



TTEC Achieves Leader Position in Everest Group's PEAK Matrix™ for Contact Center Outsourcing Service Providers

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Position based on company's growth and strong suite of advanced analytics solutions

DENVER, July 19, 2018 /PRNewswire/ -- TTEC (NASDAQ: TTEC), a leading global customer experience technology and services provider focused exclusively on the design, implementation and delivery of transformative solutions for many of the world's most iconic and disruptive brands, today announced that Everest Group has positioned the company as a Leader in the Contact Center Outsourcing (CCO) – Service Provider Landscape with Services PEAK Matrix™ Assessment 2018.

The Everest Group PEAK Matrix report examined the global CCO service provider landscape, with a focus on Customer Experience Management (CXM) Services, changing market dynamics and assessment of service provider delivery capabilities. Everest Group noted that many providers are investing in consulting, customer journey mapping, and design thinking competencies to prepare themselves for the increasing demand for end-to-end CX transformation from buyers.

"We are proud to once again be recognized by Everest Group as a Leader in the Contact Center Outsourcing PEAK Matrix," said Marty DeGhetto, Chief Operating Officer, TTEC. "TTEC delivers end-to-end technology-rich solutions to accelerate our clients' digital transformation and this recognition from Everest Group demonstrates our commitment to improve operational efficiencies and augment human capabilities that create true customer engagement for our clients."

The company was positioned as a Leader in the report because of its strong growth in 2017, its suite of advanced analytics solutions and its diversified portfolio of clients across industry verticals. The report also noted TTEC's proprietary Humanify™ Digital Worker Factory solution which features automation and AI capabilities as a key aspect of the company's investment in being future-ready.

Read more about the Everest Group's PEAK Matrix for Contact Center Outsourcing: <https://www2.everestgrp.com/reportaction/EGR-2018-21-R-2645/TOC>

About TTEC:

TTEC (NASDAQ: TTEC) is a leading global customer experience technology and services provider focused exclusively on the design, implementation and delivery of transformative solutions for many of the world's most iconic and disruptive brands. The Company delivers outcome-based customer engagement solutions through TTEC Digital, its digital consultancy that designs and builds human centric, tech-enabled, insight-driven customer experience solutions for clients and TTEC Engage, its delivery center of excellence, that operates customer acquisition, care, growth and digital trust and safety services. Founded in 1982, the Company's 50,500 employees operate on six continents across the globe and live by a set of customer-focused values that guide relationships with clients, their customers, and each other. To learn more about how TTEC is bringing humanity to the customer experience, visit www.ttec.com.



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Investor Contact, Paul Miller, +1.303.397.8641; Media Contact, Olivia Griner, +1.303.397.8999