

CONTACTS

Regina Paolillo

EVP, Chief Financial and Administrative Officer

Email: investor.relations@teletech.com

Paul Miller

SVP, Treasurer and Investor Relations Officer

Email: paulmiller@teletech.com
Phone: 303.3978641

Harish Mysore

SVP, Corporate Development

Email: harishmysore@teletech.com
Phone: 303.3978863

"Our outcome-based managed services platform is a marketplace differentiator, one that delivers the essential integrated suite of offerings that brands need to provide exceptional customer experiences across every interaction channel."

—Kenneth Tuchman,
Founder, Chairman and
Chief Executive Officer

TELETECH HOLDINGS, INC.

As of 9/30/17

NASDAQ Exchange	TTEC
Market Cap (MM)	\$1,913.9
Enterprise Valuation (MM)	\$2,100.2
Q3 Weighted-Average Diluted Shares Outstanding (MM)**	46.4
Share Price (as of 9/30/17)	\$41.50
52-Week Range	\$24.45-\$43.45

FINANCIAL METRICS

LTM Revenue (GAAP) (MM)	\$1,395.7
LTM Diluted EPS (GAAP)	\$1.04
LTM Revenue (Non-GAAP CC) (MM)	\$1,396.5
LTM Diluted EPS (Non-GAAP)	\$1.55
LTM EBITDA (Non-GAAP) (MM)	\$183.2
Debt/LTM EBITDA (Non-GAAP)	1.5x
Dividend per Share* (annualized estimate)	\$0.50

*Subject to board approval

**Weighted average for Q3 2017

Source: Company reports, Capital IQ

FIVE-YEAR TTEC PERFORMANCE*



* as of 9/30/2017

HEADQUARTERS

9197 S. Peoria Street
Englewood, CO 80112

WEBSITE

teletech.com

EMPLOYEES

49,500

CLIENTS

300+

ABOUT TELETECH

TeleTech is a leading global provider of customer experience, engagement and growth solutions delivered through its proprietary end-to-end Humanify™ Customer Engagement as a Service offering. 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. TeleTech's 49,500 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.

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

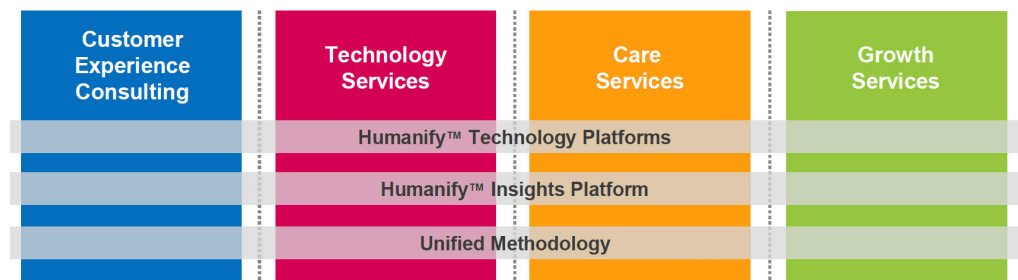
- Stay strategically relevant and ahead of the needs of our client base with new products and services

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.



Customer Experience Consulting

- Strategy & Operations
- Insights
- Learning & Performance

Technology Services

- Technology Strategy
- Systems Integration & Value Add Applications
- Managed Services

Care Services

- Contact Center Services
- TeleTech@Home
- Centers of Excellence

Growth Services

- Demand & Acquisition
- Growth & Retention
- Service to Sales

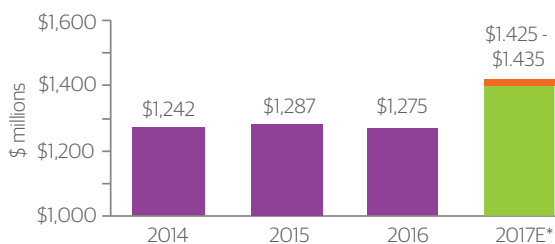
- **Humanify Technology Platforms** provide best of breed CX technology
- **Humanify Insights Platform** is an comprehensive CX analytics dashboard
- **Unified Methodology** knits the solutions together for consistent outcomes

GROWTH GOALS

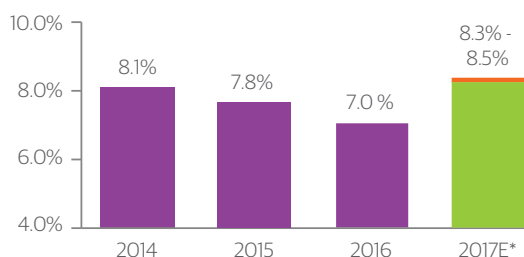
GUIDANCE | 2017 Estimated*

Revenue*	Adjusted Operating Margin*
\$1.425B to \$1.435B	8.3% to 8.5%

Total Revenue 2014-2017E

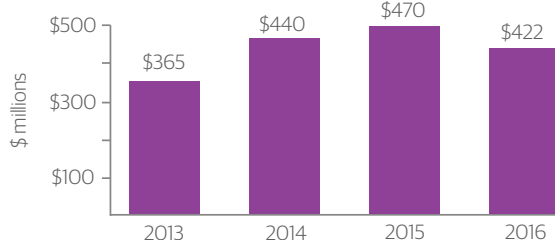


Adjusted Operating Margin 2014-2017E*



*2017 guidance excludes assets held for sale (AHFS), wind-down (WD), impairment charges and restructuring and integration expenses.

Bookings 2013-2016



LTM Bookings: \$444M

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 (Exchanges, Federal, State & Local, Education)

FINANCIAL SERVICES

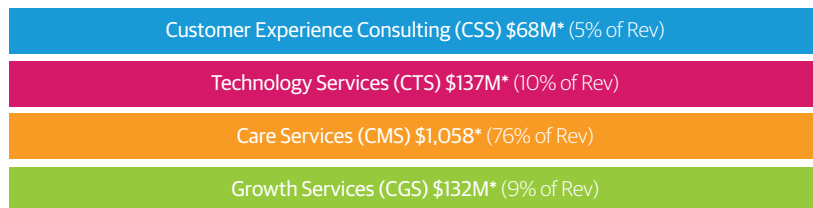
Banking
Insurance
Payments
Brokerages

DIVERSIFIED

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

INTERNATIONAL GEOGRAPHIES

APAC
EMEA
LATAM
Other Emerging Geographies



*Financials based on LTM GAAP revenue basis (as of September 30, 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 TeleTech in 1982



Marty DeGhetto
EVP, Customer Management and Customer Growth Services Chief Operating Officer
Background
Convergys, American Express, AT&T/American Transtech



Robert Jimenez
EVP, Customer Strategy Services
Background
Genpact, Tatum Consulting, EMC Consulting, Capgemini and IBM



Kyle Priest
Chief Strategy and Marketing Officer
Background
SapientRazorfish (formerly Razorfish)



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
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 and Procter & Gamble (P&G)



Steve Pollema
SVP, Customer Technology Services
Background
eLoyalty, LLC, MarchFirst, Accenture



Harish Mysore
SVP, Corporate Development
Background
Sabre, Trizetto, Dell

This document may include forward-looking statements related to TeleTech'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 TeleTech has no obligation to revise this information as a result of new information that may become available.

For a description of TeleTech's risk factors, review the most recent SEC filings along with TeleTech's 2016 Annual Report on Form 10-K.

70468r2 Q3 11/17