

**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 3, 2010**

**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 3, 2010, TeleTech Holdings, Inc. issued a press release announcing financial results for the quarter ended September 30, 2010.

A copy of the November 3, 2010 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 3, 2010

**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 3, 2010

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9197 South Peoria Street  
 Englewood, CO 80112  
 t. 1.800.TELETECH  
 www.teletech.com

## Press Release

### TELETECH ANNOUNCES THIRD QUARTER 2010 FINANCIAL RESULTS

*Achieves Third Quarter 2010 Revenue of \$271 Million and \$0.31 in Fully Diluted Earnings Per Share;  
 Pace of New Business Wins Continues to Accelerate with \$90 Million of New Signings;  
 Ends the Third Quarter with \$159 Million in Cash*

**ENGLEWOOD, Colo., Nov. 3, 2010** — TeleTech Holdings, Inc. (NASDAQ: TTEC), one of the largest global providers of technology-enabled revenue generation, business process and on-demand solutions, today announced financial results for the third quarter ended September 30, 2010. The Company also filed its Quarterly Report on Form 10-Q with the Securities and Exchange Commission for the quarter ended September 30, 2010.

“Our ability to deliver transformative solutions to help clients achieve their most ambitious goals continues to generate positive results for our clients while driving solid financial performance for TeleTech,” said Ken Tuchman, chairman and chief executive officer. “Our consultative approach to client engagements and innovative new offerings have further differentiated TeleTech and quickened the pace of new business wins. We continue to target clients who view the service experience as the key to differentiating their brand. Looking forward to 2011, we are confident in our ability to capitalize on our expanded sales investment and 28-year track record of operational excellence.”

#### THIRD QUARTER 2010 FINANCIAL HIGHLIGHTS

For the third quarter 2010, TeleTech reported revenue of \$271.0 million, income from operations of \$20.1 million or 7.4 percent of revenue and fully diluted earnings per share attributable to TeleTech shareholders of 31 cents. Excluding unusual items, TeleTech’s third quarter 2010 non-GAAP income from operations was 8.9 percent of revenue, and non-GAAP fully diluted earnings per share attributable to TeleTech shareholders was 29 cents.

TeleTech’s third quarter 2010 revenue was \$271.0 million compared to \$271.9 million in the second quarter 2010 and \$281.5 million in the year-ago period. Revenue from TeleTech’s offshore locations in the third quarter accounted for \$122.5 million or 45 percent of total revenue.

TeleTech’s third quarter 2010 income from operations was \$20.1 million or 7.4 percent of revenue compared to \$28.0 million or 9.9 percent of revenue in the year-ago quarter. Income from operations for the third quarter 2010 included \$3.9 million of unusual charges primarily related to restructuring and asset impairments. Excluding the restructuring and asset impairment charges, TeleTech’s third quarter 2010 non-GAAP income from operations was \$24.0 million, or 8.9 percent of revenue, as compared to 9.9 percent in the year-ago quarter. The year-over-year decrease in operating margin was primarily due to a lower mix of offshore revenue.

#### Investor Contact

Karen Breen  
 303.397.8592

#### Media Contact

Bob Livingston  
 303.397.8958

Third quarter 2010 fully diluted earnings per share attributable to TeleTech shareholders was 31 cents compared to third quarter 2009 fully diluted earnings per share of 32 cents. Excluding unusual items for both periods, TeleTech’s third quarter 2010 non-GAAP fully diluted earnings per share attributable to TeleTech shareholders was 29 cents compared to 32 cents in the year-ago quarter.

#### OTHER BUSINESS HIGHLIGHTS

##### New Business Signings Accelerate

During the first ten months of the year TeleTech signed an estimated \$225 million in revenue from both new and existing clients, including approximately \$90 million signed from August through October 2010.

##### Strong Liquidity Continues to Fund Operations and Share Repurchases

- As of September 30, 2010, TeleTech had cash and cash equivalents of \$159.2 million, no borrowings on its credit facility and total other debt of \$5.2 million, resulting in a net positive cash position of \$154.0 million.
- Free cash flow was \$102.6 million for the nine months ended September 30, 2010.
- Capital expenditures in the third quarter 2010 were \$5.1 million compared to \$4.8 million in the third quarter 2009.
- TeleTech repurchased 0.8 million shares of common stock during the third quarter 2010 for a total cost of \$11.0 million. As of September 30, 2010, there was approximately \$27 million authorized for future share repurchases.
- In October 2010, TeleTech secured a five-year, \$350 million revolving credit facility. The facility provides enhanced global financing flexibility over the next five years and will be used to fund working capital, growth initiatives and other strategic pursuits.

#### BUSINESS OUTLOOK

TeleTech believes volumes with existing clients have stabilized and continues to estimate that 2010 revenue will approximate \$1.1 billion and operating margin will range between 8 percent and 8.5 percent, excluding any unusual charges.

## CONFERENCE CALL

A conference call and webcast with management will be held on Thursday, November 4, 2010 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](http://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 18, 2010.

## 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 40,000 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](http://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; 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, 2009. 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](http://www.teletech.com). All information in this release is as of November 3, 2010. 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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### TELETECH HOLDINGS, INC. AND SUBSIDIARIES CONSOLIDATED STATEMENTS OF OPERATIONS (In thousands, except per share data) (unaudited)

	Three months ended September 30,		Nine months ended September 30,	
	2010	2009	2010	2009
<b>Revenue</b>	\$ 271,005	\$ 281,524	\$ 814,458	\$ 887,066
<b>Operating Expenses:</b>				
Cost of services	193,996	194,609	586,808	626,500
Selling, general and administrative	40,572	42,565	123,721	136,061

Depreciation and amortization	12,452	15,664	38,122	43,534
Restructuring charges, net	3,579	703	6,352	5,014
Impairment losses	327	—	1,006	4,587
Total operating expenses	<u>250,926</u>	<u>253,541</u>	<u>756,009</u>	<u>815,696</u>
<b>Income From Operations</b>	20,079	27,983	58,449	71,370
Other income (expense)	<u>7,295</u>	<u>445</u>	<u>7,416</u>	<u>1,570</u>
<b>Income Before Income Taxes</b>	27,374	28,428	65,865	72,940
Provision for income taxes	<u>(7,586)</u>	<u>(6,971)</u>	<u>(17,711)</u>	<u>(18,479)</u>
<b>Net Income</b>	19,788	21,457	48,154	54,461
Net income attributable to noncontrolling interest	<u>(1,118)</u>	<u>(935)</u>	<u>(2,795)</u>	<u>(2,746)</u>
<b>Net Income Attributable to TeleTech Shareholders</b>	<u>\$ 18,670</u>	<u>\$ 20,522</u>	<u>\$ 45,359</u>	<u>\$ 51,715</u>
<b>Net Income Per Share Attributable to TeleTech Shareholders</b>				
<b>Basic</b>	<u>\$ 0.31</u>	<u>\$ 0.33</u>	<u>\$ 0.74</u>	<u>\$ 0.82</u>
<b>Diluted</b>	<u>\$ 0.31</u>	<u>\$ 0.32</u>	<u>\$ 0.73</u>	<u>\$ 0.81</u>
<b>Income From Operations Margin</b>	7.4%	9.9%	7.2%	8.0%
<b>Net Income Attributable to TeleTech Shareholders Margin</b>	6.9%	7.3%	5.6%	5.8%
<b>Effective Tax Rate</b>	27.7%	24.5%	26.9%	25.3%
<b>Weighted Average Shares Outstanding</b>				
<b>Basic</b>	59,808	62,159	60,926	63,051
<b>Diluted</b>	61,028	63,832	62,258	64,122

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

	Three months ended September 30,		Nine months ended September 30,	
	2010	2009	2010	2009
<b>Revenue:</b>				
North American BPO	\$ 204,978	\$ 215,949	\$ 625,426	\$ 674,827
International BPO	66,027	65,575	189,032	212,239
Total	<u>\$ 271,005</u>	<u>\$ 281,524</u>	<u>\$ 814,458</u>	<u>\$ 887,066</u>
<b>Income (Loss) From Operations:</b>				
North American BPO	\$ 22,099	\$ 30,882	\$ 66,984	\$ 84,623
International BPO	(2,020)	(2,899)	(8,535)	(13,253)
Total	<u>\$ 20,079</u>	<u>\$ 27,983</u>	<u>\$ 58,449</u>	<u>\$ 71,370</u>

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

	September 30, 2010 (unaudited)	December 31, 2009
<b>ASSETS</b>		
<b>Current assets:</b>		
Cash and cash equivalents	\$ 159,151	\$ 109,424
Accounts receivable, net	191,822	216,614
Other current assets	66,435	76,337
<b>Total current assets</b>	<u>417,408</u>	<u>402,375</u>
<b>Property and equipment, net</b>	108,206	126,995
<b>Other assets</b>	<u>100,648</u>	<u>110,797</u>

<b>Total assets</b>		\$ 626,262	\$ 640,167
<b>LIABILITIES AND EQUITY</b>			
<b>Total current liabilities</b>		\$ 129,574	\$ 145,966
<b>Other long-term liabilities</b>		26,586	38,300
<b>Total equity</b>		470,102	455,901
<b>Total liabilities and equity</b>		\$ 626,262	\$ 640,167

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

	Three months ended September 30,		Nine months ended September 30,	
	2010	2009	2010	2009
<b>Reconciliation of Gross Margin:</b>				
<b>Revenue</b>	\$ 271,005	\$ 281,524	\$ 814,458	\$ 887,066
<b>Cost of services</b>	193,996	194,609	586,808	626,500
<b>Gross margin</b>	<u>\$ 77,009</u>	<u>\$ 86,915</u>	<u>\$ 227,650</u>	<u>\$ 260,566</u>
<b>Gross margin percentage</b>	28.4%	30.9%	28.0%	29.4%
<b>Reconciliation of EBIT &amp; EBITDA:</b>				
<b>Net Income attributable to TeleTech shareholders</b>	\$ 18,670	\$ 20,522	\$ 45,359	\$ 51,715
Interest income	(571)	(579)	(1,631)	(2,091)
Interest expense	696	466	2,212	2,629
Provision for income taxes	7,586	6,971	17,711	18,479
<b>EBIT</b>	<u>\$ 26,381</u>	<u>\$ 27,380</u>	<u>\$ 63,651</u>	<u>\$ 70,732</u>
Depreciation and amortization	12,452	15,664	38,122	43,534
<b>EBITDA</b>	<u>\$ 38,833</u>	<u>\$ 43,044</u>	<u>\$ 101,773</u>	<u>\$ 114,266</u>
<b>Reconciliation of Free Cash Flow:</b>				
<b>Cash Flow From Operating Activities:</b>				
Net income	\$ 19,788	\$ 21,457	\$ 48,154	\$ 54,461
Adjustments to reconcile net income to net cash provided by operating activities:				
Depreciation and amortization	12,452	15,664	38,122	43,534
Other	13,081	21,719	33,680	54,683
Net cash provided by operating activities	45,321	58,840	119,956	152,678
Less - Total Capital Expenditures	5,075	4,791	17,391	19,092
<b>Free Cash Flow</b>	<u>\$ 40,246</u>	<u>\$ 54,049</u>	<u>\$ 102,565</u>	<u>\$ 133,586</u>
<b>Reconciliation of Non-GAAP Income from Operations:</b>				
<b>Income from Operations</b>	\$ 20,079	\$ 27,983	\$ 58,449	\$ 71,370
Restructuring charges, net	3,579	703	6,352	5,014
Impairment losses	327	—	1,006	4,587
Equity-based comp review and restatement expenses	—	(745)	—	(260)
<b>Non-GAAP Income from Operations</b>	<u>\$ 23,985</u>	<u>\$ 27,941</u>	<u>\$ 65,807</u>	<u>\$ 80,711</u>
<b>Reconciliation of Non-GAAP EPS:</b>				
<b>Net Income attributable to TeleTech shareholders</b>	\$ 18,670	\$ 20,522	\$ 45,359	\$ 51,715
Add: Asset impairment and restructuring charges, net of related taxes	2,762	498	5,305	6,442
Add: Equity-based comp review and restatement exp, net of related taxes	—	(528)	—	(174)
Less: Gain on settlement of legal claim, net of related taxes	(3,542)	—	(3,542)	—
<b>Non-GAAP Net Income attributable to TeleTech shareholders</b>	<u>\$ 17,890</u>	<u>\$ 20,492</u>	<u>\$ 47,122</u>	<u>\$ 57,983</u>
Diluted shares outstanding	61,028	63,832	62,258	64,122

Non-GAAP EPS attributable to TeleTech shareholders

\$ 0.29 \$ 0.32 \$ 0.76 \$ 0.90

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	Three months ended September 30,		Nine months ended September 30,	
	2010	2009	2010	2009
<b>Reconciliation of Non-GAAP EBITDA:</b>				
<b>Net Income attributable to TeleTech shareholders</b>	\$ 18,670	\$ 20,522	\$ 45,359	\$ 51,715
Interest income	(571)	(579)	(1,631)	(2,091)
Interest expense	696	466	2,212	2,629
Provision for income taxes	7,586	6,971	17,711	18,479
Depreciation and amortization	12,452	15,664	38,122	43,534
Asset impairment and restructuring charges	3,906	703	7,358	9,601
Equity-based comp review and restatement expenses	—	(745)	—	(260)
Equity-based compensation expenses	3,382	2,881	9,977	8,960
<b>Non-GAAP EBITDA</b>	\$ 46,121	\$ 45,883	\$ 119,108	\$ 132,567

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