



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 nearly 61,000 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 www.ttec.com.

NASDAQ: TTEC

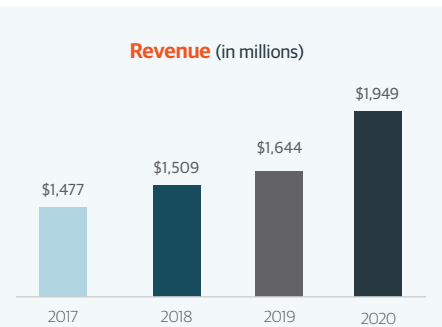
Stock price	\$72.93*
52-week range	\$27.72 - \$78.49
Diluted shares outstanding (000's)	47,232**
Dividends per share (estimated annualized)	\$0.86 ***

*as of 12/31/2020
 ** weighted average for Q4 2020
 ***subject to Board approval

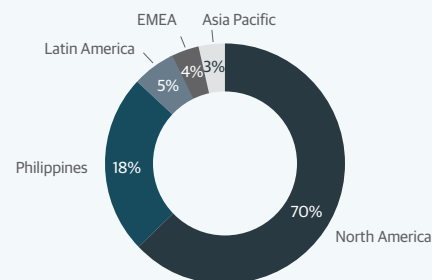
Financial Highlights (in thousands, except ratios and EPS)

	2016	2017	2018	Q1 2019	Q2 2019	Q3 2019	Q4 2019	2019	Q1 2020	Q2 2020	Q3 2020	Q4 2020	2020
Revenue	\$1,275,258	\$1,477,365	\$1,509,171	\$394,356	\$392,515	\$395,507	\$461,326	\$1,643,704	\$432,213	\$453,081	\$492,980	\$570,974	\$1,949,248
Operating Income	\$52,752	\$100,489	\$92,054	\$32,092	\$22,873	\$25,981	\$42,763	\$123,709	\$40,716	\$48,962	\$53,399	\$61,615	\$204,692
Operating Margin	4.1%	6.8%	6.1%	8.1%	5.8%	6.6%	9.3%	7.5%	9.4%	10.8%	10.8%	10.8%	10.5%
Net Income	\$33,678	\$7,256	\$35,817	\$19,002	\$11,798	\$18,101	\$28,263	\$77,164	\$21,534	\$31,325	\$21,366	\$44,423	\$118,648
Diluted EPS	\$0.71	\$0.16	\$0.77	\$0.41	\$0.25	\$0.39	\$0.60	\$1.65	\$0.46	\$0.67	\$0.45	\$0.94	\$2.52
Cash	\$55,264	\$74,437	\$78,237	\$89,046	\$75,517	\$85,480	\$82,407	\$82,407	\$520,369	\$482,255	\$135,317	\$132,914	\$132,914
Debt	\$229,646	\$361,308	\$304,495	\$262,660	\$248,316	\$218,894	\$307,482	\$307,482	\$715,612	\$714,004	\$338,297	\$396,343	\$396,343
CAPEX	\$50,832	\$51,958	\$43,450	\$13,200	\$15,228	\$16,010	\$16,338	\$60,776	\$16,813	\$15,102	\$15,912	\$11,945	\$59,772
D&A	\$68,675	\$64,507	\$69,179	\$16,743	\$17,050	\$16,659	\$18,634	\$69,086	\$18,872	\$18,660	\$19,522	\$21,808	\$78,862
Share Buyback	\$74,683	\$18,328	-	-	-	-	-	-	-	-	-	-	-
Dividend	\$18,262	\$21,531	\$25,346	-	\$13,864	-	\$14,875	\$28,739	-	\$15,843	-	\$118,711*	\$134,554

* Q4 2020 includes a one-time special dividend of \$100M

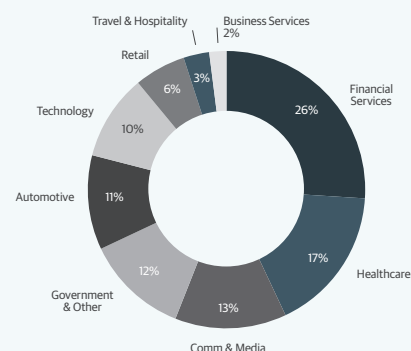


Revenue by Geography*

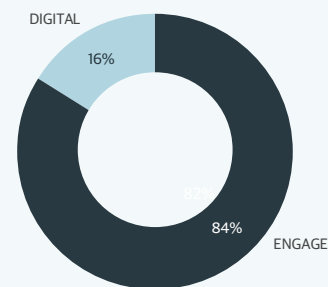


*Based on geographic location where services are provided

Revenue by Vertical Industry

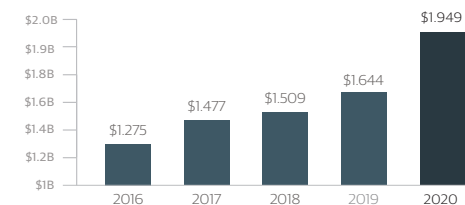


Revenue by Segment

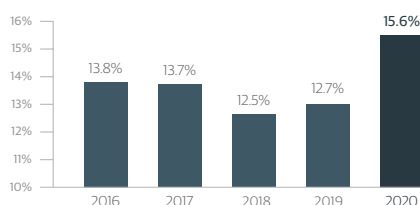


Summary Financial Metrics

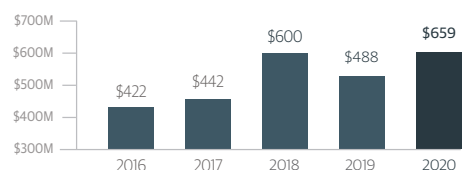
Total Revenue (in \$ billions)



Adjusted EBITDA Margin



Bookings (in \$ millions)



Analyst Coverage

Bank of America Jason Kupferberg 646.855.1961	Cowen Bryan Bergin 646.562.1369	Craig-Hallum George Sutton 612.334.6332	Northland Capital Markets Michael Latimore 404.386.0850	Sidoti & Company Josh Vogel 212.453.7016	William Blair Maggie Nolan 312.364.5090	Morgan Stanley James Faucette 212.296.5771	Canaccord Genuity LLC Joseph Vafi 415.229.0651
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Selected Financial Information (in thousands, except ratios, per share data and operating data)

Income Statement Data	2016	2017	2018	Q1 2019	Q2 2019	Q3 2019	Q4 2019	2019	Q1 2020	Q2 2020	Q3 2020	Q4 2020	2020
Revenue	\$1,275,258	\$1,477,365	\$1,509,171	\$394,356	\$392,515	\$395,507	\$461,326	\$1,643,704	\$432,213	\$453,081	\$492,980	\$570,974	\$1,949,248
Cost of services	941,592	1,110,068	1,157,927	293,334	299,237	304,622	345,694	1,242,887	321,557	337,306	368,405	425,451	1,452,719
Gross profit	\$333,666	\$367,297	\$351,244	\$101,022	\$93,278	\$90,885	\$115,632	\$400,817	\$110,656	\$115,775	\$124,575	\$145,523	\$496,529
SG&A	175,797	182,314	182,428	49,720	50,864	48,062	53,894	202,540	49,834	47,360	49,473	57,235	203,902
D&A	68,675	64,507	69,179	16,743	17,050	16,659	18,634	69,086	18,872	18,660	19,522	21,808	78,862
Restructuring & other charges	36,442	19,987	7,583	2,467	2,491	183	341	5,482	1,234	793	2,181	4,865	9,073
Operating Income	\$52,752	\$100,489	\$92,054	\$32,092	\$22,873	\$25,981	\$42,763	\$123,709	\$40,716	\$48,962	\$53,399	\$61,615	\$204,692
Net interest income (expense)	(6,709)	(10,893)	(24,198)	(4,948)	(3,779)	(3,519)	(4,954)	(17,200)	(9,228)	(2,613)	(2,189)	(1,803)	(15,833)
Other income (expense)	9,555	1,869	(10,002)	798	1,865	2,713	(1,474)	3,902	3,396	(1,761)	(18,663)	(1,563)	(18,591)
Gain/(loss) on reclassified assets	(5,300)	(2,578)	(1,616)	-	-	-	-	-	-	-	-	-	-
Income before income taxes	\$50,298	\$88,887	\$56,238	\$27,942	\$20,959	\$25,175	\$36,335	\$110,411	\$34,884	\$44,588	\$32,547	\$58,249	\$170,268
Income tax benefit (expense)	(12,863)	(78,075)	(16,483)	(7,466)	(7,345)	(5,196)	(5,670)	(25,677)	(10,199)	(11,039)	(8,415)	(11,284)	(40,937)
Net income (loss)	\$37,435	\$10,812	\$39,755	\$20,476	\$13,614	\$19,979	\$30,665	\$84,734	\$24,685	\$33,549	\$24,132	\$46,965	\$129,331
Minority interest	(3,757)	(3,556)	(3,938)	(1,474)	(1,816)	(1,878)	(2,402)	(7,570)	(3,151)	(2,224)	(2,766)	(2,542)	(10,683)
Net income (loss) attributable to non controlling interest	\$33,678	\$7,256	\$35,817	\$19,002	\$11,798	\$18,101	\$28,263	\$77,164	\$21,534	\$31,325	\$21,366	\$44,423	\$118,648
Net income (loss) per share													
Basic	\$0.79	\$0.24	\$0.86	\$0.44	\$0.29	\$0.43	\$0.66	\$1.83	\$0.53	\$0.72	\$0.52	\$1.00	\$2.77
Diluted	\$0.78	\$0.23	\$0.86	\$0.44	\$0.29	\$0.43	\$0.65	\$1.81	\$0.53	\$0.72	\$0.51	\$0.99	\$2.75
Net income (loss) per share attributable to non controlling interest													
Basic	\$0.71	\$0.16	\$0.78	\$0.41	\$0.25	\$0.39	\$0.61	\$1.66	\$0.46	\$0.67	\$0.46	\$0.95	\$2.54
Diluted	\$0.71	\$0.16	\$0.77	\$0.41	\$0.25	\$0.39	\$0.60	\$1.65	\$0.46	\$0.67	\$0.45	\$0.94	\$2.52
Average shares outstanding													
Basic	47,423	45,826	46,064	46,203	46,318	46,481	46,487	46,373	46,498	46,619	46,732	46,736	46,647
Diluted	47,736	46,382	46,385	46,590	46,684	46,768	46,830	46,758	46,813	46,861	47,031	47,232	46,993
As a percent of revenue													
Gross profit	26.2%	24.9%	23.3%	25.6%	23.8%	23.0%	25.1%	25.1%	25.6%	25.6%	25.3%	25.5%	25.5%
SG&A	13.8%	12.3%	12.1%	12.6%	13.0%	12.2%	11.7%	11.7%	11.5%	10.5%	10.0%	10.0%	10.5%
D&A	5.4%	4.4%	4.6%	4.2%	4.3%	4.2%	4.0%	4.0%	4.4%	4.1%	4.0%	3.8%	4.0%
Operating income	4.1%	6.8%	6.1%	8.1%	5.8%	6.6%	9.3%	9.3%	9.4%	10.8%	10.8%	10.8%	10.5%
Net income (loss)	2.9%	0.7%	2.6%	5.2%	3.5%	5.1%	6.6%	6.6%	5.7%	7.4%	4.9%	8.2%	6.6%
Net income (lost) attributable to non controlling interest	2.6%	0.5%	2.4%	4.8%	3.0%	4.6%	6.1%	6.1%	5.0%	6.9%	4.3%	7.8%	6.1%
Effective tax rate	25.6%	87.8%	29.3%	26.7%	35.0%	20.6%	15.6%	15.6%	29.2%	24.8%	25.9%	19.4%	24.0%
Normalized effective tax rate	23.3%	24.4%	25.6%	24.7%	24.7%	21.1%	21.5%	21.5%	24.1%	24.9%	20.6%	21.2%	22.5%
Balance Sheet Data													
Cash	\$55,264	\$74,437	\$78,237	\$89,046	\$75,517	\$85,480	\$82,407	\$82,407	\$520,369	\$482,255	\$135,317	\$132,914	\$132,914
A/R, net	\$300,808	\$391,902	\$350,962	\$332,867	\$323,823	\$312,128	\$331,096	\$331,096	\$313,639	\$353,289	\$338,263	\$378,397	\$378,397
Net property, plant, equipment	\$151,037	\$163,346	\$161,523	\$165,367	\$162,643	\$164,972	\$174,292	\$174,292	\$173,717	\$177,099	\$178,941	\$178,706	\$178,706
Total assets	\$846,304	\$1,078,736	\$1,054,508	\$1,188,642	\$1,179,341	\$1,181,867	\$1,370,516	\$1,370,516	\$1,764,768	\$1,766,989	\$1,477,020	\$1,516,408	\$1,516,408
Debt	\$229,646	\$361,308	\$304,495	\$262,660	\$248,316	\$218,894	\$307,482	\$307,482	\$715,612	\$714,004	\$338,297	\$396,343	\$396,343
Total equity	\$361,895	\$362,845	\$352,849	\$365,274	\$390,649	\$387,143	\$480,653	\$480,653	\$401,406	\$447,927	\$486,211	\$457,762	\$457,762
Days sales outstanding	79	85	77	76	75	73	66	66	66	71	63	61	61
Shares repurchased (\$)	\$74,683	\$18,328	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Shares repurchased (#)	2,692,732	609,471	-	-	-	-	-	-	-	-	-	-	-
Free cash flow	\$57,063	\$61,194	\$124,895	\$66,763	\$26,075	\$47,121	\$36,577	\$176,536	\$45,352	\$28,011	\$65,594	\$73,191	\$212,148
Operating Data													
Number of delivery centers	82	97	85	82	81	80	89	89	87	86	84	83	83
Total workstations	38,776	44,437	42,996	42,475	43,053	42,881	45,611	45,611	43,912	43,432	42,996	42,434	42,434
Multi-client workstations	31,054	35,665	34,248	39,080	39,262	38,766	41,518	41,518	39,884	39,467	38,991	38,390	38,390
Workstation utilization %	80%	83%	80%	75%	72%	70%	74%	74%	73%	68%	58%	57%	57%
Segment Data (GAAP)													
Revenue													
TTEC Digital	\$209,928	\$206,907	\$238,799	\$65,853	\$78,519	\$78,620	\$82,354	\$305,346	\$77,556	\$77,143	\$76,571	\$75,715	\$306,985
TTEC Engage	\$1,065,330	\$1,270,458	\$1,270,372	\$328,503	\$313,996	\$316,887	\$378,972	\$1,338,358	\$354,657	\$375,938	\$416,409	\$495,259	\$1,642,263
Total	\$1,275,258	\$1,477,365	\$1,509,171	\$394,356	\$392,515	\$395,507	\$461,326	\$1,643,704	\$432,213	\$453,081	\$492,980	\$570,974	\$1,949,248
Operating Income (Loss)													
TTEC Digital	(\$4,758)	\$14,480	\$33,054	\$7,759	\$7,709	\$11,704	\$11,754	\$38,926	\$10,258	\$14,376	\$13,043	\$7,639	\$45,315
TTEC Engage	\$57,510	\$86,009	\$59,000	\$24,333	\$15,164	\$14,277	\$31,008	\$84,782	\$30,458	\$34,586	\$40,356	\$53,976	\$159,377
Total	\$52,752	\$100,489	\$92,054	\$32,092	\$22,873	\$25,981	\$42,762	\$123,708	\$40,716	\$48,962	\$53,399	\$61,615	\$204,692

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.