



## TeleTech Named to IAOP 2017 Global Outsourcing 100 List of World's Best Service Providers

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### Award Recognizes TeleTech as a Worldwide Leader in Customer Experience and Engagement

DENVER, May 18, 2017 /PRNewswire/ -- [TeleTech Holdings, Inc.](#) (NASDAQ: TTEC), a leading global provider of customer experience, engagement and growth solutions delivered through a proprietary end-to-end Customer Engagement as a Service offering, has recently been named to the IAOP 2017 Global Outsourcing List of World's Best Service Providers. *The Global Outsourcing 100*, now in its twelfth 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," said Kyle Priest, Chief Strategy and Marketing Officer, TeleTech. "As the world becomes increasingly digital, consumers expect seamless experiences delivered on their terms. More than ever, the companies that win will be the ones that are able to deliver authentic, relevant, appropriate and seamless experiences across all channels, all ways. This award acknowledges our ability to balance the convenience of automation with the empathy of a human touch to build deeper customer engagement."

*The 2017 Global Outsourcing 100* and *The World's Best Outsourcing Advisors* recognizes the world's best outsourcing service providers and advisors. These lists are based on applications received, with judging using a rigorous scoring methodology inclusive of an independent review by IAOP customer members with extensive experience in selecting outsourcing service providers and advisors for their organizations. The full 2017 Global Outsourcing 100 list can be found [here](#).

TeleTech received special recognition as a Top Company in the following three categories:

- Size and Growth
- Programs for Innovation
- Programs for Social Corporate Responsibility

"Buyers understand there are hundreds of qualified service providers and advisors out there, but what they really need to understand now is what makes each one exceptional," said IAOP CEO, Debi Hamill. "The Global Outsourcing 100 and World's Best Advisors lists have done just that. We are proud to recognize TeleTech for being among the highest rated companies in programs for innovation and in corporate social responsibility."

#### ABOUT TELETECH

TeleTech (NASDAQ: TTEC) is a leading global provider of customer experience, engagement and growth solutions delivered through a proprietary end-to-end Customer Engagement as a Service offering. 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. TeleTech's 48,000 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 [www.IAOP.org](#).

#### ABOUT THE GLOBAL OUTSOURCING 100

As the global, standard-setting association and advocate for outsourcing professionals and the organizations they support, the International Association of Outsourcing Professionals® (IAOP®) annually produces subsequent research to help companies in their outsourcing decisions:

- The Global Outsourcing 100 – the annual listing of the world's best outsourcing service providers – in its eleventh year
- The World's Best Outsourcing Advisors – the annual listing of the top outsourcing advisors and consultants – in its eighth year

*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.

For more information on *The Global Outsourcing 100* and *The World's Best Outsourcing Advisors*, please contact Kate Tulloch-Hammond, Director, Media & Communications, IAOP, [Kate.hammond@IAOP.org](mailto:Kate.hammond@IAOP.org).

Investor Contact	Media Contact
Paul Miller 303.397.8641	Olivia Griner 303.397.8999

# TeleTech®

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