



## **TeleTech Achieves Leader Position in Everest Group's PEAK Matrix™ for Contact Center Outsourcing Service Providers**

September 24, 2015

### **Position Based on TeleTech's Expanded Global Footprint, Industry Expertise and Integrated Consulting, Technology and Operational Capabilities**

DENVER, Sept. 24, 2015 /PRNewswire/ -- [TeleTech](#) Holdings, Inc. (NASDAQ: TTEC), a leading provider of customer experience, engagement and growth solutions, today announced that Everest Group has positioned the company as a Leader in the Contact Center Outsourcing (CCO) – Service Provider Landscape with PEAK Matrix™ Assessment 2015.

The Everest Group PEAK Matrix report examined the global CCO service provider landscape and its impact on the CCO market. It focused on service provider positioning in the CCO market, changing market dynamics, and assessment of service provider delivery capabilities. Everest Group has estimated that the global CCO market grew at approximately 5 percent in 2014 to reach US\$70-\$75 billion.

TeleTech was positioned as a Leader in the report because of its high market success and substantial capabilities within the assessment dimensions. The report cited TeleTech as having an established presence across most major geographies and a well-distributed presence across industries with the company being among the top-five players in the healthcare space. Everest Group also highlighted TeleTech's significant investments to expand its global footprint over the last few years by opening six new centers and acquiring three more in 2014, taking its count of global offices to 59.

"We are proud to be recognized by Everest Group as a Leader in the Contact Center Outsourcing PEAK Matrix," said Keith Gallacher, EVP of Global Markets and Industries, TeleTech. "TeleTech is committed to helping companies transform into customer experience leaders and keep pace with the rapidly changing industry landscape. The Everest Group rating demonstrates that our integrated engagement platform is delivering results for our global clients across many industries and throughout the customer lifecycle."

Read more about the Everest Group's PEAK Matrix for Contact Center Outsourcing: <https://research.everestgrp.com/Product/EGR-2015-1-R-1541/Contact-Center-Outsourcing-CCO-Service-Provider-Landscape-with>

#### **ABOUT TELETECH**

TeleTech is a leading global provider of customer experience, engagement and growth solutions. 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 40,000 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](#).

Investor Contact	Media Contact
Paul Miller	Elizabeth Grice
303.397.8641	303.397.8507

To view the original version on PR Newswire, visit: <http://www.prnewswire.com/news-releases/telettech-achieves-leader-position-in-everest-groups-peak-matrixtm-for-contact-center-outsourcing-service-providers-300148654.html>

SOURCE TeleTech Holdings, Inc.