



NASDAQ: TTEC

STOCK PRICE

\$82.52*

52-WEEK RANGE

\$72.53 - \$112.27

DILUTED SHARES OUTSTANDING (000'S)

47,381**

DIVIDEND PER SHARE (ANNUALIZED ESTIMATE)

\$1.00***

* as of 03/31/2022

** weighted average for Q1 2022

***subject to Board approval

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 leading 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 outcome-based 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 singular obsession with CX excellence has earned it leading client NPS scores across the globe. The company's nearly 62,000 employees operate on six continents and bring technology and humanity together to deliver happy customers and differentiated business results. To learn more visit us at www.ttec.com.

Financial Highlights

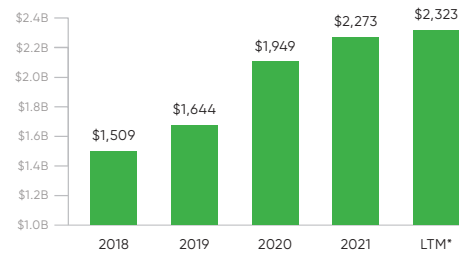
(in thousands, except ratios and EPS)

	2018	2019	2020	Q1 2021	Q2 2021	Q3 2021	Q4 2021	2021	Q1 2022
Revenue	\$1,509,171	\$1,643,704	\$1,949,248	\$539,219	\$554,794	\$566,734	\$612,315	\$2,273,062	\$588,726
Operating Income	\$92,054	\$123,709	\$204,692	\$73,424	\$65,830	\$26,025	\$51,913	\$217,192	\$48,310
Operating Margin	6.1%	7.5%	10.5%	13.6%	11.9%	4.6%	8.5%	9.6%	8.2%
Net Income	\$35,817	\$77,164	\$118,648	\$50,418	\$47,369	\$14,435	\$28,748	\$140,970	\$33,404
Diluted EPS	\$0.77	\$1.65	\$2.52	\$1.06	\$1.00	\$0.30	\$0.61	\$2.97	\$0.71
Cash	\$78,237	\$82,407	\$132,914	\$144,213	\$174,742	\$148,853	\$158,205	\$158,205	\$156,828
Debt	\$304,495	\$307,482	\$396,343	\$348,654	\$842,505	\$811,766	\$797,148	\$797,148	\$807,940
CAPEX	\$43,450	\$60,776	\$59,772	\$11,565	\$12,028	\$17,185	\$19,580	\$60,358	\$16,691
D&A	\$69,179	\$69,086	\$78,862	\$20,459	\$24,916	\$25,280	\$26,051	\$96,707	\$26,630
Share Buyback	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Dividend	\$25,346	\$28,739	\$134,554	\$0	\$20,132	\$0	\$22,085	\$42,217	\$23,518*

*\$0.50 per share, Declared February 28, 2022, Paid April 20, 2022

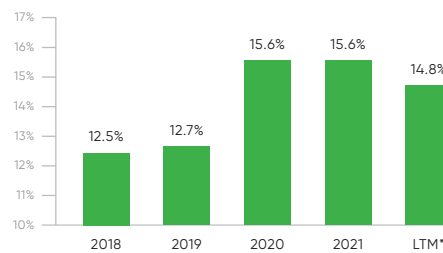
Summary Financial Metrics

TOTAL REVENUE (IN \$ MILLIONS)



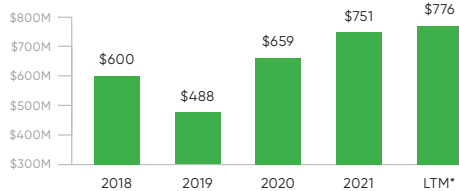
*LTM ending 03/31/2022

ADJUSTED EBITDA MARGIN



*LTM ending 03/31/2022

BOOKINGS (IN \$ MILLIONS)



*LTM ending 03/31/2022

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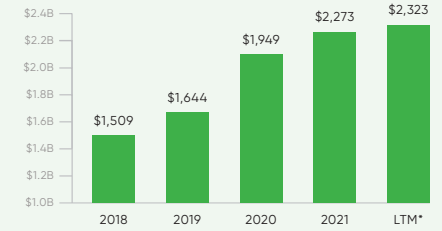
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FACT SHEET Q1 2022

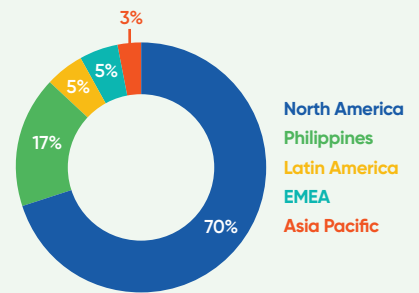
Total Revenue

(in millions)



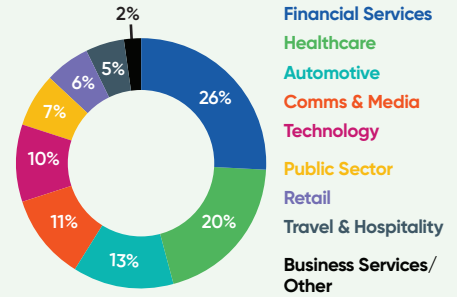
*LTM ending 03/31/2022

Revenue by Geography*

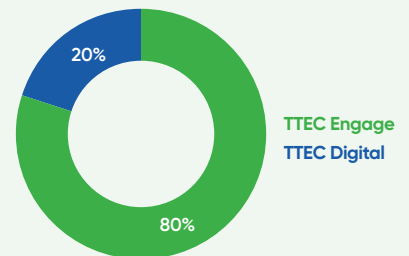


*Based on geographic location where services are provided

Revenue by Vertical Industry



Revenue by Segment



Selected Financial Information

(in thousands, except ratios, per share data and operating data)

	2018	2019	2020	Q1 2021	Q2 2021	Q3 2021	Q4 2021	2021	Q1 2022
INCOME STATEMENT DATA									
Revenue	\$1,509,171	\$1,643,704	\$1,949,248	\$539,219	\$554,794	\$566,734	\$612,315	\$2,273,062	\$588,726
Cost of services	<u>1,157,927</u>	<u>1,242,887</u>	<u>1,452,719</u>	<u>388,660</u>	<u>400,323</u>	<u>447,786</u>	<u>467,340</u>	<u>1,704,109</u>	<u>447,215</u>
Gross profit	\$351,244	\$400,817	\$496,529	\$150,559	\$154,471	\$118,948	\$144,975	\$568,953	\$141,511
SG&A	182,428	202,540	203,902	52,757	61,300	67,426	58,511	239,994	64,839
D&A	69,179	69,086	78,862	20,459	24,916	25,280	26,051	96,706	26,630
Restructuring & other charges	<u>7,583</u>	<u>5,482</u>	<u>9,073</u>	<u>3,919</u>	<u>2,425</u>	<u>217</u>	<u>8,500</u>	<u>15,061</u>	<u>1,732</u>
Operating Income	\$92,054	\$123,709	\$204,692	\$73,424	\$65,830	\$26,025	\$51,913	\$217,192	\$48,310
Net interest income (expense)	(24,198)	(17,200)	(15,833)	(1,623)	(3,151)	(3,333)	(3,516)	(11,623)	(3,566)
Other income (expense)	(10,002)	3,902	(18,591)	(798)	1,047	3,288	(1,222)	2,315	1,260
Loss on held for sale assets	(1,616)	-	-	-	-	-	-	-	-
Income before income taxes	\$56,238	\$110,411	\$170,268	\$71,003	\$63,726	\$25,980	\$47,175	\$207,884	\$46,004
Income tax benefit (expense)	<u>(16,483)</u>	<u>(25,677)</u>	<u>(40,937)</u>	<u>(15,979)</u>	<u>(11,353)</u>	<u>(7,939)</u>	<u>(14,424)</u>	<u>(49,695)</u>	<u>(8,034)</u>
Net income	\$39,755	\$84,734	\$129,331	\$55,024	\$52,373	\$18,041	\$32,751	\$158,189	\$37,970
Minority interest	<u>(3,938)</u>	<u>(7,570)</u>	<u>(10,683)</u>	<u>(4,606)</u>	<u>(5,004)</u>	<u>(3,606)</u>	<u>(4,003)</u>	<u>(17,219)</u>	<u>(4,566)</u>
Net income attributable to TTEC stockholders	\$35,817	\$77,164	\$118,648	\$50,418	\$47,369	\$14,435	\$28,748	\$140,970	\$33,404
Net income per share									
Basic	\$0.86	\$1.83	\$2.77	\$1.18	\$1.12	\$0.38	\$0.70	\$3.37	\$0.81
Diluted	\$0.86	\$1.81	\$2.75	\$1.16	\$1.10	\$0.38	\$0.69	\$3.34	\$0.80
Net income per share attributable to TTEC stockholders									
Basic	\$0.78	\$1.66	\$2.54	\$1.08	\$1.01	\$0.31	\$0.61	\$3.01	\$0.71
Diluted	\$0.77	\$1.65	\$2.52	\$1.06	\$1.00	\$0.30	\$0.61	\$2.97	\$0.71
Average shares outstanding									
Basic	46,064	46,373	46,647	46,743	46,840	46,984	46,989	46,890	47,005
Diluted	46,385	46,758	46,993	47,355	47,409	47,348	47,372	47,386	47,381
As a percent of revenue									
Gross profit	23.3%	24.4%	25.5%	27.9%	27.8%	21.0%	23.7%	25.0%	24.0%
SG&A	12.1%	12.3%	10.5%	9.8%	11.0%	11.9%	9.6%	10.6%	11.0%
D&A	4.6%	4.2%	4.0%	3.8%	4.5%	4.5%	4.3%	4.3%	4.5%
Operating income	6.1%	7.5%	10.5%	13.6%	11.9%	4.6%	8.5%	9.6%	8.2%
Net income	2.6%	5.2%	6.6%	10.2%	9.4%	3.2%	5.3%	7.0%	6.4%
Net income attributable to TTEC stockholders	2.4%	4.7%	6.1%	9.4%	8.5%	2.5%	4.7%	6.2%	5.7%
Effective tax rate	29.3%	23.3%	24.0%	22.5%	17.8%	30.6%	30.6%	23.9%	17.5%
Normalized effective tax rate	25.6%	22.9%	22.5%	23.7%	21.4%	19.6%	19.6%	21.3%	21.5%
BALANCE SHEET DATA									
Cash	\$78,237	\$82,407	\$132,914	\$144,213	\$174,742	\$148,853	\$158,205	\$158,205	\$156,828
A/R, net	\$350,962	\$331,096	\$378,397	\$350,307	\$354,662	\$349,382	\$357,310	\$357,310	\$399,160
Net property, plant, equipment	\$161,523	\$174,292	\$178,706	\$168,697	\$168,685	\$171,508	\$168,404	\$168,404	\$168,717
Total assets	\$1,054,508	\$1,370,516	\$1,516,408	\$1,495,653	\$2,037,628	\$2,044,133	\$1,996,804	\$1,996,804	\$2,051,685
Total Debt	\$304,495	\$307,482	\$396,343	\$348,654	\$842,505	\$811,766	\$797,148	\$797,148	\$807,940
Total equity	\$352,849	\$480,653	\$457,762	\$480,241	\$532,301	\$504,961	\$538,025	\$538,025	\$551,826
Days sales outstanding	77	66	61	59	58	57	54	54	61
Free cash flow	\$124,895	\$176,536	\$212,148	\$58,222	\$51,024	\$25,038	\$56,654	\$190,938	(\$3,005)
OTHER DATA									
Bookings - Annualized Contract Value (\$ in millions)	600	488	659	170	204	171	206	751	195
Number of delivery centers	85	89	83	79	73	73	71	71	65
OFFSHORE DATA									
Offshore Revenue	\$439,915	\$454,632	\$461,523	\$136,106	\$134,372	\$138,412	\$145,283	\$554,173	\$135,395
% of Total Engage Revenue	35%	34%	28%	29%	30%	31%	29%	29%	28%
Offshore Workstations	23,723	23,915	23,358	23,518	23,656	23,203	23,191	23,191	22,806
% of Total Workstations	55%	52%	55%	57%	59%	58%	58%	58%	63%
SEGMENT DATA									
Revenue									
TTEC Digital	\$238,799	\$305,346	\$306,985	\$63,587	\$107,995	\$124,086	\$118,436	\$414,104	\$113,583
TTEC Engage	<u>\$1,270,372</u>	<u>\$1,338,358</u>	<u>\$1,642,263</u>	<u>\$475,632</u>	<u>\$446,799</u>	<u>\$442,648</u>	<u>\$493,879</u>	<u>\$1,858,958</u>	<u>\$475,143</u>
Total	\$1,509,171	\$1,643,704	\$1,949,248	\$539,219	\$554,794	\$566,734	\$612,315	\$2,273,062	\$588,726
Adjusted EBITDA									
TTEC Digital	\$44,633	\$56,303	\$64,869	\$9,385	\$19,857	\$18,623	\$23,353	\$71,217	\$17,011
TTEC Engage	<u>\$144,076</u>	<u>\$152,785</u>	<u>\$239,159</u>	<u>\$86,493</u>	<u>\$75,888</u>	<u>\$60,081</u>	<u>\$60,704</u>	<u>\$283,167</u>	<u>\$68,496</u>
Total	\$188,709	\$209,088	\$304,028	\$95,878	\$95,745	\$78,704	\$84,057	\$354,384	\$85,507

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