



TeleTech Names Keith Gallacher as Executive Vice President Global Markets and Industries

June 3, 2013

TeleTech Continues to Invest in Leadership Strength, New Leader to Drive Accelerated Growth in Key Verticals and Geographies

DENVER--(BUSINESS WIRE)--Jun. 3, 2013-- [TeleTech Holdings, Inc.](#) (NASDAQ: TTEC), a leading global provider of technology-enabled customer experience solutions, announced today that it has appointed Keith Gallacher to the newly created position of Executive Vice President Global Markets and Industries.

Mr. Gallacher will be responsible for accelerating growth and driving new business globally for TeleTech's integrated suite of customer experience technologies and services. He will focus on executing end to end strategies to advance TeleTech's position in high-growth markets, expand existing client relationships, pursue new clients, and strengthen brand recognition across TeleTech's target verticals of healthcare, financial services, technology, transportation, communications and government.

"We are delighted to have someone with Keith's talent and business acumen joining our executive team," commented Ken Tuchman, chairman and chief executive officer of TeleTech. "As an internationally recognized business leader with more than two decades of success in customer experience, he brings a diverse background across several different industries and marketplaces. Keith's proven ability to solve complex business problems and drive sustainable economic value for leading global brands will be key to our growth moving forward."

"As the experienced-based economy takes off, true competitive differentiation is becoming harder and harder to achieve," said Gallacher. "To get ahead and stay there, businesses must put the customer in the center of their go-to-market approach. Companies need partners that can bring industry specific strategy, technology and operations solutions to the table that drive measurable increases in customer value and corporate profitability. I'm excited to be joining TeleTech because the company's integrated value proposition is so relevant and urgently needed today."

Mr. Gallacher joins TeleTech from Accenture, a \$28B global management consulting, technology services and outsourcing company, where he served as Partner, Managing Director. At Accenture, he held several senior executive roles with responsibilities crossing strategic direction and market assessment, collaborative development of new solutions and building and revitalizing sales organizations to drive new market penetration and accelerate growth. Prior to Accenture, Mr. Gallacher held leadership roles at Cognizant Technology Solutions, CSC Consulting and HP/EDS.

ABOUT TELETECH

For 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 39,000 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 <http://www.telettech.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; new legislation or government regulation that adversely impacts our tax obligations, health care costs or the customer management industry; service interruptions, security threats or other disruptions at our facilities relating to our computer and telecommunications equipment and software systems; our ability to develop and protect our intellectual property and contractual rights and avoid infringement; disruptions in the supply chain of the Customer Technology Services segment; risks associated with unauthorized disclosure of sensitive or confidential client and customer data; compliance with credit facility covenant restrictions; and our ability to obtain financing and manage counterparty credit risks from financial institutions. A detailed discussion of these and other risk factors that could affect our results is included in TeleTech's SEC filings, including its Annual Report on Form 10-K for the year ended December 31, 2012.

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.telettech.com. All information in this release is as of May 31, 2013. 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.

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