



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

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### **Position Based on TeleTech's Expanded Global Footprint and Various Client Engagement Models That Include Stand-Alone Technology and Integrated Consulting Capabilities**

DENVER, June 22, 2016 /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 2016.

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 estimated that the global CCO market has reached an overall size of US\$75-\$78 billion, having posted a moderate growth of 4 percent in 2015.

"We are proud to be recognized by Everest Group as a Leader in the Contact Center Outsourcing PEAK Matrix for the second year in a row," said Keith Gallacher, EVP of Global Markets and Industries, TeleTech. "TeleTech is committed to helping companies stay ahead of the curve with new innovations and prepare for the drastically different contact center of the future. The Everest Group assessment demonstrates that we are delivering the strategic, technological and operational capabilities our clients need to compete in today's marketplace and the years to come."

TeleTech was positioned as a Leader in the report because of its appreciable revenue and high number of clients, backed by broad scope and strong delivery capabilities. The report cited TeleTech as having a strong presence across major geographies—ranking among the top five players in Asia-Pacific and illustrating continued expansion of its delivery footprint across both high- and low-cost regions with the addition of new centers in North America and Philippines. Everest Group also highlighted TeleTech's various client engagement models that include stand-alone technology as well as consulting capabilities.

"TeleTech's continued efforts at staying a step ahead of the market and aligning its offerings with changing client requirements has helped it remain in a leadership position," said Katrina Menzigan, vice president of Research, Everest Group. "We believe that it's consulting and technology offerings can be a powerful asset as it further hones these capabilities."

Read more about the Everest Group's PEAK Matrix for Contact Center Outsourcing: <https://research.everestgrp.com/Product/EGR-2016-1-R-1771/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 43,000 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](#).

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