



TeleTech Named to IAOP 2015 Global Outsourcing 100 List of World's Best Service Providers

March 3, 2015

Prestigious Recognition for Seventh Year in a Row Illustrates TeleTech's Focus on Delivering an Exceptional Customer Experience through its Integrated Engagement Platform

DENVER, March 3, 2015 /PRNewswire/ -- [TeleTech](#) Holdings, Inc. (NASDAQ: TTEC), a leading provider of customer experience, engagement and growth solutions, today announced that it has been named to the International Association of Outsourcing Professionals® (IAOP) 2015 Global Outsourcing 100® List for the seventh year in a row. The Global Outsourcing 100, now in its tenth year, recognizes the world's best outsourcing service providers.

"TeleTech is honored to once again be recognized by the IAOP as a top global outsourcing service provider for the seventh consecutive year," said Keith Gallacher, executive vice president of Global Markets and Industries, TeleTech. "Customer Experience is a growing imperative for companies in all markets and TeleTech is focused on creating a new industry standard. We're confident that we will continue to deliver value to our clients worldwide through our integrated engagement platform that enables businesses to connect with people at every touch point of the customer lifecycle."

This year's Global Outsourcing 100 List criteria focused on four categories in which TeleTech was evaluated: size and growth, delivery excellence, programs for innovation, and corporate social responsibility. The top 100 service providers were determined by an independent judging panel organized by the IAOP through rigorous assessment of each category.

"The ten-year milestone made it the perfect time to expand and build upon the Global Outsourcing 100's growing recognition and value," said Michael Corbett, chairman of IAOP. "We've done that with a greater emphasis on making it easier to find companies and the excellence required to make the list. Being named to The Global Outsourcing 100 list is no easy task, and IAOP is pleased to recognize TeleTech for their excellence and achievement."

The Global Outsourcing 100 and its sub-lists are essential references for companies seeking new and expanded relationships with the best companies in the industry. The lists include companies from around the world that provide the full spectrum of outsourcing services — not just information technology and business process outsourcing, but also facility services, real estate and capital asset management, manufacturing and logistics. They include not only today's leaders, but tomorrow's rising stars.

ABOUT TELETECH

TeleTech is a leading global customer engagement company. Founded in 1982, the Company helps its clients acquire, retain and grow profitable customer relationships. Using customer-centric strategy, technology, processes and operations, TeleTech partners with business leadership across marketing, sales and customer care to design and deliver a simple, more human customer experience across every interaction channel. Servicing over 80 countries, TeleTech's 46,000 employees live by a set of customer focused values that guide relationships with clients, their customers, and each other. To learn more about how TeleTech is bringing humanity to the customer experience visit TeleTech.com.

ABOUT IAOP

IAOP is the go-to association leading the way to improve outsourcing outcomes by bringing together customers, providers and advisors in a collaborative, knowledge-based environment that promotes professional development, recognition, certification and excellence. With over 120,000 members and affiliates worldwide, IAOP is not only on top of the latest trends but in front of them. Through its expansive global chapter network, premier training and certification programs, knowledge center, member community and more, IAOP helps members learn, grow and succeed. For more information and how you can become involved, visit <http://www.IAOP.org>.

Investor Contact Media Contact

Paul Miller	Elizabeth Grice
303.397.8641	303.397.8507

Logo - <http://photos.prnewswire.com/prnh/20140717/127860>

To view the original version on PR Newswire, visit: <http://www.prnewswire.com/news-releases/teletech-named-to-iaop-2015-global-outsourcing-100-list-of-worlds-best-service-providers-300044085.html>

SOURCE TeleTech Holdings, Inc.