



TeleTech Wins Silver Stevie® in Asia-Pacific Stevie Awards

May 13, 2015

Consulting Division Recognized for Creation of Induction Program for Department of Premier and Cabinet

DENVER, May 13, 2015 /PRNewswire/ -- [TeleTech](#) Holdings, Inc. (NASDAQ: TTEC), a leading provider of customer experience, engagement and growth solutions, today announced it was named the winner of a Silver Stevie® Award in the second annual Asia-Pacific Stevie Awards. Now part of TeleTech Consulting, rogenSi won the Silver Stevie in the Internal Communications category for a new induction program developed for the New South Wales Department of Premier and Cabinet (DPC).

"We are delighted to have the opportunity to partner with the New South Wales Department of Premier and Cabinet and to have been instrumental in executing their vision for change. Ensuring successful employee onboarding is vital for the efficiency and effectiveness of any organization," said Terry Reynolds, APAC Managing Director at TeleTech Consulting. "Using this process to deliver a change in culture and harnessing the power of digital has been transformational. A huge amount of work went into this project and we are thrilled for the team to be recognized with this prestigious award."

DPC welcomes around 120 new employees each year. The team wanted to create an engaging online induction content package that was accessible before people started, and provided the 'who, what and where' of DPC while making them feel valued and welcome. Working with rogenSi, the resulting DPC website brought content to life through a combination of succinct, warm language, bright colors, images and motion graphics. The half-day face-to-face induction was developed concurrently to create an integrated approach. DPC wanted to deliver the session internally, so rogenSi provided a train-the-trainer workshop for the team of internal facilitators to talk through how to drive and guide each of the sessions.

"We asked a number of companies to show us their approach to online and face-to-face induction programs. The rogenSi team was able to provide standout, dynamic examples of a blended digital and face-to-face solution," said Karen Davis, director of People & Culture, Department of Premier and Cabinet. "The new content and the way it is presented has raised the profile of the organization and given it a fresh look and feel. The new induction process has been transformed."

The Asia-Pacific Stevie Awards are the only business awards program to recognize achievement in the workplace in all 22 nations of the Asia-Pacific region. The Stevie Awards are widely considered to be the world's premier business awards, conferring recognition for achievement in programs such as The International Business Awards for more than a decade.

Details about the Asia-Pacific Stevie Awards and the list of Stevie Award winners are available at <http://Asia.Stevieawards.com>.

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 44,000 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.

About the Stevie® Awards

Stevie Awards are conferred in six programs: the Asia-Pacific Stevie Awards, The International Business Awards, The American Business Awards, the Stevie Awards for Women in Business, the German Stevie Awards, and the Stevie Awards for Sales & Customer Service. Honoring organizations of all types and sizes and the people behind them, the Stevies recognize outstanding performances in the workplace worldwide. Learn more about the Stevie Awards at www.StevieAwards.com.

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