

**UNITED STATES
SECURITIES AND EXCHANGE COMMISSION**

Washington, D.C. 20549

FORM 8-K

**CURRENT REPORT PURSUANT
TO SECTION 13 OR 15(D) OF THE SECURITIES EXCHANGE ACT OF 1934**

Date of Report (Date of earliest event reported): **November 2, 2011**

TeleTech Holdings, Inc.

(Exact Name of Registrant as Specified in Its Charter)

Delaware
(State or Other Jurisdiction of
Incorporation)

001-11919
(Commission
File Number)

84-1291044
(I.R.S. Employer
Identification No.)

9197 S. Peoria Street, Englewood, Colorado
(Address of Principal Executive Offices)

80112
(Zip Code)

(303) 397-8100
(Registrant's Telephone Number, Including Area Code)

(Former Name or Former Address, if Changed since Last Report)

Check the appropriate box below if the Form 8-K filing is intended to simultaneously satisfy the filing obligation of the registrant under any of the following provisions (see General Instruction A.2. below):

- Written communications pursuant to Rule 425 under the Securities Act (17 CFR 230.425)
- Soliciting material pursuant to Rule 14a-12 under the Exchange Act (17 CFR 240.14a-12(b))
- Pre-commencement communications pursuant to Rule 14d-2(b) under the Exchange Act (17 CFR 240.14d-2(b))
- Pre-commencement communications pursuant to Rule 13e-4(c) under the Exchange Act (17 CFR 240.13e-4(c))

Item 2.02. Results of Operations and Financial Condition.

On November 2, 2011, TeleTech Holdings, Inc. issued a press release announcing financial results for the quarter ended September 30, 2011.

A copy of the November 2, 2011 press release is attached hereto as Exhibit 99.1 and is hereby incorporated by reference.

In accordance with General Instruction B.2 of Form 8-K, the information contained in this Item 2.02 and attached Exhibit 99.1 shall not be deemed to be "filed" for purposes of Section 18 of the Securities Exchange Act of 1934, or otherwise subject to the liability of that section, nor shall it be deemed incorporated by reference in any filing under the Securities Act of 1933 or the Securities Exchange Act of 1934, except as expressly set forth by specific reference in such a filing.

Item 9.01. Financial Statements and Exhibits.

(d) Exhibits.

| <u>Exhibit No.</u> | <u>Exhibit</u> |
|--------------------|--------------------------------------|
| 99.1 | Press Release dated November 2, 2011 |

SIGNATURES

Pursuant to the requirements of the Securities Exchange Act of 1934, the Registrant has duly caused this report to be signed on its behalf by the undersigned hereunto duly authorized.

TELETECH HOLDINGS, INC.
(Registrant)

By: /s/ Kenneth D. Tuchman
Name: Kenneth D. Tuchman
Title: Chief Executive Officer

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TELETECH HOLDINGS, INC.

EXHIBIT INDEX

| <u>Exhibit No.</u> | <u>Exhibit</u> |
|--------------------|--------------------------------------|
| 99.1 | Press Release dated November 2, 2011 |

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9197 South Peoria Street
Englewood, CO 80112
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www.teletech.com

Press Release

TELETECH ANNOUNCES THIRD QUARTER 2011 FINANCIAL RESULTS

*Achieves Third Quarter 2011 Revenue of \$304 Million and Fully Diluted Earnings per Share of 44 Cents;
Non-GAAP Fully Diluted Earnings per Share Increases 21 Percent to 35 Cents;
Signs \$95 Million of New Business in the Third Quarter*

ENGLEWOOD, Colo., Nov. 2, 2011 — TeleTech Holdings, Inc. (NASDAQ: TTEC), one of the largest global providers of strategic and technology-enabled business process outsourcing solutions that accelerate commerce and lifetime customer value, today announced financial results for the third quarter ended September 30, 2011. The Company also filed its Quarterly Report on Form 10-Q with the Securities and Exchange Commission for the quarter ended September 30, 2011.

“TeleTech’s performance is fueled by its clients’ intensified focus on growing revenue and redefining the customer experience. Global 1000 companies are increasingly seeking a partner who offers a broad array of fully integrated technology-enabled services designed to help them achieve their business objectives,” said Ken Tuchman, chairman and chief executive officer. “We remain confident that our growing investment in an end-to-end suite of highly scalable, customer-focused solutions strongly positions us to respond to rapidly increasing customer demands and further strengthens our market and financial leadership.”

THIRD QUARTER 2011 FINANCIAL HIGHLIGHTS

TeleTech’s third quarter 2011 revenue increased 12.3 percent to \$304.2 million compared to \$271.0 million in the year-ago period. The year-ago period included \$23.6 million of technology-enabled services revenue for the U.S. Census program which was substantially completed in the third quarter 2010. Excluding the Census program revenue, TeleTech’s third quarter 2011 constant currency revenue growth was 19.7 percent reflecting organic growth and the contribution from both the Peppers and Rogers Group and eLoyalty acquisitions. Approximately 20 percent of TeleTech’s third quarter 2011 revenue came from its continuing revenue diversification efforts into greater professional and technology-enabled services.

TeleTech’s third quarter 2011 income from operations increased 32.3 percent to \$26.6 million, or 8.7 percent of revenue, compared to \$20.1 million, or 7.4 percent of revenue, in the year-ago quarter. Income from operations included unusual charges of \$1.6 million related to restructuring in the third quarter 2011 and \$3.9 million related to restructuring and asset impairments in the third quarter 2010. Excluding the unusual charges mentioned above, TeleTech’s third quarter 2011 non-GAAP income from operations increased 17.5 percent to \$28.2 million, or 9.3 percent of revenue, compared to \$24.0 million, or 8.9 percent of revenue, in the year-ago quarter.

Third quarter 2011 fully diluted earnings per share attributable to TeleTech shareholders increased 41.9 percent to 44 cents compared to third quarter 2010 fully diluted earnings per share of 31 cents. Third

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quarter 2011 fully diluted earnings per share attributable to TeleTech shareholders includes a one-time net tax benefit of \$6.6 million related to favorable tax items.

Excluding the one-time net tax benefit in the third quarter 2011 in addition to the unusual charges for both periods, TeleTech’s third quarter 2011 non-GAAP fully diluted earnings per share attributable to TeleTech shareholders increased 20.7 percent to 35 cents compared to 29 cents in the year-ago quarter.

TeleTech’s normalized effective tax rate was 23.4 percent for the third quarter 2011 and 20.8 percent for the first nine months of 2011. TeleTech expects its full year 2011 normalized effective tax rate will range between 21 and 22 percent.

OTHER BUSINESS HIGHLIGHTS

New Business

During the third quarter 2011 TeleTech signed an estimated \$95 million in annualized revenue from both new and expanding client relationships.

Strong Balance Sheet Continues to Fund Operations, Strategic Acquisitions and Share Repurchases

- As of September 30, 2011, TeleTech had cash and cash equivalents of \$169.8 million, \$130.3 million of borrowings on its credit facility and total other debt of \$2.3 million, resulting in a net positive cash position of \$37.2 million.
- Capital expenditures for the third quarter 2011 were \$8.8 million, compared to \$5.1 million in the third quarter 2010.
- TeleTech repurchased approximately 893,000 shares of common stock during the third quarter 2011 for a total cost of approximately \$14.6 million. As of September 30, 2011, there was approximately \$37.0 million authorized for future share repurchases.

2011 BUSINESS OUTLOOK

TeleTech expects its full year 2011 revenue will grow approximately 9 to 10 percent over 2010, and full year 2011 operating margin will range between 8.7 and 9.5 percent, excluding unusual charges, if any.

CONFERENCE CALL

A conference call and webcast with management will be held on Thursday, November 3, 2011 at 8:30 a.m. Eastern Time. You are invited to join a live webcast of the conference call by visiting the "Investors" section of the TeleTech website at www.teletech.com. If you are unable to participate during the live webcast, a replay will be available on the TeleTech website through Thursday, November 17, 2011.

NON-GAAP FINANCIAL MEASURES

To supplement the Company's consolidated financial statements presented in accordance with generally accepted accounting principles (GAAP) in the United States, the Company uses the following non-GAAP

financial measures: Free Cash Flow, Non-GAAP Income from Operations, Non-GAAP EBITDA and Non-GAAP EPS. TeleTech believes that providing these non-GAAP financial measures provides investors with greater transparency to the information used by TeleTech's management in its financial and operational decision making and allows investors to see TeleTech's results "through the eyes" of management. TeleTech also believes that providing this information better enables TeleTech's investors to understand its operating performance and information used by management to evaluate and measure such performance. These financial measures are not intended to be used in isolation or as a substitute for the financial information prepared and presented in accordance with GAAP. A reconciliation of these non-GAAP financial measures is available in the financial tables attached to this press release. We also encourage all investors to read our Quarterly Report on Form 10-Q for the third quarter ended September 30, 2011.

ABOUT TELETECH

For nearly 30 years, TeleTech and its subsidiaries have helped the world's largest companies achieve their most ambitious goals. As the go-to partner for the Global 1000, the TeleTech group of companies delivers technology-based solutions that maximize revenue, transform customer experiences and optimize business processes. From strategic consulting to operational execution, TeleTech's approximately 44,000 employees drive success for clients in the communications and media, financial services, government, healthcare, technology, transportation and retail industries. Our companies deliver award-winning integrated solutions in support of professional services, revenue generation, customer innovation, enterprise innovation, hosted technology and learning innovation. For additional information, please visit www.teletech.com.

FORWARD-LOOKING STATEMENTS

Statements in this press release that relate to future results and events (including statements about future financial and operating performance) are forward-looking statements based on TeleTech's current expectations. Actual results and events in future periods could differ materially from those projected in these forward-looking statements because of a number of risks and uncertainties including: achieving estimated revenue from new, renewed and expanded client business as volumes may not materialize as forecasted, especially due to the global economic slowdown; achieving profit improvement in our International BPO operations; the ability to close and ramp new business opportunities that are currently being pursued or that are in the final stages with existing and/or potential clients; our ability to execute our growth plans, including the successful integration of acquired companies and the sales of new products; the possibility of lower revenue or price pressure from our clients experiencing a business downturn or merger in their business; greater than anticipated competition in the BPO services market, causing adverse pricing and more stringent contractual terms; risks associated with losing or not renewing client relationships, particularly large client agreements, or early termination of a client agreement; the risk of losing clients due to consolidation in the industries we serve; the risk of integrating strategic acquisitions; consumers' concerns or adverse publicity regarding our clients' products; our ability to find cost-effective locations, obtain favorable lease terms and build or retrofit facilities in a timely and economic manner; risks associated with business interruption due to weather, fires, pandemic, or terrorist-related events; risks associated with attracting and retaining cost-effective labor at our delivery centers; the possibility of

asset impairments and restructuring charges; risks associated with changes in foreign currency exchange rates; economic or political changes affecting the countries in which we operate; changes in accounting policies and practices promulgated by standard setting bodies; and new legislation or government regulation that adversely impacts our tax obligations, health care costs or the BPO and customer management industry. A detailed discussion of these and other risk factors that could affect our results is included in TeleTech's SEC filings, including our Annual Report on Form 10-K for the year ended December 31, 2010. The Company's filings with the Securities and Exchange Commission are available in the "Investors" section of TeleTech's website, which is located at www.teletech.com. All information in this release is as of November 2, 2011. The Company undertakes no duty to update any forward-looking statement to conform the statement to actual results or changes in the Company's expectations.

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FINAL

TELETECH HOLDINGS, INC. AND SUBSIDIARIES
CONSOLIDATED STATEMENTS OF OPERATIONS
(In thousands, except per share data)

Three months ended

Nine months ended

| | September 30, | | September 30, | |
|---|------------------|------------------|------------------|------------------|
| | 2011 | 2010 | 2011 | 2010 |
| Revenue | \$ 304,235 | \$ 271,005 | \$ 878,850 | \$ 814,458 |
| Operating Expenses: | | | | |
| Cost of services | 220,795 | 193,996 | 630,274 | 586,808 |
| Selling, general and administrative | 43,445 | 40,572 | 138,529 | 123,721 |
| Depreciation and amortization | 11,807 | 12,452 | 34,828 | 38,122 |
| Restructuring charges, net | 1,616 | 3,579 | 2,298 | 6,352 |
| Impairment losses | — | 327 | 230 | 1,006 |
| Total operating expenses | <u>277,663</u> | <u>250,926</u> | <u>806,159</u> | <u>756,009</u> |
| Income From Operations | 26,572 | 20,079 | 72,691 | 58,449 |
| Other income (expense) | (633) | 7,295 | (2,179) | 7,416 |
| Income Before Income Taxes | 25,939 | 27,374 | 70,512 | 65,865 |
| Benefit from (provision for) income taxes | 496 | (7,586) | (9,482) | (17,711) |
| Net Income | 26,435 | 19,788 | 61,030 | 48,154 |
| Net income attributable to noncontrolling interest | (1,064) | (1,118) | (2,969) | (2,795) |
| Net Income Attributable to TeleTech Shareholders | <u>\$ 25,371</u> | <u>\$ 18,670</u> | <u>\$ 58,061</u> | <u>\$ 45,359</u> |
| Net Income Per Share Attributable to TeleTech Shareholders | | | | |
| Basic | <u>\$ 0.45</u> | <u>\$ 0.31</u> | <u>\$ 1.02</u> | <u>\$ 0.74</u> |
| Diluted | <u>\$ 0.44</u> | <u>\$ 0.31</u> | <u>\$ 1.00</u> | <u>\$ 0.73</u> |
| Income From Operations Margin | 8.7% | 7.4% | 8.3% | 7.2% |
| Net Income Attributable to TeleTech Shareholders Margin | 8.3% | 6.9% | 6.6% | 5.6% |
| Effective Tax Rate | (1.9)% | 27.7% | 13.4% | 26.9% |
| Weighted Average Shares Outstanding | | | | |
| Basic | 56,476 | 59,808 | 56,790 | 60,926 |
| Diluted | 57,748 | 61,028 | 58,173 | 62,258 |

TELETECH HOLDINGS, INC. AND SUBSIDIARIES
SEGMENT INFORMATION
(In thousands)

| | Three months ended September 30, | | Nine months ended September 30, | |
|---------------------------------------|-------------------------------------|-------------------|------------------------------------|-------------------|
| | 2011 | 2010 | 2011 | 2010 |
| Revenue: | | | | |
| North American BPO | \$ 219,891 | \$ 204,978 | \$ 612,825 | \$ 625,426 |
| International BPO | 84,344 | 66,027 | 266,025 | 189,032 |
| Total | <u>\$ 304,235</u> | <u>\$ 271,005</u> | <u>\$ 878,850</u> | <u>\$ 814,458</u> |
| Income (Loss) From Operations: | | | | |
| North American BPO | \$ 22,936 | \$ 22,099 | \$ 59,823 | \$ 66,984 |
| International BPO | 3,636 | (2,020) | 12,868 | (8,535) |
| Total | <u>\$ 26,572</u> | <u>\$ 20,079</u> | <u>\$ 72,691</u> | <u>\$ 58,449</u> |

TELETECH HOLDINGS, INC. AND SUBSIDIARIES
CONSOLIDATED BALANCE SHEETS
(In thousands)

| | September 30, 2011 | December 31, 2010 |
|---------------------------|-----------------------|----------------------|
| ASSETS | | |
| Current assets: | | |
| Cash and cash equivalents | \$ 169,809 | \$ 119,385 |
| Accounts receivable, net | 265,598 | 233,706 |

| | | |
|-------------------------------------|-------------------|-------------------|
| Other current assets | 89,087 | 71,125 |
| Total current assets | <u>524,494</u> | <u>424,216</u> |
| Property and equipment, net | 92,379 | 105,528 |
| Other assets | <u>166,256</u> | <u>130,879</u> |
| Total assets | <u>\$ 783,129</u> | <u>\$ 660,623</u> |
| LIABILITIES AND EQUITY | | |
| Total current liabilities | \$ 157,536 | \$ 172,251 |
| Other long-term liabilities | 170,862 | 33,554 |
| Total equity | <u>454,731</u> | <u>454,818</u> |
| Total liabilities and equity | <u>\$ 783,129</u> | <u>\$ 660,623</u> |

TELETECH HOLDINGS, INC. AND SUBSIDIARIES
RECONCILIATION OF NON-GAAP FINANCIAL INFORMATION
(In thousands, except per share data)

| | Three months ended September 30, | | Nine months ended September 30, | |
|---|-------------------------------------|------------------|------------------------------------|-------------------|
| | 2011 | 2010 | 2011 | 2010 |
| Reconciliation of Gross Margin: | | | | |
| Revenue | \$ 304,235 | \$ 271,005 | \$ 878,850 | \$ 814,458 |
| Cost of services | 220,795 | 193,996 | 630,274 | 586,808 |
| Gross margin | <u>\$ 83,440</u> | <u>\$ 77,009</u> | <u>\$ 248,576</u> | <u>\$ 227,650</u> |
| Gross margin percentage | 27.4% | 28.4% | 28.3% | 28.0% |
| Reconciliation of EBIT & EBITDA: | | | | |
| Net Income attributable to TeleTech shareholders | \$ 25,371 | \$ 18,670 | \$ 58,061 | \$ 45,359 |
| Interest income | (896) | (571) | (2,282) | (1,631) |
| Interest expense | 1,143 | 696 | 3,814 | 2,212 |
| (Benefit from) provision for income taxes | (496) | 7,586 | 9,482 | 17,711 |
| EBIT | <u>\$ 25,122</u> | <u>\$ 26,381</u> | <u>\$ 69,075</u> | <u>\$ 63,651</u> |
| Depreciation and amortization | 11,807 | 12,452 | 34,828 | 38,122 |
| EBITDA | <u>\$ 36,929</u> | <u>\$ 38,833</u> | <u>\$ 103,903</u> | <u>\$ 101,773</u> |
| Reconciliation of Free Cash Flow: | | | | |
| Cash Flow From Operating Activities: | | | | |
| Net income | \$ 26,435 | \$ 19,788 | \$ 61,030 | \$ 48,154 |
| Adjustments to reconcile net income to net cash provided by operating activities: | | | | |
| Depreciation and amortization | 11,807 | 12,452 | 34,828 | 38,122 |
| Other | (46,721) | 13,081 | (56,356) | 33,680 |
| Net cash (used in) provided by operating activities | <u>(8,479)</u> | <u>45,321</u> | <u>39,502</u> | <u>119,956</u> |
| Less - Total Capital Expenditures | 8,804 | 5,074 | 21,166 | 17,391 |
| Free Cash Flow | <u>\$ (17,283)</u> | <u>\$ 40,247</u> | <u>\$ 18,336</u> | <u>\$ 102,565</u> |
| Reconciliation of Non-GAAP Income from Operations: | | | | |
| Income from Operations | \$ 26,572 | \$ 20,079 | \$ 72,691 | \$ 58,449 |
| Restructuring charges, net | 1,616 | 3,579 | 2,298 | 6,352 |
| Impairment losses | — | 327 | 230 | 1,006 |
| Acquisition related expenses | — | — | 1,066 | — |
| Non-GAAP Income from Operations | <u>\$ 28,188</u> | <u>\$ 23,985</u> | <u>\$ 76,285</u> | <u>\$ 65,807</u> |
| Reconciliation of Non-GAAP EPS: | | | | |
| Net Income attributable to TeleTech shareholders | \$ 25,371 | \$ 18,670 | \$ 58,061 | \$ 45,359 |
| Add: Asset impairment and restructuring charges, net of related taxes | 1,136 | 2,762 | 1,777 | 5,305 |
| Add: Acquisition related expenses, net of related taxes | — | — | 640 | — |
| Add: Changes in judgement for uncertain tax positions recorded in prior periods | (6,568) | — | (6,405) | — |

| | | | | |
|--|------------------|------------------|------------------|------------------|
| Less: Gain on settlement of legal claim, net of related taxes | — | (3,542) | — | (3,542) |
| Non-GAAP Net Income attributable to TeleTech shareholders | \$ 19,939 | \$ 17,890 | \$ 54,073 | \$ 47,122 |
| Diluted shares outstanding | 57,748 | 61,028 | 58,173 | 62,258 |
| Non-GAAP EPS attributable to TeleTech shareholders | \$ 0.35 | \$ 0.29 | \$ 0.93 | \$ 0.76 |

TELETECH HOLDINGS, INC. AND SUBSIDIARIES
RECONCILIATION OF NON-GAAP FINANCIAL INFORMATION
(In thousands, except per share data)

| | Three months ended September 30, | | Nine months ended September 30, | |
|---|-------------------------------------|------------------|------------------------------------|-------------------|
| | 2011 | 2010 | 2011 | 2010 |
| Reconciliation of Non-GAAP EBITDA: | | | | |
| Net Income attributable to TeleTech shareholders | \$ 25,371 | \$ 18,670 | \$ 58,061 | \$ 45,359 |
| Interest income | (896) | (571) | (2,282) | (1,631) |
| Interest expense | 1,143 | 696 | 3,814 | 2,212 |
| Provision for income taxes | (496) | 7,586 | 9,482 | 17,711 |
| Depreciation and amortization | 11,807 | 12,452 | 34,828 | 38,122 |
| Asset impairment and restructuring charges | 1,616 | 3,906 | 2,528 | 7,358 |
| Acquisition related expenses | — | — | 1,066 | — |
| Equity-based compensation expenses | 3,848 | 3,382 | 11,563 | 9,976 |
| Non-GAAP EBITDA | \$ 42,393 | \$ 46,121 | \$ 119,060 | \$ 119,107 |