TeleTech Acquires Guidon Performance Solutions and Synovation Health Collaborative

October 8, 2012

Expands Global Management Consulting Capabilities and Deepens Industry Expertise in Key Verticals Including Financial Services, Healthcare and Government; Acquisition Expected to be Accretive to Earnings

ENGLEWOOD, Colo.--(BUSINESS WIRE)--Oct. 8, 2012-- TeleTech Holdings, Inc. (NASDAQ: TTEC), a leading global provider of technology-enabled customer experience solutions, today announced the acquisition of Guidon Performance Solutions and its wholly owned subsidiary Synovation Health Collaborative. Guidon is an international management consulting firm focused on helping some of the world's largest service companies realize the benefits of operational and cultural transformation.

"The acquisition of Guidon extends TeleTech's management consulting expertise around customer experience optimization and further strengthens our ability to go from strategy to execution in delivering fully-integrated solutions that help clients increase revenue and improve profitability," said Ken Tuchman, TeleTech chairman and chief executive officer. "Guidon's marquee client base, wealth of service industry experience and culture of innovation align perfectly with our growth strategy. Their expertise in key verticals provides a strong foundation from which to leverage our combined capabilities and deliver meaningful results to our clients."

"In today's hyper-competitive business climate, providing a high-quality, customer experience has become the sole differentiator for our clients and requires a steadfast commitment to operational and cultural excellence," said Ron Wince, President and CEO, Guidon Performance Solutions. "Unlike many consulting firms, Guidon's consultants bring deep operational experience in the same industries as our clients and we work alongside them to help execute our recommendations ensuring the achievement and sustainability of future results."

Guidon's proven track record of driving higher revenue, productivity and customer satisfaction is a result of having worked in many of the world's largest and most sophisticated operating environments. Guidon has extensive experience in financial services, healthcare, government, retail, technology and other service organizations.

A key component of Guidon's offerings involves its High Performance Culture (HPC) practice. From senior executives to front-line associates, Guidon HPC provides an operating architecture and lean management framework for developing strategic imperatives, aligning and cascading initiatives and creating accountability and transparency for results.

Importantly, Guidon is innovating new ways to advance the future of management consulting via its wholly owned subsidiary, Synovation Health Collaborative (SHC). SHC engages a community of experts and disruptive innovators – from patients to policy makers, physicians to entrepreneurs, employers to government officials – committed to unraveling the complexities of the U.S. health system and transforming it in a tangible way. Utilizing the unique blend of SynovationLink, a progressive social networking platform, face-to-face interaction via Synovation Summits, monthly webinars, and a powerful suite of tools to drive change, this community of innovative creators is working to design and implement solutions to advance and improve the U.S. health system.

Terms of the transaction were not disclosed and the acquisition is expected to be accretive to TeleTech's earnings.

ABOUT GUIDON PERFORMANCE SOLUTIONS

Guidon is a global management consulting organization that helps clients achieve rapid, sustainable improvements in operational performance and growth. Guidon pioneered the combined application of Lean and Six Sigma in the service sector and has a proven track record working with clients in financial services, healthcare, government, retail, technology and other service organizations. With a full-spectrum of capabilities focused on people, process, and technology, Guidon provides strategic direction and hands-on implementation to guide cultural and organizational transformation. Guidon's approach, aligned with client leadership, generates measurable results including revenue growth, cost reduction, productivity improvement, increased customer satisfaction and innovation. For more information about Guidon, please visit www.guidonps.com.

ABOUT SYNOVATION HEALTH COLLABORATIVE

Synovation Health Collaborative engages a community of experts and disruptive innovators – from patients to policy makers, physicians to entrepreneurs, employers to government officials – committed to unraveling the complexities of our health system and transforming it in a tangible way. Utilizing the unique blend of SynovationLink, a progressive social networking platform, face-to-face interaction via Synovation Summits, monthly webinars, and a powerful suite of tools to drive change, this community of innovative creators will design and implement solutions to advance a health system that works.

ABOUT TELETECH

For nearly 30 years, TeleTech and its subsidiaries have helped the world's most successful companies design, enable, manage and grow customer value through the delivery of superior customer experiences across the customer lifecycle. As the go-to partner for the Global 1000, the TeleTech group of companies delivers technology-enabled solutions that maximize revenue, transform customer experiences and optimize business processes. From strategic consulting to operational execution, our more than 41,000 employees drive success for clients in the communications and media, financial services, government, healthcare, technology, transportation and retail industries. Through the TeleTech Community Foundation, the company leverages its innovative leadership to ensure that students in underserved communities around the globe have access to the tools and support they need to maximize their educational outcomes. For additional information, please visit www.teletech.com.

FORWARD-LOOKING STATEMENTS

Statements in this press release that relate to future results and events (including statements about future financial and operating performance) are forward-looking statements based on TeleTech's current expectations. Actual results and events in future periods could differ materially from those projected in these forward-looking statements because of a number of risks and uncertainties including: achieving estimated revenue from new, renewed and expanded client business as volumes may not materialize as forecasted, especially due to the global economic slowdown; the ability to close and ramp new business opportunities that are currently being pursued or that are in the final stages with existing and/or potential clients; our ability to execute our growth plans, including the successful integration of acquired companies and the sales of new products; the possibility of lower revenue or price pressure from our clients experiencing a business downturn or merger in their business; greater than anticipated competition in the customer management industry, causing adverse pricing and more stringent contractual terms; risks associated with losing or not renewing client relationships, particularly large client agreements, or early termination of a client agreement; the risk of losing clients due to consolidation in the industries we serve; consumers' concerns or adverse publicity regarding our clients' products; our ability to find cost-effective locations, obtain favorable lease terms and build or retrofit facilities in a timely and economic manner; risks associated with business interruption due to weather, fires, pandemic, or terrorist-related events; risks associated with attracting and retaining cost-effective labor at our delivery centers; the possibility of asset impairments and restructuring charges; risks associated with changes in foreign currency exchange rates; economic or political changes affecting the countries in which we operate; changes in accounting policies and practices promulgated by standard setting bodies; and new legislation or government regulation that adversely impacts our tax obligations, health care costs or the customer management industry. A detailed discussion of these and other risk factors that could affect our results is included in TeleTech's SEC filings, including our Annual Report on Form 10-K for the year ended December 31, 2011. The Company's filings with the Securities and Exchange Commission are available in the "Investors" section of TeleTech's website, which is located at www.teletech.com. All information in this release is as of October 8, 2012. The Company undertakes no duty to update any forward-looking statement to conform the statement to actual results or changes in the Company's expectations.

Source: TeleTech Holdings, Inc.

TeleTech Holdings, Inc.
Investor Contact
Karen Breen, 303-397-8592
or
Media Contact
Jeanna Blatt, 303-397-8507