



TeleTech®

When everything is connected,
how you connect is everything.

CUSTOMER EXPERIENCE | ENGAGEMENT | GROWTH

Happy Customers Make Successful Companies

When a company builds bonds with its customers based on trust and simplicity, the relationships last longer and are more profitable. It's simple really: happy customers make successful companies.

What isn't so simple is how to make it happen across every channel, every time. While most companies recognize that customer focus is critical, they are challenged with divided technology systems, data silos, outdated processes, and rising costs. When you combine these challenges with rising customer expectations and frustrating interactions, the result is a disconnect between what companies are delivering and what customers expect.

We help companies connect all the pieces together to deliver the types of experiences that drive true business growth.

INCREDIBLE EXPERIENCES, DEEPER ENGAGEMENT, AND SUSTAINABLE GROWTH

Why choose TeleTech? Our holistic solutions are designed to help companies orchestrate every customer interaction, across all channels, to keep customers satisfied, engaged, and coming back for more.



CONSULTING

We work with companies to design strategies that leverage their most valuable asset - their customers.



TECHNOLOGY

We have the tools companies need to create the experiences customers demand, today and tomorrow.



CARE SERVICES

Our people, processes, and technologies help companies delight customers, every time.



GROWTH SERVICES

Our data-driven insights and technologies help companies find, connect with, and acquire new customers.



We help you bring technology and human connections together to deliver amazing customer experiences every time.

AUTOMOTIVE

The majority of customers' purchasing decisions are made before they even step foot into a dealership. Yet, the automotive industry is not adequately tapping into the vast amounts of customer data gathered throughout the entire purchase lifecycle. We help auto manufacturers map the journey and create strategies to build relevance across the lifecycle to win prospects and retain customers.

COMMUNICATIONS, MEDIA, AND TECHNOLOGY

These industries are experiencing an explosion of customer demand for information, video, applications, and connectivity—and it all has to be delivered on any device right now! We help companies in these industries re-architect the customer experience to lower cost-to-serve, increase ARPU, and deliver the personalized experience required to lock in long-term loyalty.

FINANCIAL SERVICES

While many financial institutions have the data and technology needed to build relevant relationships and deeper connections, most aren't using that insight to deliver personalized customer experiences. We help businesses in this sector allocate resources in ways that are meaningful to their customers, and drive returns for their shareholders.

GOVERNMENT

Consumers and businesses are demanding greater visibility into government decision making, actions, and performance. At the same time, citizen trust in government has plummeted over the past several decades. We help our government clients rebuild trust and provide services effectively.

HEALTHCARE

The healthcare industry is undergoing a radical shift. To compete, survive, and thrive, companies need to focus on personalized, proactive care. We help payers, providers, and pharmaceuticals cut costs and increase engagement by quickly adapting to a consumer-centric model, using best practices and available data, while also respecting sensitive privacy issues.

RETAIL

It's becoming increasingly difficult for retailers to attract customers and build loyalty with so many different channels and choices available. To succeed in today's competitive environment, retailers need to find a way to connect the dots between in-store and digital channels. We help retailers engage their customers across all of their preferred touchpoints.

SMALL AND MEDIUM BUSINESS

Many large companies are on the lookout for innovative ways to better serve their small and medium-sized business (SMB) clients. We help large companies arm their SMB clients with the tools they need to engage their customers and achieve bottom-line growth.

TRAVEL AND HOSPITALITY

Advances in transportation and communication have created a world with fewer boundaries. This connected society presents endless opportunities for the travel and hospitality industry. We help industry businesses leverage data to build deep, engaged relationships with customers all around the globe.

We have over 30 years experience with CX.

We are proud to serve the customers of the most successful companies on the planet. We help them manage their finances, troubleshoot issues with their internet and cable, enroll in health and wellness programs, and research automotive purchases. We manage billions of customer interactions every year, and interact with customers 24/7 in over 80 countries and 49 languages across social, mobile, digital, and face-to-face channels.



About TeleTech

TeleTech is a leading global provider of customer experience, engagement and growth solutions. Founded in 1982, the Company helps its clients acquire, retain and grow profitable customer relationships. Using customer-centric strategy, technology, processes and operations, TeleTech partners with business leadership across marketing, sales and customer care to design and deliver a simple, more human customer experience across every interaction channel. Servicing over 80 countries, TeleTech's 43,000 employees live by a set of customer-focused values that guide relationships with clients, their customers, and each other. To learn more about how TeleTech is bringing humanity to the customer experience, visit TeleTech.com.

LET'S GET STARTED

Bringing technology and human connections together is the key to differentiating your company and driving growth. TeleTech is the go-to partner for Global 1000 leaders because we understand how to create exceptional customer experiences, deepen engagement, and drive sustainable growth. For more information, please contact us at 303.397.8100 or visit TeleTech.com.

NORTH AMERICA

Global Headquarters

9197 South Peoria Street
Englewood, Colorado 80112-5833
United States
Phone: 1.800.TELETECH or
+1.303.397.8100 (outside the U.S.)
Email: solutions@teletech.com

LATIN AMERICA

BRAZIL
COSTA RICA
MEXICO

ASIA-PACIFIC

AUSTRALIA
NEW ZEALAND

PHILIPPINES

EUROPE, MIDDLE EAST, AND AFRICA

LONDON
IRELAND
GERMANY
SCOTLAND
BULGARIA
TURKEY
UNITED ARAB EMIRATES
LEBANON