

**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): **March 1, 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 March 1, 2011, TeleTech Holdings, Inc. issued a press release announcing financial results for the quarter and the fiscal year ended December 31, 2010.

A copy of the March 1, 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 March 1, 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

Exhibit No.	Exhibit
99.1	Press Release dated March 1, 2011

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

Press Release

TELETECH ANNOUNCES FOURTH QUARTER AND FULL YEAR 2010 FINANCIAL RESULTS

*Achieves Full Year 2010 Revenue of \$1.1 Billion;
Ends the Year with \$119 Million in Cash and \$108 Million in Free Cash Flow Enabling \$80 Million in Share Repurchases;
Repatriates \$105 Million of Foreign Earnings;
Estimates 2011 Revenue Will Grow Five to Six Percent*

ENGLEWOOD, Colo., Mar. 1, 2010 — TeleTech Holdings, Inc. (NASDAQ: TTEC), one of the largest global providers of business process outsourcing solutions that drive commerce and differentiate the customer experience, today announced financial results for the fourth quarter and fiscal year ended December 31, 2010. The Company also filed its Annual Report on Form 10-K with the Securities and Exchange Commission for the year ended December 31, 2010.

“Despite a challenging first half of 2010, we achieved the financial goals we outlined earlier in the year. In addition, we made significant investments in revenue diversification along with sales and marketing to position TeleTech for renewed growth and increased profitability in 2011 and beyond,” said Ken Tuchman, chairman and chief executive officer. “Industry-leading companies recognize that transforming business processes to optimize the customer experience is a priority in today’s marketplace given the rapid commoditization of products and services, maturing global markets and the impact of social networking on their brand. Amidst these new market realities, TeleTech’s value proposition has never been more relevant.

“Our customer-centric solutions encompass strategic consulting, enabling technologies and proprietary processes, which enable us to deliver a differentiated, multi-channel customer experience that is unparalleled for our clients,” continued Tuchman. “We are confident that the breadth and depth of our offerings and commitment to continued innovation will enable TeleTech to deliver real growth, meaningful returns on invested capital, and industry leadership for both our clients and our shareholders in the years ahead.”

FOURTH QUARTER BUSINESS HIGHLIGHTS

New Business Signings Accelerate

During the fourth quarter 2010, TeleTech signed an estimated \$100 million in annualized incremental revenue from both new and existing clients bringing total signings to \$300 million for 2010.

Completes the Acquisition of Peppers and Rogers Group

During the fourth quarter, TeleTech expanded its professional services capabilities with the acquisition of Peppers & Rogers Group. This preeminent global management consulting firm brings two decades of customer-centric thought leadership, methodology and industry vertical expertise to TeleTech’s portfolio

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of offerings. This added capability reinforces TeleTech’s commitment and ability to deliver both strategy and operational execution for its clients.

2010 FINANCIAL HIGHLIGHTS

TeleTech’s full year 2010 revenue was \$1.10 billion. Revenue from TeleTech’s offshore locations accounted for 45 percent of total full year revenue.

TeleTech’s 2010 income from operations was \$73.7 million or 6.7 percent of revenue. Income from operations for 2010 included \$15.4 million of unusual charges related to restructuring and asset impairments. Excluding the restructuring and asset impairment charges, TeleTech’s full year 2010 non-GAAP income from operations was \$89.2 million, or 8.1 percent of revenue.

TeleTech’s 2010 fully diluted earnings per share attributable to shareholders was 81 cents. Excluding unusual items, TeleTech’s 2010 non-GAAP fully diluted earnings per share attributable to TeleTech shareholders was \$1.03.

FOURTH QUARTER 2010 FINANCIAL HIGHLIGHTS

TeleTech’s fourth quarter 2010 revenue was \$280.5 million. Revenue from TeleTech’s offshore locations in the fourth quarter accounted for \$132.5 million or 47 percent of total revenue.

TeleTech’s fourth quarter 2010 income from operations was \$15.3 million or 5.5 percent of revenue. Excluding \$8.1 million of unusual charges primarily related to certain restructuring charges, TeleTech’s fourth quarter 2010 non-GAAP income from operations was \$23.4 million, or 8.3 percent of revenue.

Fourth quarter 2010 fully diluted earnings per share attributable to TeleTech shareholders was 7 cents. TeleTech’s fourth quarter tax expense included a net \$6.7 million unusual charge primarily related to the repatriation of \$105 million in foreign earnings. Excluding these and other unusual items discussed above,

TeleTech's fourth quarter 2010 non-GAAP fully diluted earnings per share attributable to TeleTech shareholders was 28 cents.

Strong Liquidity Continues to Fund Operations and Share Repurchases

- As of December 31, 2010, TeleTech had cash and cash equivalents of \$119.4 million, no borrowings on its credit facility and total other debt of \$4.9 million, resulting in a net positive cash position of \$114.5 million.
- Free cash flow was \$107.7 million for the full year 2010.
- Capital expenditures in the fourth quarter 2010 were \$9.4 million compared to \$5.1 million in the fourth quarter 2009. Capital expenditures for 2010 were \$26.8 million compared to \$24.2 million in 2009.
- TeleTech repurchased 1.8 million shares of common stock during the fourth quarter 2010 for a total cost of \$32 million. For the full year, TeleTech repurchased 5 million shares for a total cost

of approximately \$80 million. As of December 31, 2010, there was approximately \$45 million remaining under the current authorization for future share repurchases.

BUSINESS OUTLOOK

TeleTech estimates 2011 revenue will grow approximately 5 to 6 percent over 2010 revenue. As previously disclosed, 2010 revenue included approximately \$80 million from the U.S. Census program which was completed in the third quarter. As TeleTech continues to invest in revenue diversification and global sales leadership it expects 2011 full year operating margin will range between 8.5 and 9.5 percent, excluding unusual charges, if any.

CONFERENCE CALL

A conference call and webcast with management will be held on Wednesday, March 2, 2011 at 8:30 a.m. Eastern Time. You are invited to join the 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 Wednesday, March 16, 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. The presentation of 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.

ABOUT TELETECH

For nearly 30 years, TeleTech has helped the world's largest companies achieve their most ambitious goals. As the go-to partner for the Global 1000, TeleTech delivers technology-based solutions that maximize revenue, transform customer experiences and optimize business processes. From strategic consulting to operational execution, TeleTech's more than 45,500 employees drive success for clients in the communications and media, financial services, government, healthcare, technology, transportation and retail industries. The company delivers award-winning integrated solutions in support of customer innovation, revenue generation, hosted technology, enterprise innovation, learning innovation and professional services. 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 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 March 1, 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.

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

	Three months ended December 31,		Twelve months ended December 31,	
	2010	2009	2010	2009
Revenue	\$ 280,448	\$ 280,849	\$ 1,094,906	\$ 1,167,915
Operating Expenses:				
Cost of services	202,889	194,017	789,697	820,517
Selling, general and administrative	42,091	43,978	165,812	180,039
Depreciation and amortization	12,096	13,457	50,218	56,991
Restructuring charges, net	7,124	58	13,476	5,072
Impairment losses	952	—	1,958	4,587
Total operating expenses	<u>265,152</u>	<u>251,510</u>	<u>1,021,161</u>	<u>1,067,206</u>
Income From Operations	15,296	29,339	73,745	100,709
Other income (expense)	808	764	8,224	2,334
Income Before Income Taxes	16,104	30,103	81,969	103,043
Provision for income taxes	(10,720)	(8,998)	(28,431)	(27,477)
Net Income	5,384	21,105	53,538	75,566
Net income attributable to noncontrolling interest	(869)	(1,066)	(3,664)	(3,812)
Net Income Attributable to TeleTech Shareholders	<u>\$ 4,515</u>	<u>\$ 20,039</u>	<u>\$ 49,874</u>	<u>\$ 71,754</u>
Net Income Per Share Attributable to TeleTech Shareholders				
Basic	<u>\$ 0.08</u>	<u>\$ 0.32</u>	<u>\$ 0.83</u>	<u>\$ 1.14</u>
Diluted	<u>\$ 0.07</u>	<u>\$ 0.31</u>	<u>\$ 0.81</u>	<u>\$ 1.12</u>
Income From Operations Margin	5.5%	10.4%	6.7%	8.6%
Net Income Attributable to TeleTech Shareholders Margin	1.6%	7.1%	4.6%	6.1%
Effective Tax Rate	66.6%	29.9%	34.7%	26.7%
Weighted Average Shares Outstanding				
Basic	58,690	62,415	60,361	62,891
Diluted	60,369	64,243	61,792	64,238

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

	Three months ended December 31,		Twelve months ended December 31,	
	2010	2009	2010	2009
Revenue:				
North American BPO	\$ 198,839	\$ 211,911	\$ 824,265	\$ 886,738
International BPO	81,609	68,938	270,641	281,177
Total	<u>\$ 280,448</u>	<u>\$ 280,849</u>	<u>\$ 1,094,906</u>	<u>\$ 1,167,915</u>
Income (Loss) From Operations:				
North American BPO	\$ 16,778	\$ 26,874	\$ 83,762	\$ 111,497
International BPO	(1,482)	2,465	(10,017)	(10,788)
Total	<u>\$ 15,296</u>	<u>\$ 29,339</u>	<u>\$ 73,745</u>	<u>\$ 100,709</u>

TELETECH HOLDINGS, INC. AND SUBSIDIARIES
CONSOLIDATED BALANCE SHEETS

(In thousands)

	December 31, 2010	December 31, 2009
ASSETS		
Current assets:		
Cash and cash equivalents	\$ 119,385	\$ 109,424
Accounts receivable, net	233,706	216,614
Other current assets	71,125	76,337
Total current assets	424,216	402,375
Property and equipment, net	105,528	126,995
Other assets	130,879	110,797
Total assets	\$ 660,623	\$ 640,167
LIABILITIES AND EQUITY		
Total current liabilities	\$ 172,251	\$ 145,966
Other long-term liabilities	33,554	38,300
Total equity	454,818	455,901
Total liabilities and equity	\$ 660,623	\$ 640,167

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

	Three months ended December 31,		Twelve months ended December 31,	
	2010	2009	2010	2009
Reconciliation of Gross Margin:				
Revenue	\$ 280,448	\$ 280,849	\$ 1,094,906	\$ 1,167,915
Cost of services	202,889	194,017	789,697	820,517
Gross margin	\$ 77,559	\$ 86,832	\$ 305,209	\$ 347,398
Gross margin percentage	27.7%	30.9%	27.9%	29.7%
Reconciliation of EBIT & EBITDA:				
Net Income attributable to TeleTech shareholders	\$ 4,515	\$ 20,039	\$ 49,874	\$ 71,754
Interest income	(498)	(543)	(2,129)	(2,634)
Interest expense	949	529	3,161	3,158
Provision for income taxes	10,720	8,998	28,431	27,477
EBIT	\$ 15,686	\$ 29,023	\$ 79,337	\$ 99,755
Depreciation and amortization	12,096	13,457	50,218	56,991
EBITDA	\$ 27,782	\$ 42,480	\$ 129,555	\$ 156,746
Reconciliation of Free Cash Flow:				
Cash Flow From Operating Activities:				
Net income	\$ 5,384	\$ 21,105	\$ 53,538	\$ 75,566
Adjustments to reconcile net income to net cash provided by operating activities:				
Depreciation and amortization	12,096	13,457	50,218	56,991
Other	(2,981)	(26,568)	30,699	28,115
Net cash provided by operating activities	14,499	7,994	134,455	160,672
Less - Total Capital Expenditures	9,409	5,096	26,800	24,188
Free Cash Flow	\$ 5,090	\$ 2,898	\$ 107,655	\$ 136,484
Reconciliation of Non-GAAP Income from Operations:				
Income from Operations	\$ 15,296	\$ 29,339	\$ 73,745	\$ 100,709
Restructuring charges, net	7,124	58	13,476	5,072
Impairment losses	952	—	1,958	4,587
Equity-based comp review and restatement expenses	—	195	—	(65)

Non-GAAP Income from Operations	\$	23,372	\$	29,592	\$	89,179	\$	110,303
Reconciliation of Non-GAAP EPS:								
Net Income attributable to TeleTech shareholders	\$	4,515	\$	20,039	\$	49,874	\$	71,754
Add: Asset impairment and restructuring charges, net of related taxes		5,346		40		10,519		6,481
Add: Equity-based comp review and restatement exp, net of related taxes		—		135		—		(44)
Add: Tax from dividends and increases in valuation allowances		6,741		—		6,741		—
Less: Gain on settlement of legal claim, net of related taxes		—		—		(3,542)		—
Non-GAAP Net Income attributable to TeleTech shareholders	\$	16,602	\$	20,214	\$	63,592	\$	78,191
Diluted shares outstanding		60,369		64,243		61,792		64,238
Non-GAAP EPS attributable to TeleTech shareholders	\$	0.28	\$	0.31	\$	1.03	\$	1.22

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

	Three months ended December 31,		Twelve months ended December 31,					
	2010	2009	2010	2009				
Reconciliation of Non-GAAP EBITDA:								
Net Income attributable to TeleTech shareholders	\$	4,515	\$	20,039	\$	49,874	\$	71,754
Interest income		(498)		(543)		(2,129)		(2,634)
Interest expense		949		529		3,161		3,158
Provision for income taxes		10,720		8,998		28,431		27,477
Depreciation and amortization		12,096		13,457		50,218		56,991
Asset impairment and restructuring charges		8,076		58		15,434		9,659
Equity-based comp review and restatement expenses		—		195		—		(65)
Equity-based compensation expenses		3,395		2,680		13,372		11,640
Non-GAAP EBITDA	\$	39,253	\$	45,413	\$	158,361	\$	177,980