



TeleTech Announces New Executive Appointments

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DENVER, Nov. 4 /PRNewswire-FirstCall/ -- TeleTech Holdings, Inc. (Nasdaq: [TTEC - News](#)), a global provider of customer solutions, today announced three new executive appointments.

William S. Beans, Jr., has been named president of the communications and media business unit. Prior to TeleTech, he served as chairman, president and chief executive officer of SwitchPoint Networks, Inc., a leader in the development of next-generation networks for the residential and small business broadband markets. The communications and media business unit, the first to be implemented by TeleTech, includes the wireline, wireless, cable and media verticals. In this role, Beans will lead the business unit to deliver financial and customer results that promote long-term growth and increased profitability.

John A. Hoholik has been appointed senior vice president of global solutions and alliances. Hoholik was most recently president of Mosaic's marketing and technology services group, where he implemented cross-channel integration strategies to improve customer loyalty. Prior to Mosaic, he served as executive vice president in charge of the customer management group at Digitas -- formerly Bronner, Slosberg, Humphrey -- a high-profile direct marketing firm. In this role, he led a group of professionals who designed, created and implemented customer relationship management (CRM), teleservices and training solutions for Fortune 500 clients in North America and Europe. Hoholik's primary responsibility at TeleTech will be developing and marketing TeleTech's next-generation solutions, as well as directing public relations and supporting new business and account development.

Andrew Pearce has been named president and general manager of TeleTech's Asia-Pacific operations. He is responsible for managing the ongoing business performance and growth of TeleTech throughout the Asia-Pacific region. Pearce has held a number of positions during his six-year tenure with TeleTech, including his prior role as general manager of TeleTech's Asian business unit. In this position, Pearce was responsible for building TeleTech's Asian business from its start-up phase in late 1998 to its current status as one of the largest providers of customer solutions in the region.

"I am pleased to welcome these three seasoned professionals to TeleTech's executive team," said Kenneth Tuchman, TeleTech's chairman and chief executive officer. "Their collective leadership skills, combined with their individual talent and expertise, will be integral to TeleTech's continued success in creating valuable solutions that deliver tangible benefits for our clients."

ABOUT TELETECH

TeleTech, a leading provider of integrated customer solutions, partners with global clients to develop and execute relevant solutions that enable them to build and grow profitable relationships with their customers. TeleTech has built a global capability supported by 52 customer management centers that employ more than 27,000 professionals spanning North America, Latin America, Asia-Pacific and Europe. For additional information, visit www.teletech.com.

FORWARD LOOKING STATEMENTS

All statements not based on historical fact are forward-looking statements that involve substantial risks and uncertainties. In accordance with the Private Securities Litigation Reform Act of 1995, following are important factors that could cause TeleTech's and its subsidiaries' actual results to differ materially from those expressed or implied by such forward-looking statements, including: economic or political changes affecting the countries in which the company operates; greater than anticipated competition in the customer care market, causing increased price competition or loss of clients; the reliance on a few major clients; the risks associated with losing one or more significant client relationships; the renewal of client or vendor relationships on favorable terms; the risks associated with client concentration; the ability to transition work from higher cost centers to lower cost markets; the company's ability to develop and successfully manage new technology or Database Marketing and Consulting sales; the company's ability to collect monies owed from clients per contract terms and conditions in a timely manner; higher than anticipated start-up costs associated with new business opportunities and ventures; the company's ability to find cost effective locations, obtain favorable lease terms and build or retrofit facilities in a timely and economic manner; lower than anticipated customer management center capacity utilization; consumers' concerns or adverse publicity regarding the products of the company's clients; the company's ability to close new business in 2003 and fill excess capacity; execution risks associated with achieving the targeted \$40 million in annualized cost savings; the possibility of additional asset impairments and restructuring charges; the ultimate liability associated with the amount of past sales or use tax obligations for its Database Marketing and Consulting and North American Outsourcing segments; changes in workers' compensation and general liability premiums; increases in healthcare costs; risks associated with changes in foreign currency exchange rates; changes in accounting policies and practices pronounced by standard setting bodies; and, new legislation or government regulation that impacts the customer care industry. Readers should review the company's Form 10-K for the year ended December 31, 2002, Forms 10-Q for the first and second quarters of 2003 and other documents filed with the Securities and Exchange Commission, which describe in greater detail these and other important factors that may impact the company's business, results of operations, financial condition and cash flows. The company assumes no obligation to update its forward-looking statements to reflect actual results or changes in factors affecting such forward-looking statements.

Source: TeleTech Holdings, Inc.