

Economic headwinds on the horizon

Navigating uncertainty with TTEC's CX Cost Savings Guarantee



Steer through the headwinds in the high-tech industry with proven approaches guaranteed to deliver rapid results

High-tech companies have begun positioning themselves for a prolonged soft economy where consumers pull back on spending. Business leaders must figure out how to increase operational efficiencies and savings while still providing exemplary customer experiences that build brand loyalty over the long term.

Market forces drive high-tech industry uncertainty



Signs of economic shifts

- The current state of the market has caused an inverted yield curve and rising interest rates on the back of an 8.5% increase in inflation (as of March 2022) triggering layoffs or hiring freezes.¹
- Corporate debt is expected to rise while profit margins remain low and ad spend decreases.



Talent shortage

- The talent shortage could result in about \$8.5 trillion in unrealized annual revenues by 2030.²
- US job openings surged in 2021 and early 2022, but now companies appear to be reining in the hiring process to cut costs and realign strategy.



Employee demands

- 40% of workers want flexibility over when and where work gets done.³
- Employers who want to retain their employees will need to put flexible working at the front and center of their talent strategy.



Fickle customers

- In a digital-first environment, competitors are one click away.
- 50% of loyal customers have left a company for a competitor that better met their needs.⁴

Sources:

1) [U.S. Bureau of Labor Statistics](#); 2) [Korn Ferry](#); 3) [Korn Ferry](#); 4) [InMoment](#); 5) [CNN](#)
 6) [Kearney Consumer Institute](#); 7) [CNBC/Momentive](#); 8) [Layoffs.fyi](#)

The unsteady state of high-tech

\$2.7T

in tech stocks were lost in 2022 due to the stock market meltdown.⁵

40%

of consumers feel that they have more subscriptions than they need.⁶

36%

of consumers would cancel a subscription if higher prices persist.⁷

15K+

tech employees were recently laid off, yet demand for tech workers remains high.⁸

Rethink your business process outsourcing approach with Adapt Now: Flexible labor (GigCX), Care, Back office, FinCrime

TTEC's 40 years of proven solutions are guaranteed to provide a solid foundation of efficiency and growth for high-tech companies as they address unpredictability in the current market.



Diversify your outsourcing

Optimize your cost basis by outsourcing other areas of business beyond care such as inside sales and back office

Result:

20%

increase in bookings with outbound sales



Explore geo diversity

Optimize your outsourcing strategy by exploring offshore and nearshore options

Result:

60%

cost savings with offshoring



Shift to work from home

Increase employee engagement, decrease turnover and overhead costs with proven work from home models

Result:

39%

drop in cost per sale via @home model



Leverage digital channels

Decrease handle time, reduce cost to serve and improve CX by leveraging non-voice channels

Result:

30%

call deflection via conversational solution



Intelligently automate

Do more with less by empowering customer self-service and augmenting the agent experience

Result:

\$4.3M

cost savings in headcount reduction



Optimize WFM processes

Improve inefficient processes with managed services for WFM, WFO, QA/QM, Knowledge Management

Result:

\$3.1M

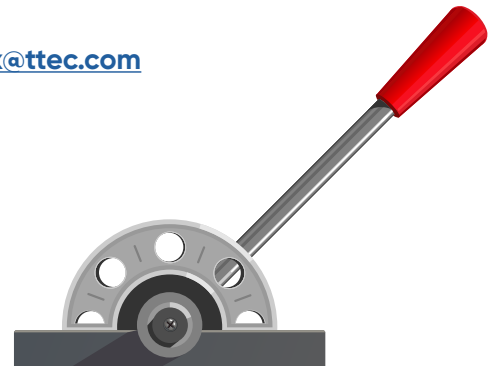
reduced expenses with WFM improvements

Learn about TTEC's CX Cost Savings Guarantee, and find out which levers are right for your business.

Every lever you pull will provide incremental cost savings.

Take advantage of the benefits today by contacting us at cx@ttec.com

Cost savings reflected in the case studies are specific to the clients and the services we provide. The actual savings may vary based on specific opportunities, which we would be happy to discuss with you.



About TTEC

TTEC Holdings, Inc. (NASDAQ: TTEC) is one of the largest global CX (customer experience) technology and services innovators for end-to-end, digital CX solutions. The Company delivers CX technology and operational CX orchestration at scale through its proprietary cloud-based CXaaS (Customer Experience as a Service) platform. Serving iconic and disruptive brands, TTEC's solutions span the entire enterprise, touch every virtual interaction channel, and improve each step of the customer journey. Leveraging next-gen digital and cognitive technology, the Company's Digital business designs, builds, and operates omnichannel contact center technology, conversational messaging, CRM, automation (AI / ML and RPA), and analytics solutions. The Company's Engage business delivers digital customer engagement, customer acquisition & growth, content moderation, fraud prevention, and data annotation solutions. Founded in 1982, the Company's commitment to CX excellence has earned its leading client NPS scores worldwide. TTEC's nearly 65,000 employees operate on six continents and bring technology and human ingenuity together to deliver happy customers and differentiated business results. To learn more, visit us at ttec.com.