

CONTACTS

Regina Paolillo

EVP, Chief Financial and Administrative Officer

Email: investor.relations@ttec.com

Paul Miller

SVP, Treasurer and Investor Relations Officer

Email: paul.miller@ttec.com
Phone: 303.397.8641

"We help our clients across the world build deeper customer relationships and brand loyalty through the delivery of seamless, personalized, omnichannel interactions, increasingly driven by technological advances in a digital world."

—Kenneth Tuchman,
Founder, Chairman and Chief Executive Officer

TTEC HOLDINGS, INC.

As of 12/31/2020

NASDAQ Exchange TTEC

Market Cap (MM) \$3,444.6

Enterprise Valuation (MM) \$3,708.1

Q4 Weighted-Average Diluted Shares Outstanding (MM)* 47.2

Share Price (as of 12/31/20) \$72.93

52-Week Range \$27.72 - \$78.49

FINANCIAL METRICS

FY20 Revenue (GAAP) (MM) \$1,949.2

FY20 Diluted EPS (GAAP) \$2.52

FY20 Diluted EPS (Non-GAAP) \$3.82

FY20 EBITDA (Non-GAAP) (MM) \$304.0

Net Debt/LTM EBITDA (Non-GAAP) 0.9x

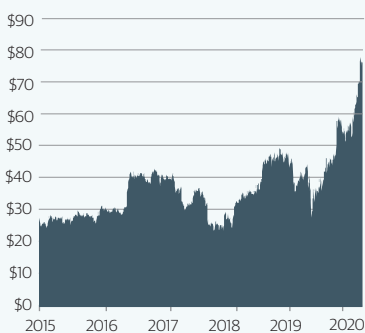
Dividend per Share** \$0.86

(annualized estimate)

* Weighted average for Q4 2020

** Subject to Board approval.

FIVE-YEAR TTEC PERFORMANCE*



* as of 12/31/2020

HEADQUARTERS

9197 S. Peoria Street
Englewood, CO 80112

WEBSITE

ttec.com

EMPLOYEES

60,000+

CLIENTS

300+

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.

INVESTMENT THESIS

INDUSTRY LEADER

- A global leader in CX technology and service solutions
- 38-year heritage of innovation in technology-rich, value-oriented capabilities
- 24-year public company, supporting 6 continents & 50 languages
- Deep domain expertise, proven industry leaders

INTEGRATED OFFERINGS

- Humanify® Customer Experience as a Service offering end-to-end customer consulting, technology, growth, care, fraud detection and prevention, and content moderation
- New standards of excellence through more strategic, outcome-based results

RECURRING REVENUE

- High revenue visibility
- Growing revenue from expanded clientele, geographies and integrated offerings, and strategic partnerships and acquisitions
- 10+ years of average tenure of Top 20 clients

SUSTAINABLE VALUE CREATION

- Significant investment in innovation, operations, leadership, sales and marketing
- Commitment to acquisitions and capital distributions

FINANCIAL PERFORMANCE

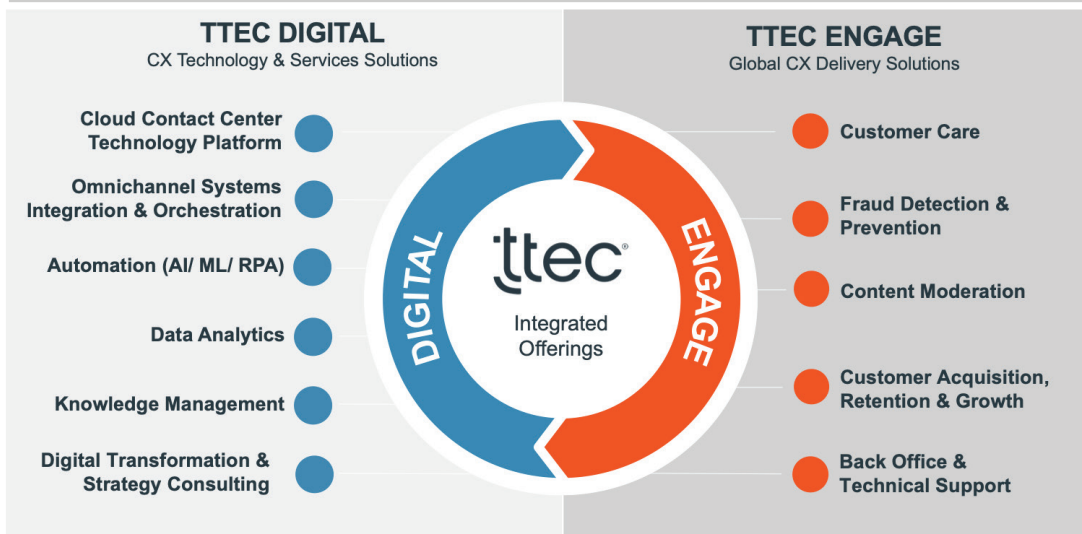
- Industry leading financial performance
- Strong cash flow and balance sheet

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

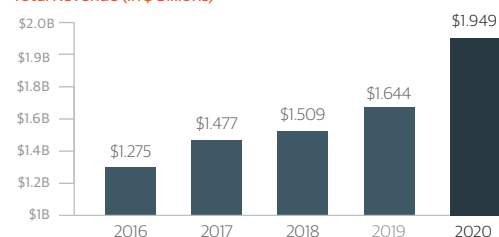
Humanify® Customer Experience as a Service (CXaaS)

Unified solutions which deliver personalized and seamless omnichannel customer engagements.

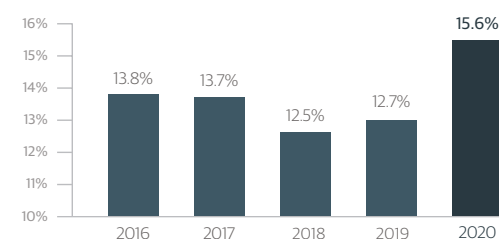


Summary Financial Metrics

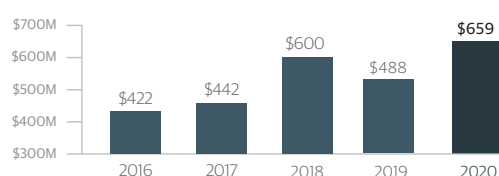
Total Revenue (in \$ billions)



Adjusted EBITDA Margin



Bookings (in \$ millions)



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 (Federal, State & Local, Education)

DIVERSIFIED

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

DIGITAL \$307M* (16% of Rev)

ENGAGE \$1,642M* (84% of Rev)

* Financials based on a FY20 GAAP revenue basis (as of December 31, 2020)

ACQUISITIONS ARE FOCUSED ON ENHANCING THE PLATFORM

Company	Strategic Fit	Business Segment	Date of Acquisition
eLoyalty	Cisco omnichannel design, implementation and managed services	Digital	May 2011
iKnowtion	CX data-analytics strategy and execution	Digital	Feb 2012
Guidon	CX strategy and process optimization	Digital	Oct 2012
Sofica Group	Broad European multilingual customer services	Engage	Feb 2014
rogenSi	Leadership and change management consulting	Digital	Aug 2014
Atelka	Canada-based customer experience provider	Engage	Nov 2016
Connexions	Healthcare customer sales and services	Engage	Apr 2017
Motif	India/Philippines-based fraud detection & prevention, and content moderation services	Engage	Nov 2017
SCS	UK-based Cisco omnichannel partner	Digital	April 2018
FCR	US-based provider of agile CX to born-digital and hypergrowth clients	Engage	Oct 2019
Serendebyte	Intelligent automation CX solutions provider	Digital	Feb 2020
VoiceFoundry	Amazon Connect solutions partner	Digital	Aug 2020
Avtex	Genesys and Microsoft CX technology solutions provider	Digital	* Pending Close



Kenneth Tuchman

Founder, Chairman and Chief Executive Officer

Background:

Founded TTEC in 1982



Jonathan Lerner

President, TTEC Digital

Background:

Verint, SumTotal Systems, ACI Worldwide, SAP America



Steve Pollema

EVP, TTEC Digital

Background:

eLoyalty, LLC, MarchFirst, Accenture



Chandra Venkataramani

SVP, Chief Information Officer

Background:

Convergys, Aegis, Swift Response



Dustin Semach

SVP and Global Chief Financial Officer (CFO)

Background:

Rackspace Technology, DXC Technology, CSC and IBM



Regina Paolillo

EVP, Chief Financial and Chief Administrative Officer

Background:

Cognizant (TriZetto), General Atlantic, Creditek, Genpact, Gartner



Judi Hand

EVP, Chief Revenue Officer

Background:

AT&T, Qwest, US WEST



Sean Erickson

SVP, TTEC Engage

Background:

Eventus Solutions Group, One Touch Brands, SITEL



Margaret McLean

SVP, General Counsel and Chief Risk Officer

Background:

CH2M HILL, Holme Roberts & Owen, LLP



Paul Miller

SVP, Treasurer and Investor Relations Officer

Background:

J.D. Edwards, Wells Fargo Bank, BONY