

UNITED STATES
SECURITIES AND EXCHANGE COMMISSION
Washington, D.C. 20549

SCHEDULE 13G

UNDER THE SECURITIES EXCHANGE ACT OF 1934
(Amendment No. 1)*

TeleTech Holdings, Inc. (successor issuer to Newgen Results Corp.)

(Name of Issuer)

Common Stock

(Title of Class of Securities)

87993910

(CUSIP Number)

December 31, 2000

(Date of Event Which Requires Filing of this Statement)

Check the appropriate box to designate the rule pursuant to which this Schedule is filed:

Rule 13d-1(b)

Rule 13d-1(c)

Rule 13d-1(d)

*The remainder of this cover page shall be filled out for a reporting person's initial filing on this form with respect to the subject class of securities, and for any subsequent amendment containing information which would alter the disclosures provided in a prior cover page.

The information required in the remainder of this cover page shall not be deemed to be "filed" for the purpose of Section 18 of the Securities Exchange Act of 1934 ("Act") or otherwise subject to the liabilities of that section of the Act but shall be subject to all other provisions of the Act (however, see the Notes).

Item 1(a). Name of Issuer:
TeleTech Holdings, Inc. (successor issuer to Newgen Results Corp.)

(b). Address of Issuer's Principal Executive Offices:
1700 Lincoln Street, Suite 1400, Denver, CO 80203

Item 2(a). Name of Person Filing:
Trident Capital Management, L.L.C.

(b). Address of Principal Business Office or, if None, Residence:
505 Hamilton Avenue, Suite 200, Palo Alto, CA 94301

(c). Citizenship:
Delaware

(d). Title of Class of Securities:
Common Stock

(e). CUSIP Number:
87993910

Item 3. If this statement is filed pursuant to Rule 13d-1(b), or 13d-2(b) or (c), check whether the person filing is a:

Not applicable.

Item 4. Ownership.

Not applicable.

Item 5. Ownership of Five Percent or Less of a Class.

If this statement is being filed to report the fact that as of the date hereof the reporting person has ceased to be the beneficial owner of more than five percent of the class of securities, check the following [X]

- Item 6. Ownership of More than Five Percent on Behalf of Another Person.
Not applicable.
- Item 7. Identification and Classification of the Subsidiary Which Acquired the Security Being Reported on By the Parent Holding Company.
Not applicable.
- Item 8. Identification and Classification of Members of the Group.
Not applicable.
- Item 9. Notice of Dissolution of a Group.
Not applicable.
- Item 10. Certification.
Not applicable.

SIGNATURE

After reasonable inquiry and to the best of my knowledge and belief, I certify that the information set forth in this statement is true, complete and correct.

Date: February 13, 2001.

TRIDENT CAPITAL MANAGEMENT, L.L.C.

By: /s/ Bonnie N. Kennedy

Name: Bonnie N. Kennedy
Title: Chief Financial Officer

Page 3 of 3 pages