



Contacts

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SUMMARY Q1 2021

"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 3/31/21

NASDAQ Exchange	TTEC
Market Cap (MM)	\$4,756.8
Enterprise Valuation (MM)	\$4,961.3
Q1 Weighted-Average Diluted Shares Outstanding (mm)*	47.4
Share Price (as of 03/31/21)	\$100.45
52-Week Range	\$31.7 - \$102.3

FINANCIAL METRICS

LTM Revenue (GAAP) (MM)	\$2,056.3
LTM Diluted EPS (GAAP)	\$3.13
LTM Diluted EPS (Non-GAAP)	\$4.34
LTM EBITDA (Non-GAAP) (MM)	\$336.3
Net Debt/LTM EBITDA (Non-GAAP)	0.6x
Dividend per Share (annualized estimate)**	\$0.86

* Weighted average for Q1 2021

** Subject to Board approval.

FIVE-Year TTEC Performance*



As of 3/31/21

HEADQUARTERS

9197 S. Peoria Street
Englewood, CO 80112

WEBSITE

ttec.com

EMPLOYEES

58,000+

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 58,000+ 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 ttec.com.

Investment Thesis

INDUSTRY LEADER	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> Significant investment in innovation, operations, leadership, sales and marketing Commitment to acquisitions and capital distributions
FINANCIAL PERFORMANCE	<ul style="list-style-type: none"> 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

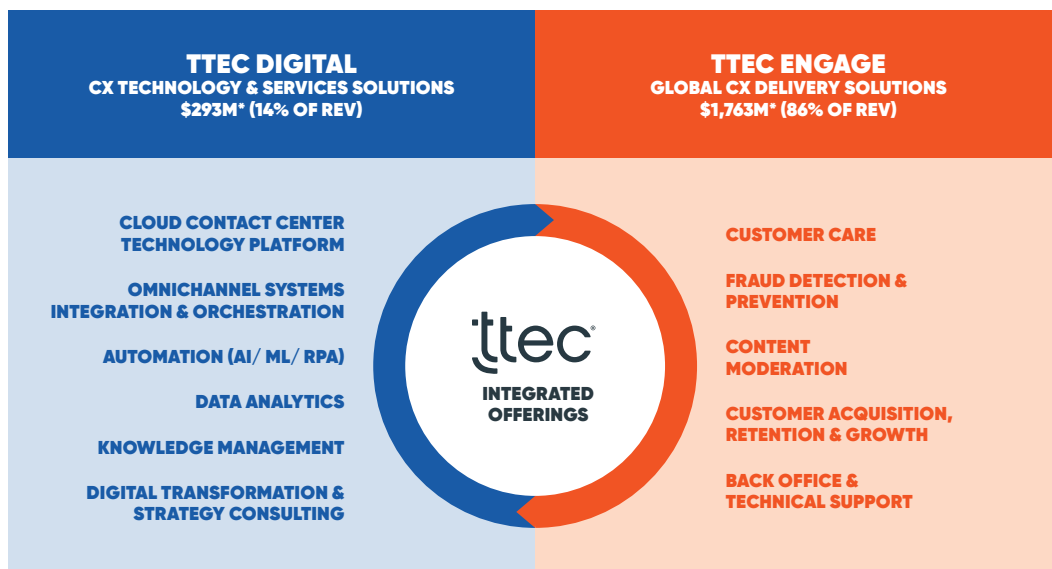
- Stay strategically relevant and ahead of the needs of our client base with new products and services

4. EXECUTE ACQUISITIONS

- Inorganic growth through accretive and strategic acquisitions

Humanify® Customer Experience as a Service (CXaaS)

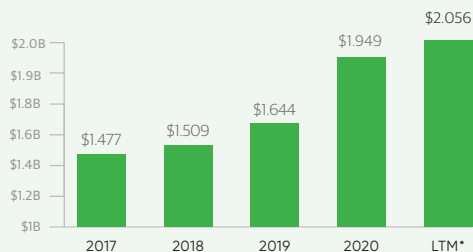
Unified solutions which deliver personalized and seamless omnichannel customer engagements.



* Financials based on a LTM GAAP revenue basis (as of March 31, 2021)

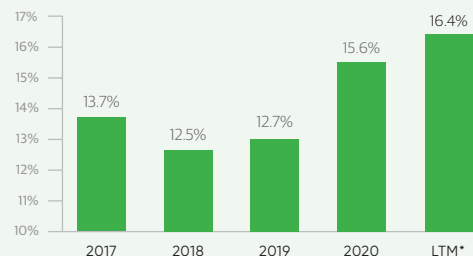
Summary Financial Metrics

TOTAL REVENUE (IN \$ BILLIONS)*



*LTM ending March 31, 2021

ADJUSTED EBITDA MARGIN*



*LTM ending March 31, 2021

BOOKINGS (IN \$ MILLIONS)*



*LTM ending March 31, 2021

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 (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

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
Serendebite	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	April 2021



KENNETH TUCHMAN

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



GEORGE DEMOU

President, TTEC Digital
Background:
Avtex Solutions, Transcend Communications



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



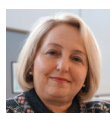
JUDI HAND

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