



Evanta, A Gartner Company, nominates TTEC Leaders to CISO and CMO Governing Bodies

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Kip James named to CISO Governing Body for Denver, Jeff Marcoux named to CMO Governing Body for Seattle

DENVER, Nov. 15, 2018 /PRNewswire/ -- TTEC Holdings, Inc. (NASDAQ: TTEC), a leading global customer experience technology and services company focused on the design, implementation and delivery of transformative solutions for many of the world's most iconic and disruptive brands, today announced the appointment of two company leaders to governing bodies for Evanta, a Gartner company.

Kip James, Chief Information Security Officer (CISO), has been added to the CISO Governing Body for Denver, while Jeff Marcoux, Vice President of Product Strategy and Marketing, has been added to the CMO Governing Body for Seattle.

In their roles, James and Marcoux will:

- Drive the strategic direction of regional executive summits for CMOs and CISOs
- Lead peer-to-peer discussions and facilitate sessions
- Collaborate with peers to plan and shape summit agenda
- Provide insights and outreach to continually add value to their respective executive communities

"TTEC is proud of Evanta's recognition of these outstanding individuals as thought leaders in their respective fields of security and marketing," said Tony Tsai, Chief Information and Innovation Officer, TTEC. "As part of these governing bodies, Kip and Jeff will be driving conversations around key topics such as innovation and cyber security at a time in the customer experience industry when customers' high expectations for personalized interactions are of equal importance to their concerns around data privacy."

Prior to his work with TTEC, James served as CISO at organizations including Treasure Data, ServiceSource, GeoEye and United Launch Alliance. Preceding his cyber security work in the private sector, he honorably served the United States Marine Corps for more than 20 years. James was recently named CISO of the Year for the Cyber Defense Global Awards program and CISO of the Year, Editor's Choice, as part of the magazine's US InfoSec Awards program.

Marcoux is a nationally recognized speaker on Customer Experience and a marketing professor at Oregon State and University of California, Irvine, as well as the former head of Microsoft's client CMO relationships. A marketing-growth hacker, CX evangelist and MarTech expert, Marcoux provides a strategic marketing approach that helps companies understand their current marketing maturity, where they want to go and how they'll get there. He combines a passion for technology with a talent for storytelling, backing marketing insights with behavioral science and research.

About TTEC:

TTEC Holdings, Inc. (NASDAQ: TTEC) is a leading global customer experience technology and services company focused 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 49,700 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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