A modern office interior with large windows, people working at tables, and a large potted plant. The scene is brightly lit with natural light from the windows and artificial light from the ceiling. The office has a clean, minimalist design with concrete pillars and a polished floor. A large potted plant is positioned near the windows. People are seen working at tables, some using laptops. The overall atmosphere is professional and collaborative.

Delivering the next generation of digital customer experience

# TTEC Investor Overview



May 2022

# Disclosure

This presentation includes forward-looking statements (within the meaning of Section 27A of the Securities Act of 1933 as amended, Section 21E of the Securities Exchange Act of 1934 as amended, and the Private Securities Litigation Reform Act of 1995) relating to TTEC's strategy, operations, value proposition, market assessments and the size of addressable market, financial performance and outlook, including M&A and strategic partnership opportunities, profitability, and cash from operations, which are based on managements' expectations, assumptions and projections with respect to the future, and are not a guarantee of performance.

These statements reflect managements' beliefs as of the time of this presentation. TTEC's actual results may differ materially from what is reflected in the forward-looking statements. New factors or events that are not currently known to us may emerge and materially and adversely affect us and our results of operations. Except as otherwise required by applicable securities laws, TTEC has no obligation to revise this information nor update you about these impacts.

The forward-looking statements are subject to various risks, uncertainties and factors that could cause actual results to differ materially from those described, including risk factors outlined in our most recent SEC filings on Form 10-K and any of our subsequently filed Quarterly Reports on Form 10-Q.

This presentation also contains estimates and other statistical data made by independent parties and by us relating to market size and growth and other data about our industry. This data involves a number of assumptions and limitations, and you are cautioned not to give undue weight to such estimates. Assumptions and estimates of our future performance and the future performance of the markets in which we operate are necessarily subject to a high degree of uncertainty and risk.

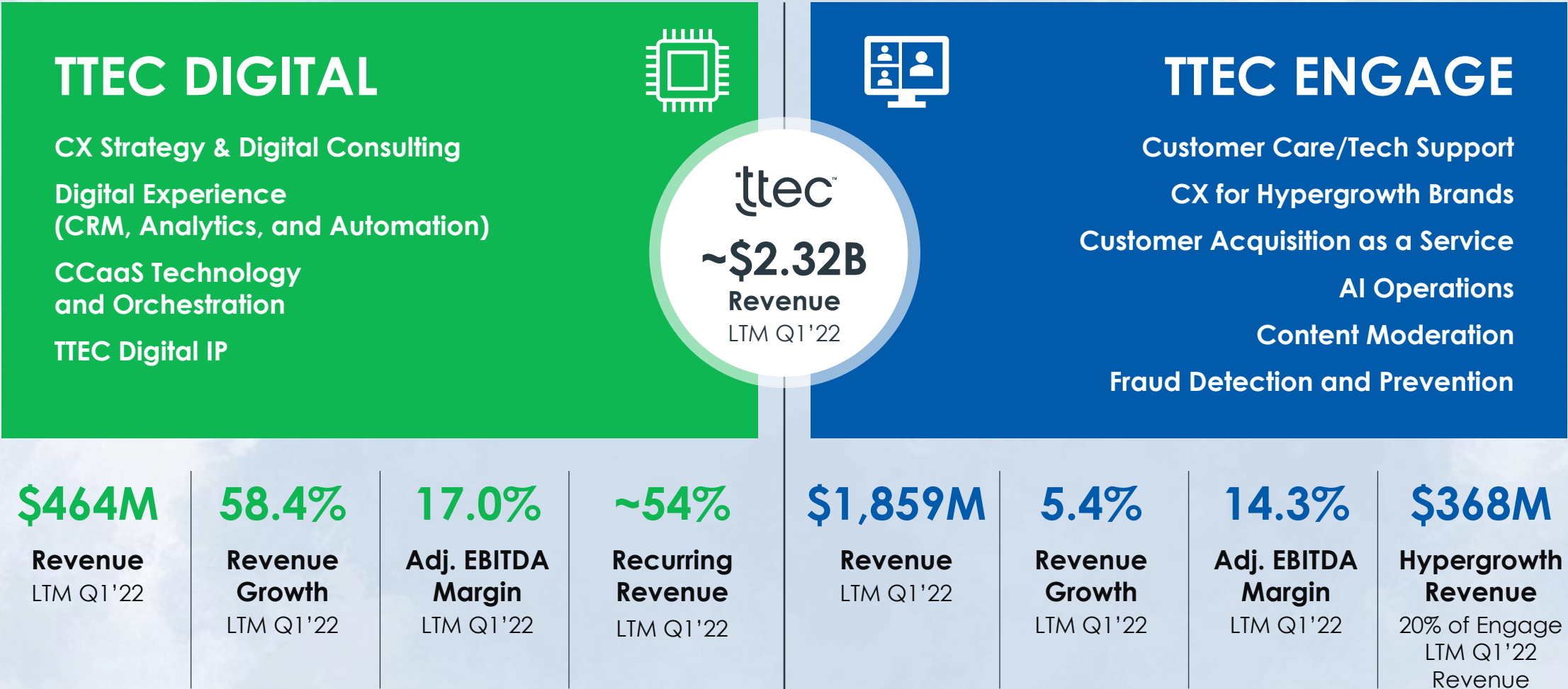
In addition to the financials presented in accordance with U.S. generally accepted accounting principles ("GAAP"), this presentation includes certain non-GAAP financial measures. We use the non-GAAP financial measures listed in the appendix to evaluate our ongoing operations and for internal planning and forecasting purposes. We believe that non-GAAP financial measures, when taken collectively, may be helpful to investors because it provides consistency and comparability with past financial performance. However, non -GAAP financial information is presented for supplemental informational purposes only, has limitations as an analytical tool and should not be considered in isolation or as a substitute for financial information presented in accordance with GAAP. In addition, other companies, including companies in our industry, may calculate similarly-titled non-GAAP measures differently or may use other measures to evaluate their performance, all of which could reduce the usefulness of our non-GAAP financial measures as tools for comparison. You should review the reconciliation of our non-GAAP financial measures to the most directly comparable GAAP financial measures set forth in the Appendix, and not rely on any single financial measure to evaluate our business.

For additional information about TTEC's business, refer to the company's 2021 Annual Reports on Form 10K, subsequent Quarterly Reports on Form 10-Q, and other documents filed with the U.S. Federal Securities and Exchange Commission (the "SEC") from time to time, and relevant earnings press releases (including GAAP, Non-GAAP and other reconciliation financial tables included therein). The documents that we filed with the SEC can be obtained for free by visiting EDGAR on the SEC website at [www.sec.gov](http://www.sec.gov).





TTEC is one of the largest pure-play CX technology and services partners in the world, serving over 750 iconic clients



For additional information, refer to TTEC's 2021 Annual Report on Form 10K and subsequent Form 10-Q quarterly reports, relevant earnings statements, and GAAP/ Non-GAAP reconciliation financial tables.



# TTEC at a Glance

## SCALE

20

COUNTRIES &  
~50 LANGUAGES

~750

CLIENTS

~62K

TOTAL  
EMPLOYEES

~75%

OF EMPLOYEES  
WORKING FROM  
HOME

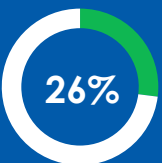
~3,000

CX PROFESSIONALS &  
ENGINEERS SERVICING  
CLIENTS

~50%

OF REVENUE GENERATED  
FROM CLIENTS WITH WHOM  
WE HAVE HAD A  
RELATIONSHIP FOR AT LEAST  
15 YEARS

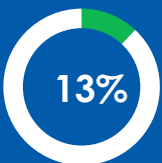
## DIVERSIFICATION\*



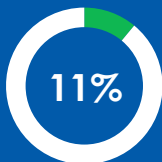
FINANCIAL  
SERVICES



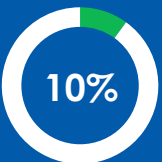
HEALTHCARE



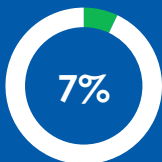
AUTOMOTIVE



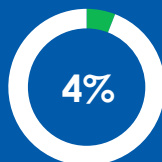
TELECOM &  
MEDIA



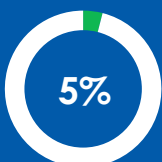
TECHNOLOGY



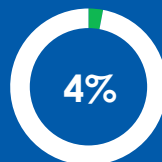
RETAIL



PUBLIC  
SECTOR



TRAVEL &  
HOSPITALITY



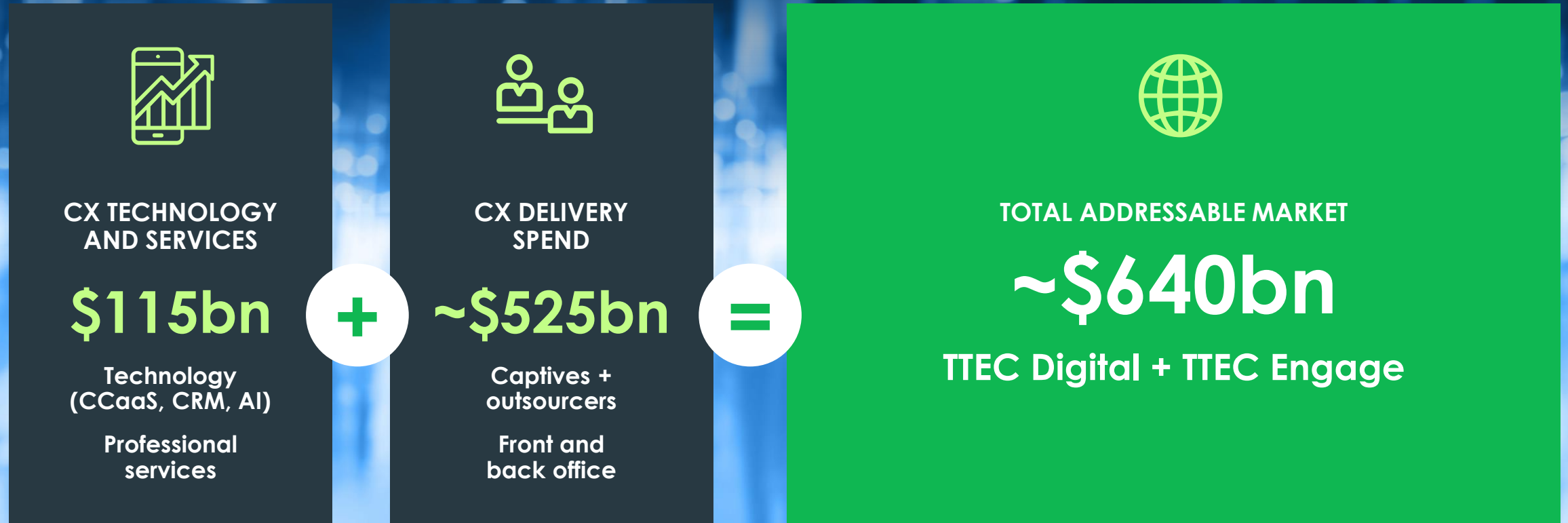
OTHER

For additional information, refer to TTEC's 2021 Annual Report on Form 10K and subsequent Form 10-Q quarterly reports, relevant earnings statements, and GAAP/ Non-GAAP reconciliation financial tables.

\*LTM Q1'22



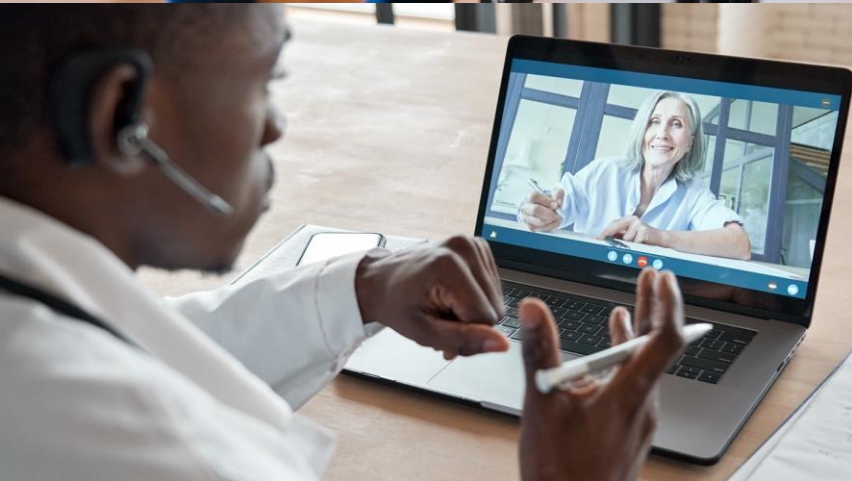
# TTEC serves a massive addressable market



Note: Reflects 2020 market size.

- (1) Everest, BPS/BPO Top 50 2019, April 2019. IDC, Worldwide and U.S. Digital Strategy Consulting Services Forecast, 2019-2023, July 2019, #US44446019. Gartner, Q3'19 Update. Forecast: Infrastructure Software Markets, Worldwide, 2017-2023. IDC, Worldwide Artificial Intelligence Software Platforms Forecast, 2019-2023, July 2019, #US44170119. IDC, Worldwide Contact Center Applications Software Forecast, 2019-2023, June 2019, #US45124119. Gartner, April 2019. Forecast Analysis: Contact Centers, Worldwide. Frost & Sullivan, November 2019. Growth Opportunities in the North American Contact Center Market, Forecast to 2023. Gartner, Q3'19 Update. Forecast: Enterprise Application Software, Worldwide, 2017-2023. Frost & Sullivan, July 2019. Global Marketing Automation Solutions (MAS) Market, Forecast to 2025. Markets and Markets, November 2018. Fraud Detection and Prevention (FDP) Market by Solution, Service, Application Area, Organization Size, Vertical, and Region – Global Forecast to 2023.
- (2) Everest CCO annual report ERG-2018-21-ft-2768





**Virtual CX**  
In every category, customers  
are engaging virtually to do  
everything they want.  
**Whatever. Wherever. Whenever.**





A person is exercising on a stationary bike in a gym setting.

## FITNESS

Building a loyal community of fitness enthusiasts with digital and voice support

A hand is holding a black remote control, with a blurred background of what appears to be a TV screen.

## ENTERTAINMENT

Enabling omnichannel support across multiple consumption sources for leading streaming services

A hand is holding a pen and writing on a document, with a laptop and other papers visible in the background.

## BANKING

Facilitating safe and secure transactions for disruptive fintechs and legacy financial services giants

A doctor is wearing a headset and looking at a laptop screen that shows a female patient on a video call.

## eHEALTH

Using advanced analytics and in-home video to encourage patients to use preventative care

## Virtual CX

In every category, customers are engaging virtually to do everything they want.

Whatever. Wherever. Whenever.

A person is sitting in the driver's seat of a car, with their hands on the steering wheel.

## MOBILITY

Architecting and delivering digital transformation for one of the world's largest auto manufacturers

A metal shopping cart is filled with a large red shopping bag and other items.

## SHOPPING

Designing next gen customer experiences for many of the world's most popular and fastest growing D2C brands

A wooden table is set with several food delivery boxes, including one with spaghetti and another with a salad.

## DINING

Helping one of the fastest growing food delivery services establish its leadership across multiple countries with exceptional CX

A young child is sitting at a desk, looking at a laptop screen that shows a video call.

## LIVE, WORK, SCHOOL

Working with hypergrowth companies from seed to scale to deliver exceptional CX and drive commerce

# 5 Key Investment Pillars

## 1 Technology innovation and differentiated IP

- The largest pure-pay CX technology provider in the world
- Partner of the Year status with leading, global enterprise CX technology providers
- Proprietary IP available through partner ecosystem marketplaces
- Investments in Engage R&D around Web 3.0, IoT and 5G

## 2 Deep verticalization

- Aligned every facet of our go-to-market and delivery around the specific needs and requirements of focus areas
- Technology solutions are verticalized to streamline complex functions and accelerate deployment

## 3 Enterprise-wide diversification

- Strategic capabilities, new market segments, expanded geographic reach
- Emerging market expansion for Digital and Engage

## 4 Accretive and strategic M&A

- Align to our verticalization and diversification pillars
- Accretive margins and growth profile
- Attractive offshore delivery options

## 5 Continued strong financial profile

- Strong bookings, revenue, and adjusted EBITDA and EPS
- Strong balance sheet

For additional information, refer to TTEC's Annual Report on Form 10K and subsequent Form 10-Q quarterly reports, relevant earnings statements, and GAAP / Non-GAAP reconciliation financial tables.





# Capital Deployment Priorities

## WHILE MAINTAINING SOUND LEVERAGE AND DEBT-SERVICE CAPACITY



Maintaining our Market Leadership



Organic Growth



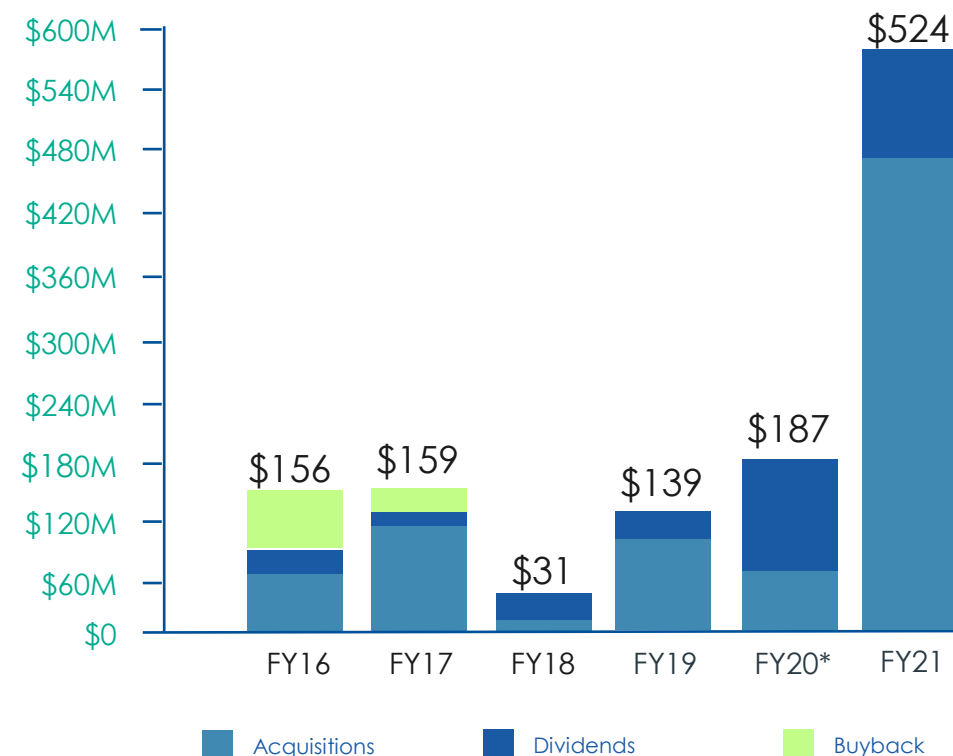
Inorganic Growth (M&A)



Shareholder Returns

- Dividends
- Buyback

## DISCRETIONARY CAPITAL DEPLOYMENT



**LTM Q1'22 Acquisitions of \$482M and Dividends of \$42M**

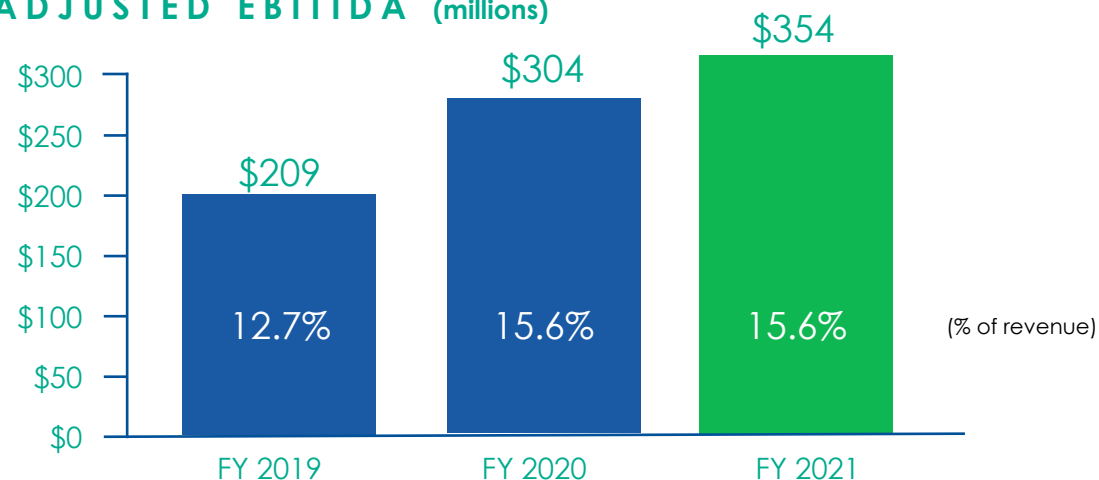
\* FY 2020 includes a one-time special dividend of \$100M in addition to our regular semi-annual dividend (\$ in millions)

For additional information, refer to TTEC's filed 2021 Annual Reports on Form 10K and Quarterly Reports on Form 10-Q, relevant earnings statements, and GAAP/ Non-GAAP reconciliation financial tables.



# Trends — Adjusted EBITDA and CapEx

## ADJUSTED EBITDA (millions)

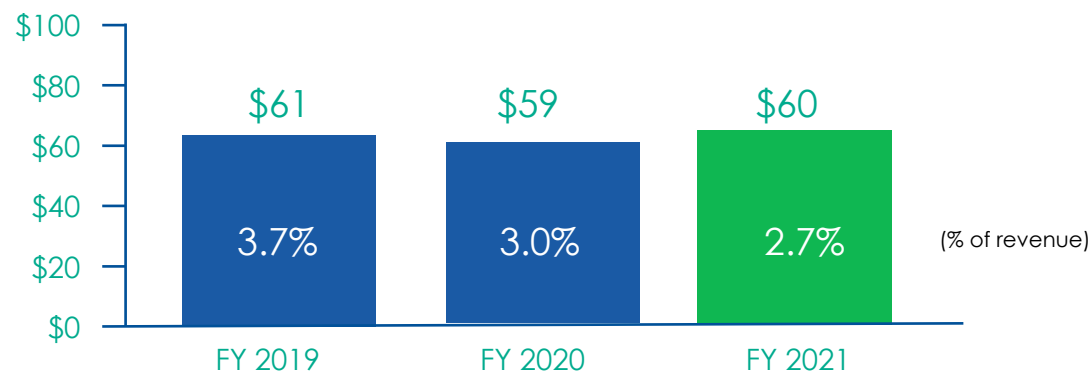


### Increase in adjusted EBITDA

Improvement is primarily attributable to increased profitability

**LTM Q1'22 Adjusted EBITDA \$344m (14.8% of revenue)**

## CAPEX – NET OF FINANCING (millions)



### Capex as a percentage of revenue remains relatively low

Supporting our technological advancements and growth in our global operations

**LTM Q1'22 CAPEX – Net of Financing \$65.5m (2.8% of revenue)**

For additional information, refer to TTEC's 2021 Annual Report on Form 10K and subsequent Form 10-Q quarterly reports, relevant earnings statements, and GAAP/ Non-GAAP reconciliation financial tables.





# ESG: Growing a Socially and Environmentally Responsible Business

Our determination to make a difference for the people, communities, and planet that we share is hardwired into everything that we do. Through our ESG program, we seek to be the employer, provider, and investment of choice, with **four focus areas**.

## Sustainable, client-friendly operations

Our numbers—and our employees—speak for themselves!



81%  
employee engagement



82%  
job satisfaction



88%  
plan to stay with the company

From 2019 to 2021 TTEC reduced the use of copy/printer paper within the US and Philippines sites by 59% which translates to a 200,430\* KG carbon emission reduction.



56

tons recycled in 2020



59

tons recycled in 2021

## Diversity, equity, and inclusion

DE&I Council fosters a diverse workforce where differences drive innovation, growth and meaningful connections.



**CEO ACTION FOR DIVERSITY & INCLUSION**

TTEC is a signatory of the CEO Pledge, a global organization committed to cultivating a trusting environment where all ideas and people are welcome.

## Philanthropy

**\$4 million**

The TeleTech Community Foundation has donated more than \$4M to education-related organizations and other causes since 2007.

**\$234,000**

In 2021, 81 employee-sponsored grants were approved for a total of \$234K in donations.

**Thousands**

We've positively impacted the lives of thousands of students from low-income families around the world.

**15 countries**

We've contributed to charitable organizations in 15 countries.

TTEC is a member of the SASB Alliance  
To see the full Environmental, Social, and Governance Report, [Click Here](#)

## Responsible data management

Members of TTEC's Information Security team have won various awards, by organizations such as the Cyber Defense Magazine and OnCon Icon awards recognizing top information security professionals.



# 2022 Guidance

Full year 2022 guidance at the midpoint

## GAAP Revenue

\$2,590.1M

↑ 13.9% FY 2022 YoY

## Non-GAAP Adjusted EBITDA

- 14.7% percent of revenue

\$380.2M

↑ 7.3% FY 2022 YoY

## Non-GAAP Operating Income

- 12.0% percent of revenue

\$311.4M

↑ 8.8% FY 2022 YoY

## Non-GAAP Earnings Per Share

\$4.83

↑ 4.6% FY 2022 YoY

*Note: For additional information, refer to TTEC's filed 2021 Annual Report on Form 10K and Quarterly Reports on Form 10-Q, relevant earnings statements, and GAAP/ Non-GAAP reconciliation financial tables. 2022 Guidance as provided during TTEC's first quarter 2022 earnings release.*





# TTEC – Reconciliation of Non-GAAP Financial Information

(\$s in Millions)

	Consolidated		Engage		Digital	
	LTM Q1 2021	LTM Q1 2022	LTM Q1 2021	LTM Q1 2022	LTM Q1 2021	LTM Q1 2022
<b>Revenue</b>	<b>\$ 2,056.3</b>	<b>\$ 2,322.6</b>	<b>\$ 1,763.2</b>	<b>\$ 1,858.5</b>	<b>\$ 293.0</b>	<b>\$ 464.1</b>
<b>Reconciliation of Adjusted EBITDA:</b>						
<b>Earnings before Income Taxes</b>	<b>\$ 206.4</b>	<b>\$ 182.9</b>	<b>\$ 167.0</b>	<b>\$ 145.3</b>	<b>\$ 39.4</b>	<b>\$ 37.6</b>
Interest income / expense, net	8.2	13.6	8.4	13.7	(0.1)	(0.1)
Depreciation and amortization	80.4	102.9	65.8	66.9	14.6	36.0
Asset impairment and restructuring charges	11.8	12.9	11.2	12.5	0.6	0.4
Gain on sale of business units	(0.4)	-	(0.4)	-	-	-
Changes in acquisition contingent consideration	2.3	0.3	2.3	0.3	-	-
Loss on dissolution of subsidiary	19.9	-	19.9	-	-	-
Cybersecurity incident related impacts	-	17.5	-	17.3	-	0.2
Grant income for pandemic relief	(6.0)	(2.1)	(6.0)	(2.0)	-	(0.1)
Equity-based compensation expenses	13.6	16.1	9.1	11.3	4.5	4.8
<b>Adjusted EBITDA</b>	<b>\$ 336.3</b>	<b>\$ 344.0</b>	<b>\$ 277.3</b>	<b>\$ 265.2</b>	<b>\$ 59.0</b>	<b>\$ 78.8</b>
<b>Adjusted EBITDA Margin %</b>	<b>16.4%</b>	<b>14.8%</b>	<b>15.7%</b>	<b>14.3%</b>	<b>20.1%</b>	<b>17.0%</b>
<b>Reconciliation of Non-GAAP Income from Operations:</b>						
<b>Income from Operations</b>	<b>\$ 237.4</b>	<b>\$ 192.1</b>	<b>\$ 198.1</b>	<b>\$ 154.5</b>	<b>\$ 39.3</b>	<b>\$ 37.6</b>
Restructuring charges, net	3.1	4.0	2.6	3.2	0.6	0.9
Impairment losses	8.6	8.8	8.6	9.3	-	(0.4)
Grant income for pandemic relief	(6.0)	(2.1)	(6.0)	(2.0)	-	(0.1)
Cybersecurity incident related impacts	-	17.5	-	17.3	-	0.2
Equity-based compensation expenses	13.6	16.1	9.1	11.3	4.5	4.8
Amortization of purchased intangibles	16.8	37.0	13.1	13.1	3.7	\$ 23.9
<b>Non-GAAP Income from Operations</b>	<b>\$ 273.6</b>	<b>\$ 273.5</b>	<b>\$ 225.6</b>	<b>\$ 206.6</b>	<b>\$ 48.0</b>	<b>\$ 66.8</b>
<b>Non-GAAP Income from Operations Margin %</b>	<b>13.3%</b>	<b>11.8%</b>	<b>12.8%</b>	<b>11.1%</b>	<b>16.4%</b>	<b>14.4%</b>
<b>Non-GAAP EPS</b>	<b>\$ 4.34</b>	<b>\$ 4.44</b>				

Note: For additional information, refer to TTEC's filed 2021 Annual Report on Form 10K and Quarterly Reports on Form 10-Q, relevant earnings statements, and GAAP / Non-GAAP reconciliation financial tables.

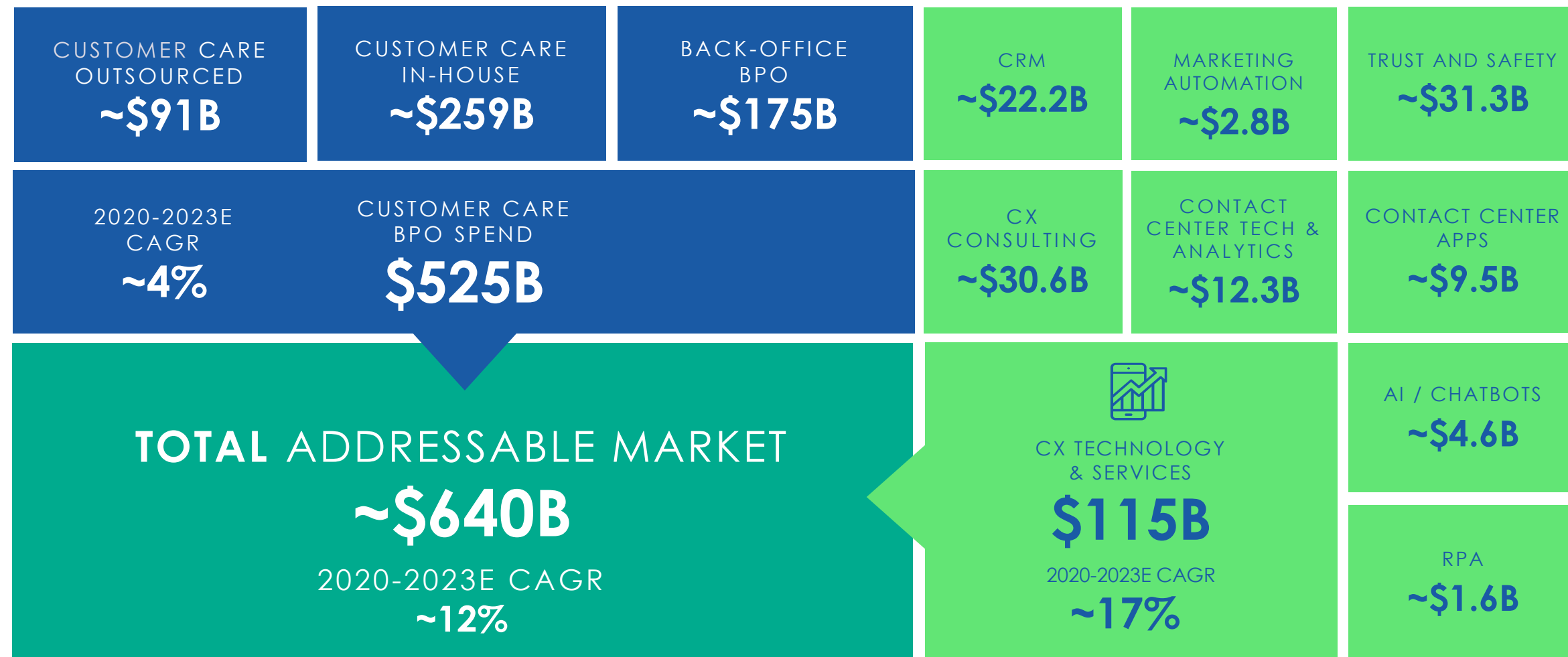


# Appendix

ttec®



# We Serve a Massive Addressable Market with Compelling Long-term Growth Fundamentals



Note: Reflects 2020 market size.

- (1) Everest, BPS/BPO Top 50 2019, April 2019. IDC, Worldwide and U.S. Digital Strategy Consulting Services Forecast, 2019-2023, July 2019, #US44446019. Gartner, Q3'19 Update. Forecast: Infrastructure Software Markets, Worldwide, 2017-2023. IDC, Worldwide Artificial Intelligence Software Platforms Forecast, 2019-2023, July 2019, #US44170119. IDC, Worldwide Contact Center Applications Software Forecast, 2019-2023, June 2019, #US45124119. Gartner, April 2019. Forecast Analysis: Contact Centers, Worldwide. Frost & Sullivan, November 2019. Growth Opportunities in the North American Contact Center Market, Forecast to 2023. Gartner, Q3'19 Update. Forecast: Enterprise Application Software, Worldwide, 2017-2023. Frost & Sullivan, July 2019. Global Marketing Automation Solutions (MAS) Market, Forecast to 2025. Markets and Markets, November 2018. Fraud Detection and Prevention (FDP) Market by Solution, Service, Application Area, Organization Size, Vertical, and Region – Global Forecast to 2023.
- (2) Everest CCO annual report ERG-2018-21-ft-2768



# Problem: CX Technology Landscape is Complicated & Highly Fragmented

Thousands of CX Technology Providers

HUMANIFY CORE PLATFORM

INTEGRATION POINTS

## OMNICHANNEL



## CONVERSATIONAL MESSAGING



## QUALITY ASSURANCE



## WORKFORCE MANAGEMENT



## @home



## CRM WORKFLOW



## DATA AUGMENTATION



## ANALYTICS



## ORCHESTRATION



## KNOWLEDGE MANAGEMENT



## AI/ML/BOTS



## RPA



## ML/TRANSLATION



## CYBER SECURITY



## POS & E-Commerce



## SOCIAL PERSONA FEEDS



## ERP



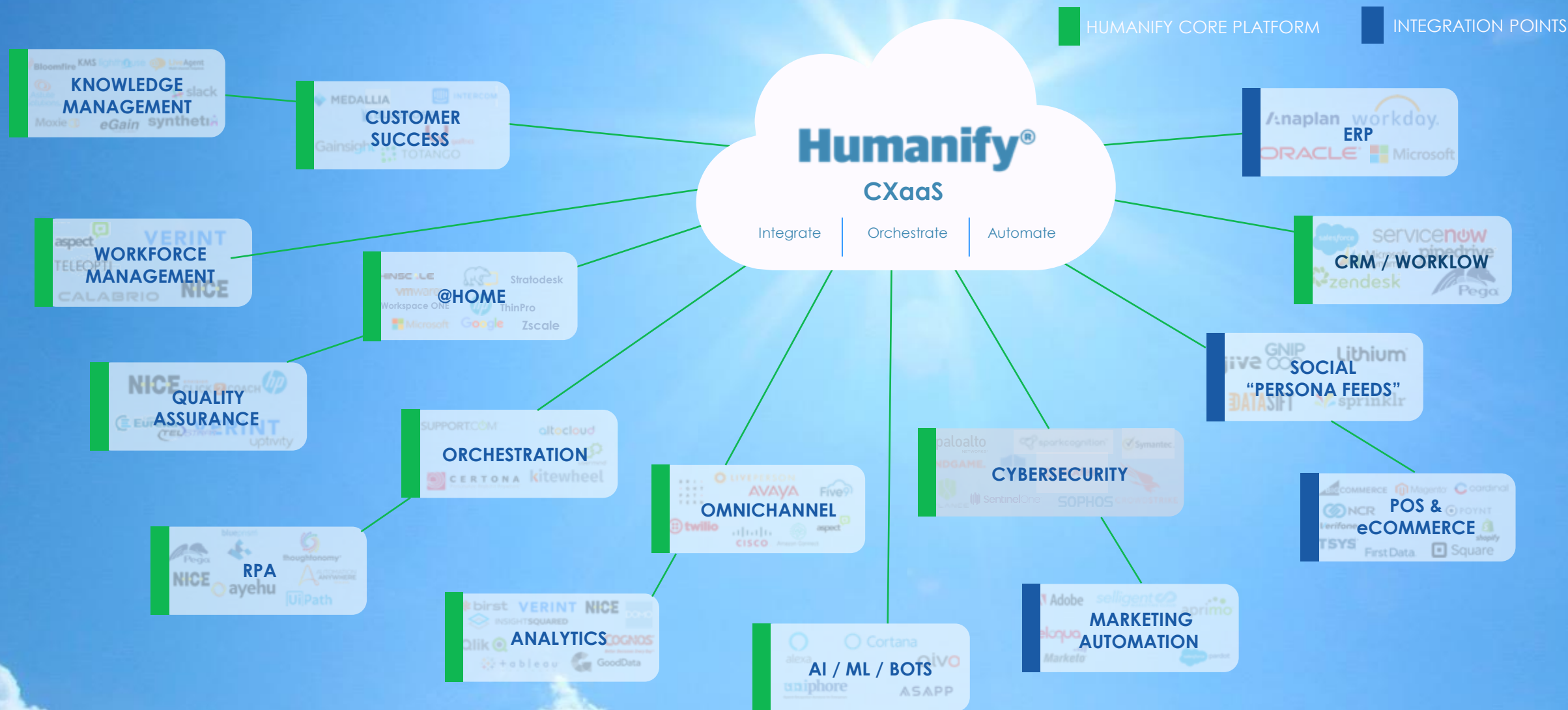
## MARKETING AUTOMATION



## CX - EX MANAGEMENT



# Solution: TTEC's Humanify Cloud Simplifies CX Technology Ecosystem by Integrating and Orchestrating Best-of-Breed CX Tech for Enterprises and Governments





# Life Today is Personalized with Unlimited Choices

Explosion in interactions

New brands

Shift to direct-to-consumer

Experience is everything

Digitization

**TTEC POWERS THIS  
VIRTUAL CX ECONOMY**



Not necessarily representative of TTEC's clients

# Our Commercial Model Blends Recurring License Fees & Managed Services Contracts



## TTEC DIGITAL: CLOUD and MANAGED SERVICES

### FEES PAID BASED UPON:

Multi-year take or pay contracts

### DELIVERY MODEL:

Full-stack onshore and offshore delivery providing operations, monitoring and automation; management of accounts, incidents and changes

### PRICING MODEL:

Per User Per Month (PUPM) Pricing based upon solution  
Technology solutions inclusive of omnichannel, QA, WFM, IVR, CRM, analytics, AI/ML/RPA, etc. based on client requirements



## TTEC DIGITAL: PROFESSIONAL SERVICES

### FEES PAID BASED UPON:

Engagement SOW  
Retainer

### DELIVERY MODEL:

Onshore and offshore delivery  
Revenue directly attached to new business for cloud and managed services  
Key business drivers include utilization, billable rates and Mix

### PRICING MODEL:

Fixed bid and cost+ client pricing models based upon solution  
Solution areas include CX strategy, digitization and operations, analytics and insights, AI/ML/RPA, and learning and development.



## TTEC ENGAGE: BRAND AMBASSADORS & GROWTH HACKERS

### FEES PAID BASED UPON:

Standard-billable hour  
Productive Hour

### DELIVERY MODEL:

Onshore, offshore and nearshore options

### PRICING MODEL:

Based upon complexity of skill being delivered.  
Tier 1-3 support, tech support, sales, fraud, Etc

**One Partner.  
One Holistic CX  
Transformation  
Solution.**

### DESCRIPTION:

Our end-to-end CX Managed Services combine CX Strategy, Technology, Natural Intelligence (Humans), AI, automation, and a CX Roadmap

### COMMERCIAL MODELS:

Fees paid based on number of customers

Fees paid on a TCO model

Fees paid on performance/gainshare

**CXaaS**