ON ENHANCING THE PLATFORM

Company	Strategic Fit	Business Segment	Date of Acquisition
eLoyalty	Cisco-based technology design and management	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



**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



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



**Michael Wellman**  
Chief People Officer  
**Background** Wellcare Health Plans, Convergys, Sitel, Planet Hollywood International, Hyatt Hotels Corporation



**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 2017 Annual Report on Form 10-K.

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