

Delivering the next generation of digital customer experience

# TTEC Investor Presentation



November 2021

# Disclosure

This presentation includes forward-looking statements (within the meaning of Section 27A of the Securities Act of 1933 as amended, Section 21E of the Securities Exchange Act of 1934 as amended, and the Private Securities Litigation Reform Act of 1995) relating to TTEC's strategy, operations, value proposition, market assessments and the size of addressable market, financial performance and outlook, including M&A and strategic partnership opportunities, profitability, and cash from operations, which are based on managements' expectations, assumptions and projections with respect to the future, and are not a guarantee of performance.

These statements reflect managements' beliefs as of the time of this presentation. TTEC's actual results may differ materially from what is reflected in the forward-looking statements. New factors or events that are not currently known to us may emerge and materially and adversely affect us and our results of operations. Except as otherwise required by applicable securities laws, TTEC has no obligation to revise this information nor update you about these impacts.

The forward-looking statements are subject to various risks, uncertainties and factors that could cause actual results to differ materially from those described, including risk factors outlined in our most recent SEC filings on Form 10-K and any of our subsequently filed Quarterly Reports on Form 10-Q.

This presentation also contains estimates and other statistical data made by independent parties and by us relating to market size and growth and other data about our industry. This data involves a number of assumptions and limitations, and you are cautioned not to give undue weight to such estimates. Assumptions and estimates of our future performance and the future performance of the markets in which we operate are necessarily subject to a high degree of uncertainty and risk.

In addition to the financials presented in accordance with U.S. generally accepted accounting principles ("GAAP"), this presentation includes certain non-GAAP financial measures. We use the non-GAAP financial measures listed in the appendix to evaluate our ongoing operations and for internal planning and forecasting purposes. We believe that non-GAAP financial measures, when taken collectively, may be helpful to investors because it provides consistency and comparability with past financial performance. However, non -GAAP financial information is presented for supplemental informational purposes only, has limitations as an analytical tool and should not be considered in isolation or as a substitute for financial information presented in accordance with GAAP. In addition, other companies, including companies in our industry, may calculate similarly-titled non-GAAP measures differently or may use other measures to evaluate their performance, all of which could reduce the usefulness of our non-GAAP financial measures as tools for comparison. You should review the reconciliation of our non-GAAP financial measures to the most directly comparable GAAP financial measures set forth in the Appendix, and not rely on any single financial measure to evaluate our business.

For additional information about TTEC's business, refer to the company's 2020 Annual Reports on Form 10K, subsequent Quarterly Reports on Form 10-Q, and other documents filed with the U.S. Federal Securities and Exchange Commission (the "SEC") from time to time, and relevant earnings press releases (including GAAP, Non-GAAP and other reconciliation financial tables included therein). The documents that we filed with the SEC can be obtained for free by visiting EDGAR on the SEC website at [www.sec.gov](http://www.sec.gov).

# TTEC at a Glance

## SCALE

## DIVERSIFICATION\*

## FINANCIAL STRENGTH

**20**

COUNTRIES &  
~50 LANGUAGES

**~725**

CLIENTS\*\*

**60K+**

TOTAL  
EMPLOYEES

**~80%**

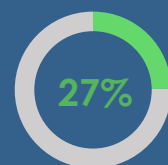
OF EMPLOYEES  
WORKING FROM  
HOME

**~3,000**

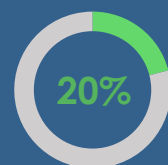
CX PROFESSIONALS &  
ENGINEERS SERVICING  
CLIENTS\*\*

**~50%\***

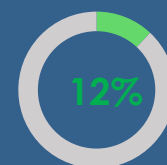
OF REVENUE GENERATED  
FROM CLIENTS WITH  
WHOM WE HAVE HAD A  
RELATIONSHIP FOR AT  
LEAST 15 YEARS



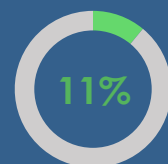
FINANCIAL  
SERVICES



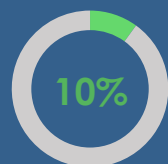
HEALTHCARE



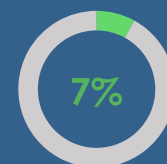
AUTOMOTIVE



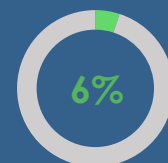
TELECOM &  
MEDIA



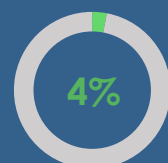
TECHNOLOGY



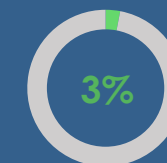
RETAIL



PUBLIC  
SECTOR

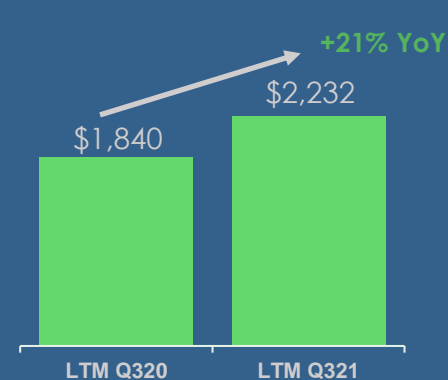


TRAVEL &  
HOSPITALITY

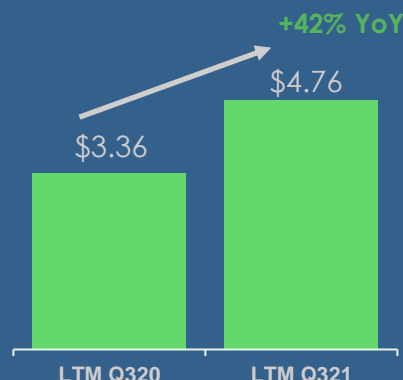


OTHER

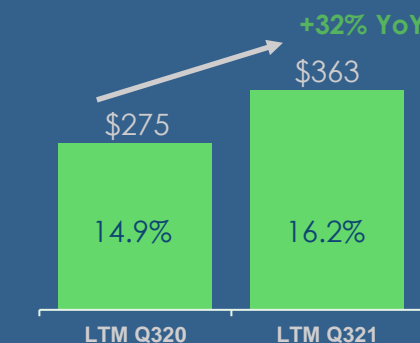
REVENUE (in millions)



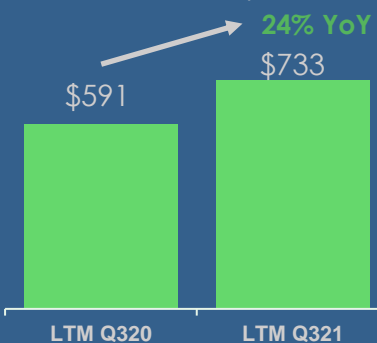
NON-GAAP EPS



ADJUSTED EBITDA (in millions)



BOOKINGS (in millions)



For additional information, refer to TTEC's 2020 Annual Report on Form 10K and subsequent Form 10-Q quarterly reports, relevant earnings statements, and GAAP/ Non-GAAP reconciliation financial tables.

\* LTM Q3 2021

\*\* Client and CX Professional count

©2021 TTEC. Confidential and Proprietary. Not for reproduction or distribution.



# A Single Source for Technology-enabled, End-to-end CX Transformation



**Design. Build. Operate.**

A global, market leading CX technology and services partner focused exclusively on customer experience to deliver meaningful commercial outcomes through digital transformation.



## **TTEC Digital** Design & Build

A CX technology and services partner with market leading capabilities in AI-enabled digital, cloud analytic and security solutions.



## **TTEC Engage** Operate

A leading tech-enabled virtual customer care operations, revenue generation and specialty business services outsourcing partner.

# TTEC Is Powering the Virtual CX Economy



*My husband was killed in action and I don't understand our financial situation.*



## CUSTOMER ENGAGEMENT

Banking and Insurance claims

*A Fortune 500 financial services group*



*I need to run and would like to move this conversation to chat.*



## MESSAGING

Messaging and technical support

*A top 10 telecommunications company*



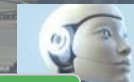
*I need at least a 5:1 ROI to justify spending \$100k on a campaign.*



## CUSTOMER ACQUISITION

Inside sales for SMB advertising

*A world-leading tech & digital media company*



*I'd like to know if I can get a bonus for referring friends.*



## AUTOMATION

Intelligent virtual assistant to enable self-service

*A leading delivery technology company*



*I'm having trouble with your payment system. Can you help?*



## HYPERGROWTH

Customer care and tech support

*A leader in payment processing technology*



*I was in an accident with my car and the brakes failed. Is this covered?*



## DIGITAL TRANSFORMATION

General inquiries, case management, dealer support

*One of the largest automakers in the world*



*I have a health emergency and I can't get to my doctor.*



## OMNICHANNEL

24/7 health emergency and Medicare Part D

*A leading health and wellness company*



*Someone stole my identity and they're withdrawing money from my account.*



## FRAUD PREVENTION

Fraud prevention, identity theft, refinement of algorithms for proactive detection

*A multinational financial services company*



# Life Today is Personalized with Unlimited Choices

Explosion in interactions

New brands

Shift to direct to consumer

Experience is everything

Digitization

TTEC POWERS THIS  
VIRTUAL CX ECONOMY



Not necessarily representative of TTEC's clients

©2021 TTEC. Confidential and Proprietary. Not for reproduction or distribution.

ttec

# Problem: CX Technology Landscape is Complicated & Highly Fragmented

Thousands of CX Technology Providers

HUMANIFY CORE PLATFORM

INTEGRATION POINTS

## OMNICHANNEL



## CONVERSATIONAL MESSAGING



## QUALITY ASSURANCE



## WORKFORCE MANAGEMENT



## @home



## CRM WORKFLOW



## DATA AUGMENTATION



## ANALYTICS



## ORCHESTRATION



## KNOWLEDGE MANAGEMENT



## AI/ML/BOTS



## RPA



## ML/TRANSLATION



## CYBER SECURITY



## POS & E-Commerce



## SOCIAL PERSONA FEEDS



## ERP



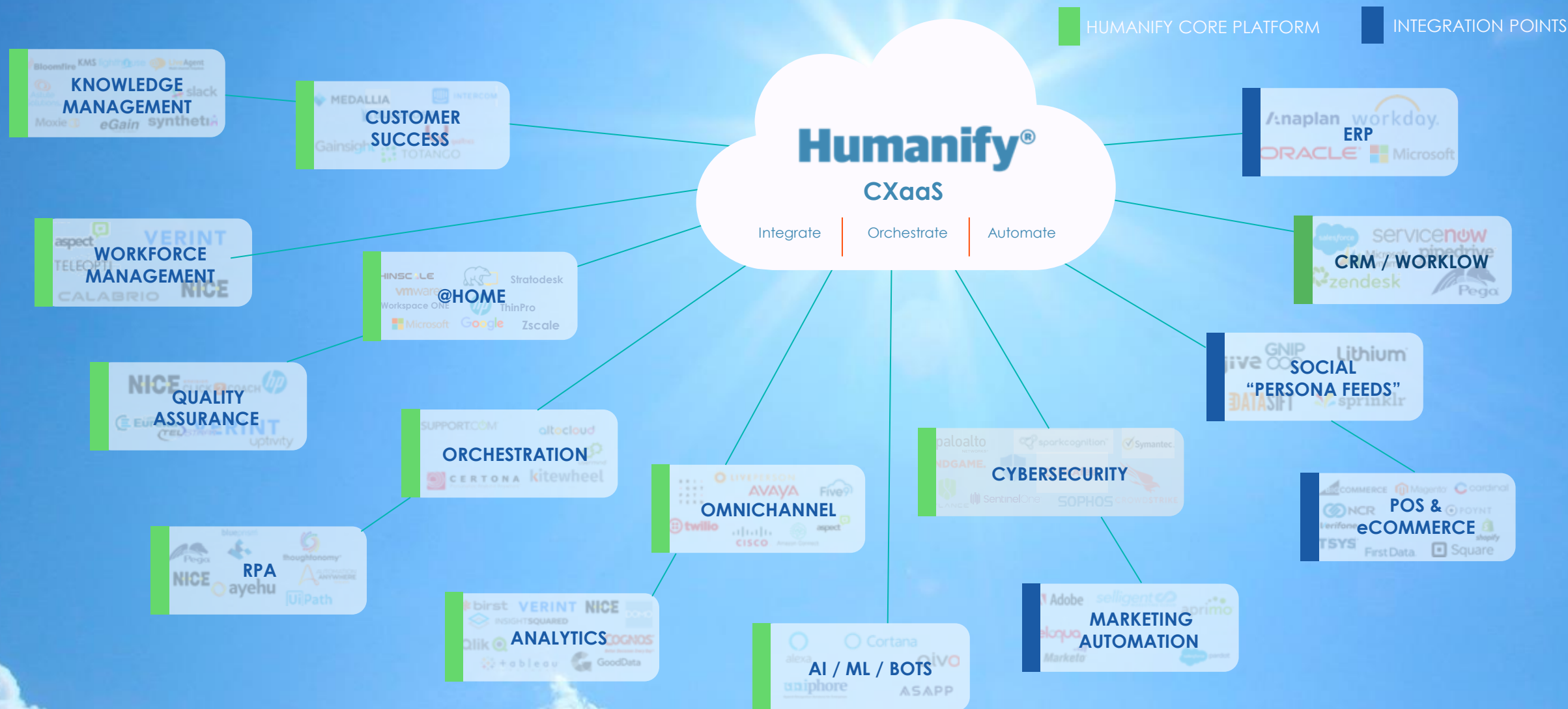
## MARKETING AUTOMATION



## CX - EX MANAGEMENT

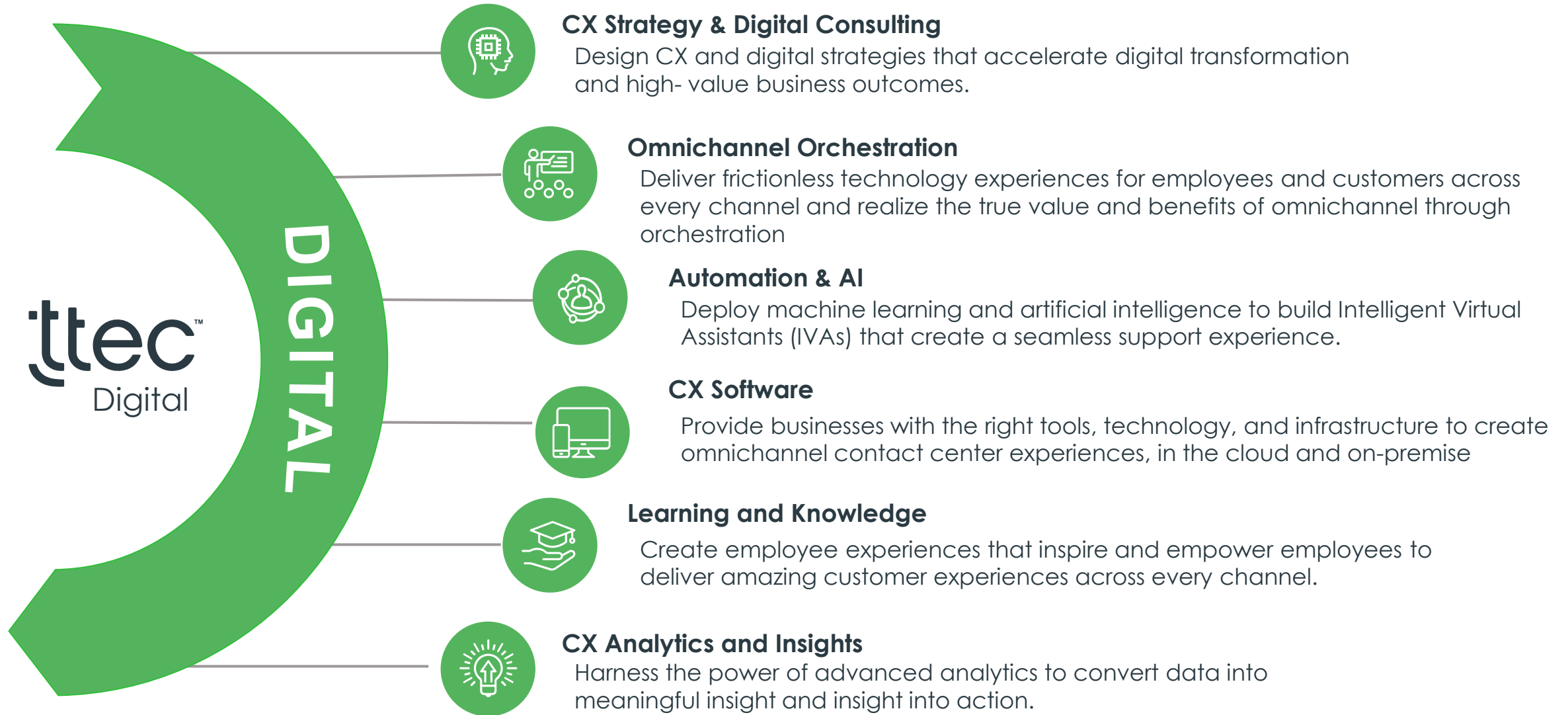


# Solution: TTEC's Humanify Cloud Simplifies CX Technology Ecosystem by Integrating and Orchestrating Best-of-Breed CX Tech for Enterprises and Governments

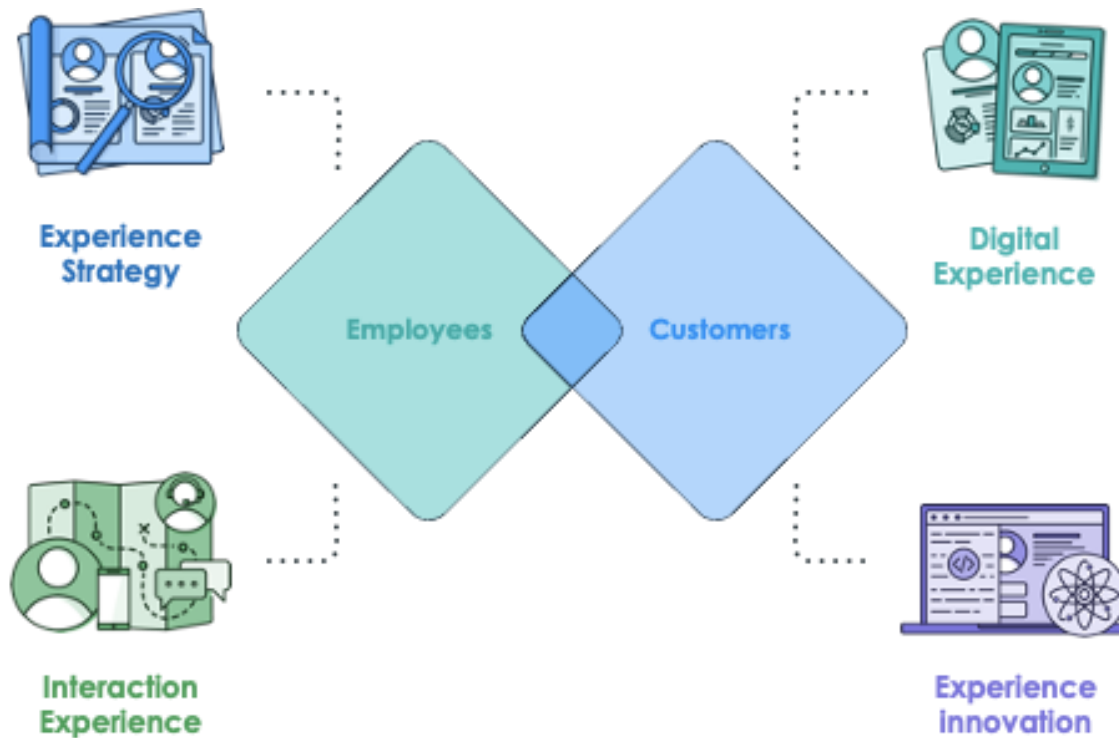




# TTEC Digital: Our Solutions



# TTEC Digital: A Comprehensive Approach to Digital CX Transformation



**Enterprise & midmarket market**

**Elite partner ecosystem**

**Differentiated IP**

Smart Apps, Industry Connectors,  
AI-driven training (Real Play,  
Associate Assist), Neighborhood



# TTEC Digital: Design & Build



## CRM e-commerce

Design and build a modern, highly secure, e-commerce platform for a financial services company to tap new revenue sources by integrating invoicing and revenue tracking into their CRM system



## Data models Customer acquisition Customer retention

Build data models to identify the drivers of customer satisfaction and loyalty so that a large health insurer could use crucial customer insights from their CRM system to improve the effectiveness of their member acquisition and retention programs.



## Cloud Contact center

Envision and execute a comprehensive contact center cloud migration strategy for several credit unions, enhanced with IP applications to increase CX functionality and agility in response to changes resulting from the pandemic economy.



## Data lake Customer insights

Create a data lake with enhanced analytics to differentiate a travel and leisure brand by helping them access timely market insights with feedback from front line associates so they can customize traveler experiences and build deeper engagement.

**Technology agnostic, total experience approach to digital transformation that combines thoughtful planning and best-fit technology to deliver AI-enabled digital, cloud, analytic and security solutions from the ground up.**



# TTEC Engage: Our Solutions



# TTEC Engage: Technology-enabled Operations



## **AI-enabled Trust & safety**

Build and operate an AI-enabled trust & safety governance center of excellence for an online vacation marketplace that will combine fraud investigators with advanced data modeling and complex business rules to detect and eliminate online fraud.



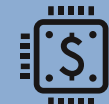
## **Sentiment analytics next best action**

Create a membership growth engine for a next-gen digital health insurer by using sentiment analytics and intent mapping processes to inform next best action models used by front line associates to accelerate sales.



## **AI-based training**

Optimize productivity for fast-growing fintech unicorn with AI-based training and a pre-production sandbox to accelerate associate proficiency.



## **Natural language processing**

Orchestrate a natural language processing model for an emerging crypto currency trading platform to augment and help associates to handle highly complex interactions

**Operate technology-enabled CX platforms that combine talented associates with advanced automation capabilities, analytics and digital tools to increase ROI and deliver an improved overall associate and customer experience.**

# Our Commercial Model Blends Recurring License Fees & Managed Services Contracts



## TTEC DIGITAL: CLOUD and MANAGED SERVICES

### FEES PAID BASED UPON:

3 to 5 year take or pay contracts

### DELIVERY MODEL:

Full-stack onshore and offshore delivery providing operations, monitoring and automation; management of accounts, incidents and changes

### PRICING MODEL:

Per User Per Month (PUPM) Pricing based upon solution

Technology solutions inclusive of omnichannel, QA, WFM, IVR, CRM, analytics, AI/ML/RPA, etc. based on client requirements



## TTEC DIGITAL: PROFESSIONAL SERVICES

### FEES PAID BASED UPON:

Engagement SOW  
Retainer

### DELIVERY MODEL:

Onshore and offshore delivery  
Revenue directly attached to new business for cloud and managed services  
Key business drivers include utilization, billable rates and Mix

### PRICING MODEL:

Fixed bid and cost+ client pricing models based upon solution  
Solution areas include CX strategy, digitization and operations, analytics and insights, AI/ML/RPA, and learning and development.



## TTEC ENGAGE: BRAND AMBASSADORS & GROWTH HACKERS

### FEES PAID BASED UPON:

Standard-billable hour  
Productive Hour

### DELIVERY MODEL:

Onshore, offshore and nearshore options

### PRICING MODEL:

Based upon complexity of skill being delivered.  
Tier 1-3 support, tech support, sales, fraud, Etc.

# CXaaS

**One Partner.  
One Holistic CX  
Transformation  
Solution.**

### DESCRIPTION:

Our end-to-end CX Managed Services combine CX Strategy, Technology, Natural Intelligence (Humans), AI, automation, and a CX Roadmap

### COMMERCIAL MODELS:

Fees paid based on number of customers

Fees paid on a TCO model

Fees paid on performance/gainshare



## 4 Key Investment Pillars

1

We serve a **massive addressable market** with compelling long-term growth fundamentals

**\$640B**

TOTAL ADDRESSABLE  
MARKET (TAM)

**+12%**

ANNUAL GROWTH IN TAM

2

We have built a differentiated **CXaaS cloud platform** at scale that **wins** in the permanent shift to **work from home**

Hundreds of  
Millions Invested  
SINCE 2010

Accelerated  
Bookings  
FY 2020

3

We have a **track record of growth** driven by a blue-chip embedded client base, a diverse set of partnerships, and strategic M&A

**10+ Years**

AVERAGE TENURE OF  
TOP 20 CLIENTS

**~50% Revenue**

FROM CLIENTS WITH  
+15 YEARS RELATIONSHIP

4

We have a **strong financial profile**, with high recurring revenue, profit growth and record cash flows



**+21%** TTEC Revenue Growth  
LTM Q3'21 YoY



**+32%** TTEC Adj. EBITDA Growth  
LTM Q3'21 YoY

For additional information, refer to TTEC's 2020 Annual Report on Form 10K and subsequent Form 10-Q quarterly reports, relevant earnings statements, and GAAP/ Non-GAAP reconciliation financial tables.

# PILLAR #1: We Serve a Massive Addressable Market with Compelling Long-term Growth Fundamentals

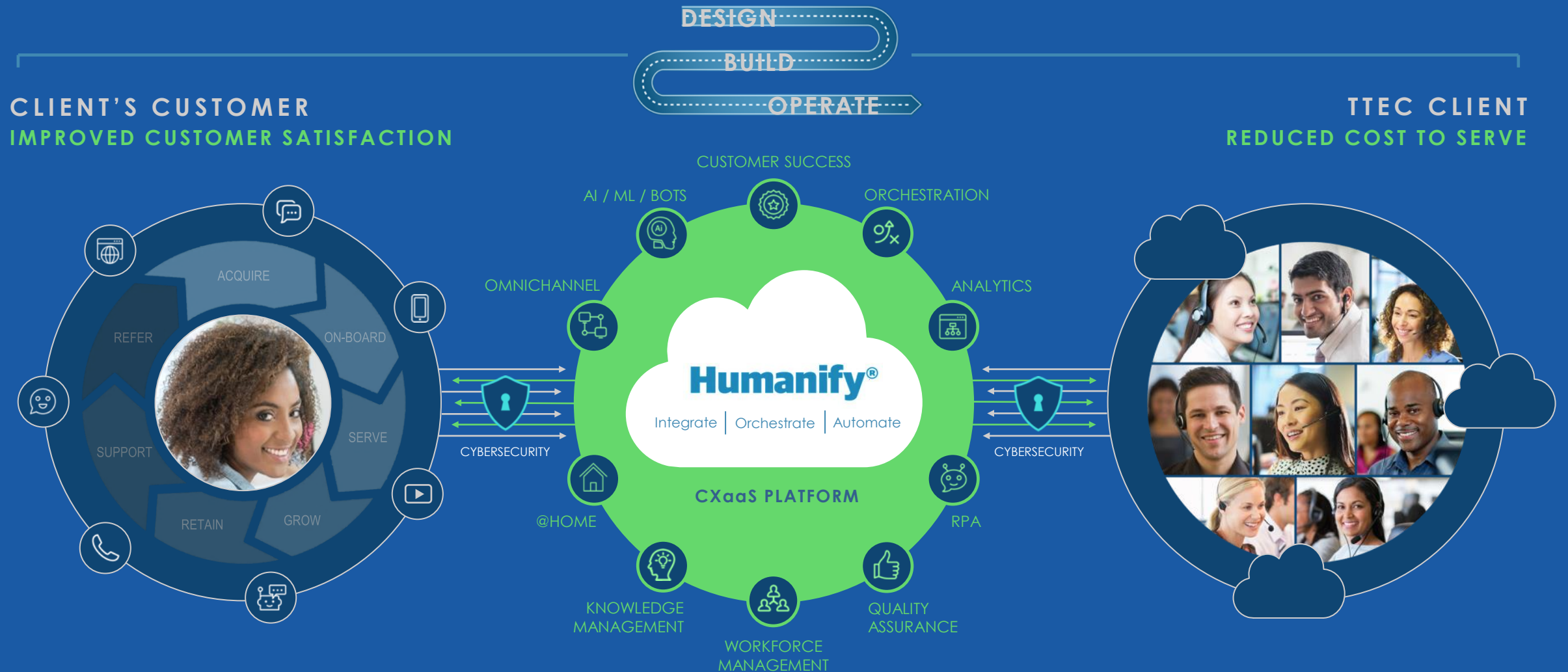


Note: Reflects 2020 market size.

(1) Everest, BPS/BPO Top 50 2019, April 2019. IDC, Worldwide and U.S. Digital Strategy Consulting Services Forecast, 2019-2023, July 2019, #US44446019. Gartner, Q3'19 Update. Forecast: Infrastructure Software Markets, Worldwide, 2017-2023. IDC, Worldwide Artificial Intelligence Software Platforms Forecast, 2019-2023, July 2019, #US44170119. IDC, Worldwide Contact Center Applications Software Forecast, 2019-2023, June 2019, #US45124119. Gartner, April 2019. Forecast Analysis: Contact Centers, Worldwide. Frost & Sullivan, November 2019. Growth Opportunities in the North American Contact Center Market, Forecast to 2023. Gartner, Q3'19 Update. Forecast: Enterprise Application Software, Worldwide, 2017-2023. Frost & Sullivan, July 2019. Global Marketing Automation Solutions (MAS) Market, Forecast to 2025. Markets and Markets, November 2018. Fraud Detection and Prevention (FDP) Market by Solution, Service, Application Area, Organization Size, Vertical, and Region—Global Forecast to 2023.

(2) Everest CCO annual report. ERG-2018-21-ft-2768

## PILLAR #2: We Have Built a Differentiated CXaaS Cloud Platform at Scale That Wins in the Permanent Shift to Virtual CX delivery





# PILLAR #3: We Have a Track Record of Growth Driven by a Blue-Chip Embedded Client Base, a Diverse Set of Partnerships, and Strategic M&A

## MULTIPLE GROWTH VECTORS

### DEEP CLIENT RELATIONSHIPS

- Public Sector
- eCommerce
- Healthcare
- Financial services
- Hypergrowth
- Technology
- Telecom & Media
- Automotive

### TECHNOLOGY INNOVATION

- End to end cloud based CX technology
- Messaging
- Hyper Automation
- AI / ML / RPA
- Analytics
- Omnichannel
- @home
- Cybersecurity
- Other emerging technologies

### DELIVERY FOOTPRINT

- Globally distributed delivery model
- 20 countries with continued expansion
- @home
- ~50 languages

### CX PARTNER ECOSYSTEM

- Growing ecosystem of leading CX technology partners
- Recently announced partnership developments:



### STRATEGIC M & A

- Track record of strategic and accretive M&A
- Acquired 10 companies in past 5 years
- Attractive market environment for continued investment
- Attractive Pipeline
- Strong balance sheet to enable execution

Technology and services to deliver virtual customer experience solutions

# PILLAR #4: We Have a Strong Financial Profile, with High Recurring Revenue, Profit Growth, and Record Cash Flows



## HIGH RECURRING REVENUE

**~725**

CLIENTS INCLUDING LARGE COMMERCIAL ENTERPRISE, MIDMARKET, PUBLIC SECTOR, & HYPERGROWTH BRANDS

**10+ years**

AVERAGE TENURE OF TOP 20 CLIENTS

**~50%**

OF REVENUE GENERATED FROM CLIENTS WITH WHOM WE HAVE HAD A RELATIONSHIP FOR AT LEAST 15 YEARS



## STRONG REVENUE GROWTH PROFILE

**21%**

TOTAL COMPANY REVENUE YoY  
(LTM Q3'20 – LTM Q3'21)

**18%**

DIGITAL REVENUE YoY  
(LTM Q3'20 – LTM Q3'21)

Impacted by to the completion of a one-time large govt contract and exit of non-strategic assets

**22%**

ENGAGE REVENUE YoY  
(LTM Q3'20 – LTM Q3'21)



## STRONG CASH FLOW GROWTH PROFILE

**32%**

TOTAL COMPANY ADJUSTED EBITDA YoY  
(LTM Q3'20 – LTM Q3'21)

**(11%)**

DIGITAL ADJUSTED EBITDA YoY  
(LTM Q3'20 – LTM Q3'21)

Impacted by to the completion of a one-time large govt contract and exit of non-strategic assets

**46%**

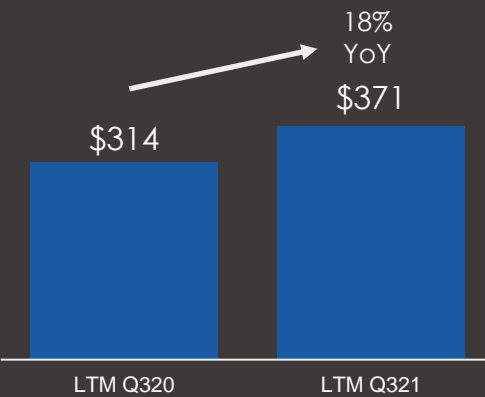
ENGAGE ADJUSTED EBITDA YoY  
(LTM Q3'20 – LTM Q3'21)

\* Financials are LTM Q3 2021

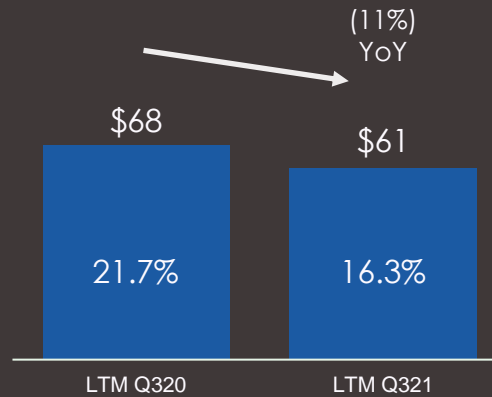
For additional information, refer to TTEC's filed Annual Reports on Form 10K and Quarterly Reports on Form 10-Q, relevant earnings statements, and GAAP/ Non-GAAP reconciliation financial tables.

## DIGITAL

### TOTAL REVENUE



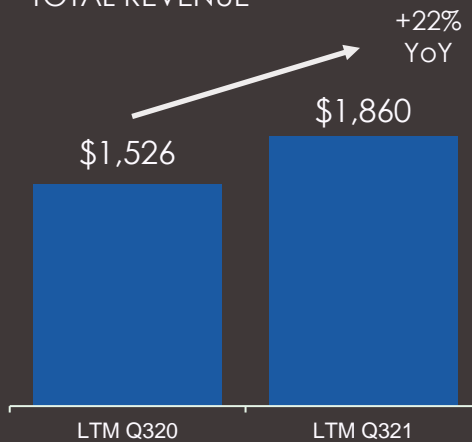
### ADJUSTED EBITDA



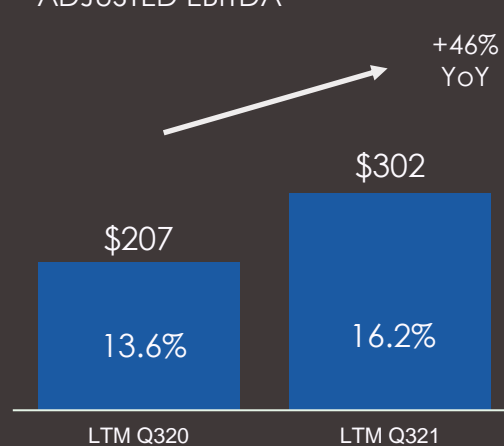
Digital: Impacted by the completion of a one-time large government contract and exiting of non-strategic assets

## ENGAGE

### TOTAL REVENUE



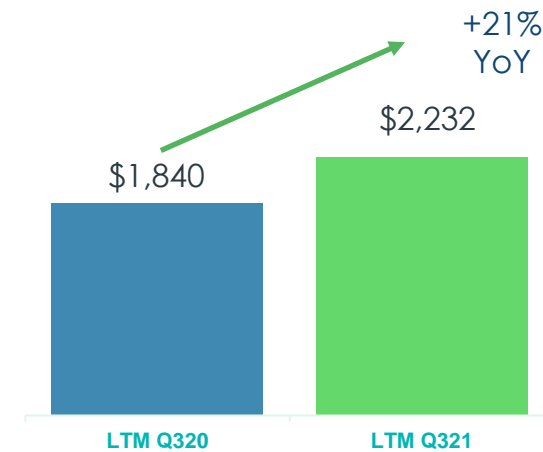
### ADJUSTED EBITDA



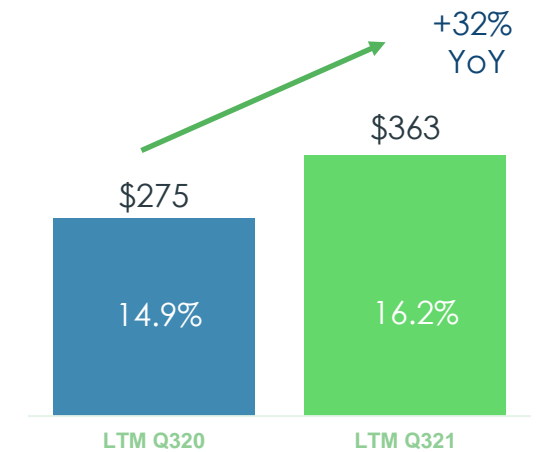
## FINANCIAL PERFORMANCE DIGITAL AND ENGAGE

### TOTAL REVENUE

#### TOTAL REVENUE



#### ADJUSTED EBITDA



For additional information, refer to TTEC's 2020 Annual Report on Form 10K and subsequent Form 10-Q quarterly reports, relevant earnings statements, and GAAP/ Non-GAAP reconciliation financial tables.

\$'s in millions

# Capital Deployment Priorities

WHILE MAINTAINING SOUND LEVERAGE  
AND DEBT-SERVICE CAPACITY



Maintaining our Market Leadership



Organic Growth



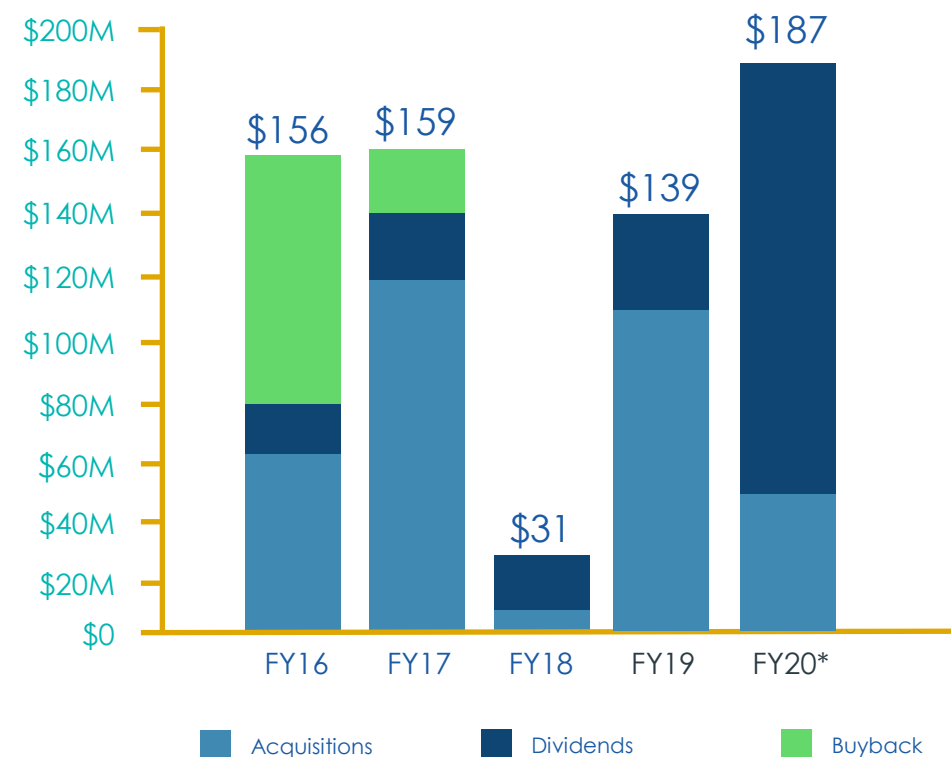
Inorganic Growth (M&A)



Shareholder Returns

- Dividends
- Buyback

DISCRETIONARY CAPITAL DEPLOYMENT



**LTM Q3'21 Acquisitions of \$496M and Dividends of \$139M\***

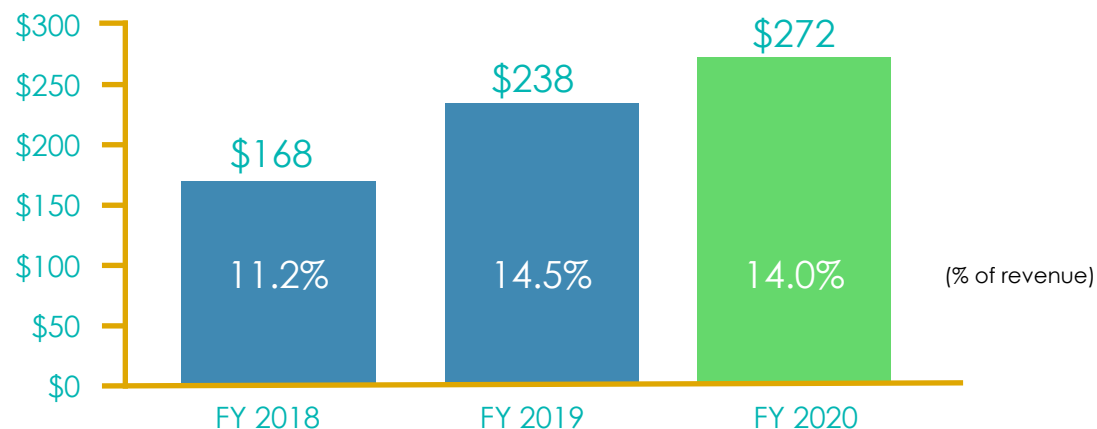
\* FY 2020 includes a one-time special dividend of \$100M in addition to our regular semi-annual dividend (\$'s in millions)

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



# Trends — Cash Flow and CapEx

## CASH FLOW FROM OPERATIONS (millions)

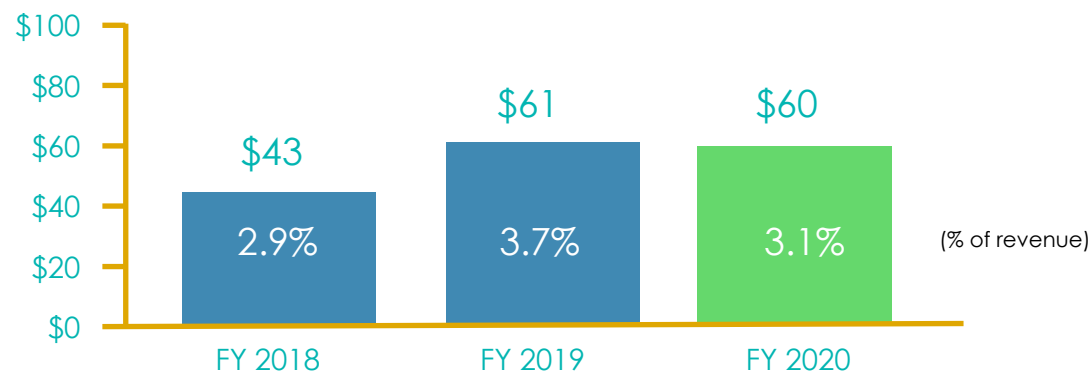


### Significant increase in cash flow from operations

Operating cash flow improvement is attributable to increased profitability and working capital management

**LTM Q3'21 Cash Flow From Operations \$260m (11.7%)**

## CAPEX – NET OF FINANCING (millions)



### Capex as a percentage of revenue remains relatively low

Supporting our technological advancements and growth in our global operations

**LTM Q3'21 CAPEX - Net of Financing \$53m (2.4%)**

For additional information, refer to TTEC's 2020 Annual Report on Form 10K and subsequent Form 10-Q quarterly reports, relevant earnings statements, and GAAP/ Non-GAAP reconciliation financial tables.

# ESG: Growing a Socially and Environmentally Responsible Business

We continue to aspire to be a global leading customer experience company that demonstrates commitment to perform its business in a manner that is consistent with the desired Environmental, Social and Governance goals.

Our goal is to become:

**The Employer of Choice - Employees**

**The Provider of Choice - Clients**

**The Investment of Choice - Investors**

As a member of the SASB Alliance we are proud to do our part to move the markets as today's capital markets need standardized sustainability disclosure and effective ESG integration.

We also formed an ESG council to drive global efforts by promoting an overall framework for integrating ESG into Investment process, sustainable operations, measurement, education, client engagement and reporting.



## TTEC 2021 Key Initiatives

### **The Employer of Choice – Employees**

- Formed ESG , Diversity and Environmental focus Councils
- Revamping Health and Safety metrics as well as hiring additional resources.
- Reviewing Ethics and compliance, formed Ethics and Compliance Steering Committee
- Published Modern slavery statement
- Reduce Energy and resource consumption
- Reuse recycled materials and repurpose used items
- Named one of Forbes 500 Best Large Employers in America in 2020

### **The Provider of Choice - Clients**

- Reviewing and auditing data compliance and reporting
- Reviewing data security management
- Investing in reporting platforms

### **The Investment of Choice – Investors**

- Reviewing Client, Employee Shareholder Engagement
- Actively reporting to SASB, CSR Hub, MSCI and ISS
- Reviewing CDP requirements and alignment with TCFD and SDG goals and reporting
- Publishing TTEC ESG Yearly Report
- Investing in Membership and ESG Rating Agencies
- TTEC foundation funded numerous grants to outside organizations
- Diversified Board

# 2021 Guidance

Full year 2021 guidance estimates

## GAAP Revenue

**\$2,255M**

 **15.7%** FY 2021 YoY

## Adjusted EBITDA

- 15.6% percent of revenue

**\$352.4M**

 **15.9%** FY 2021 YoY

## Non-GAAP Income from Operations

- 12.6% percent of revenue

**\$285.2M**

 **17.7%** FY 2021 YoY

## Non-GAAP Earnings Per Share

**\$4.57**

 **19.7%** FY 2021 YoY

*Note: For additional information, refer to TTEC's filed Annual Reports on Form 10K and Quarterly Reports on Form 10-Q, relevant earnings statements, and GAAP/ Non-GAAP reconciliation financial tables.  
2021 Guidance as provided during our first quarter 2021 earnings release.*



# Appendix

## Reconciliation of Non-GAAP Financial Information





# TTEC — Reconciliation of Non-GAAP Financial Information

\$'s in Millions, except EPS	Consolidated		Engage		Digital	
LTM: Last Twelve Months						
	LTM Q3 2020	LTM Q3 2021	LTM Q3 2020	LTM Q3 2021	LTM Q3 2020	LTM Q3 2021
<b>Revenue</b>	\$ 1,839.6	\$ 2,231.7	\$1,526.0	\$ 1,860.3	\$ 313.6	\$ 371.4
<b>Reconciliation of Adjusted EBITDA:</b>						
<b>Earnings before Income Taxes</b>	\$ 148.4	\$ 219.0	\$ 98.7	\$ 188.7	\$ 49.7	\$ 30.3
Interest income / expense, net	19.0	9.9	19.1	10.0	(0.1)	(0.1)
Depreciation and amortization	75.7	92.5	62.4	67.2	13.3	25.2
Asset impairment and restructuring charges	4.5	11.4	3.0	11.0	1.6	0.5
Gain on sale of business units	(0.8)	-	(0.8)	-	-	-
Changes in acquisition contingent consideration	(4.3)	3.6	(4.3)	3.6	-	-
Loss on dissolution of subsidiary	19.9	-	19.9	-	-	-
Grant income for pandemic relief	-	(8.2)	-	(8.1)	-	(0.1)
Cybersecurity incident related impacts	-	19.5	-	19.2	-	0.2
Equity-based compensation expenses	12.6	15.0	8.8	10.4	3.8	4.6
<b>Adjusted EBITDA</b>	<b>\$ 274.9</b>	<b>\$ 362.6</b>	<b>\$ 206.8</b>	<b>\$ 302.0</b>	<b>\$ 68.2</b>	<b>\$ 60.6</b>
<b>Adjusted EBITDA Margin %</b>	14.9%	16.2%	13.6%	16.2%	21.7%	16.3%
<b>Reconciliation of Non-GAAP Income from Operations:</b>						
<b>Income from Operations</b>	\$ 185.8	\$ 226.9	\$ 136.4	\$ 196.8	\$ 49.4	\$ 30.1
Restructuring charges, net	2.7	3.3	1.9	2.4	0.9	0.9
Impairment losses	1.8	8.1	1.1	8.5	0.7	(0.4)
Grant income for pandemic relief	-	(8.2)	-	(8.1)	-	(0.1)
Equity-based compensation expenses	12.6	15.0	8.8	10.4	3.8	4.6
Cybersecurity incident related impacts	-	19.5	-	19.2	-	0.2
Amortization of purchased intangibles	15.5	27.1	12.9	13.2	2.5	13.9
<b>Non-GAAP Income from Operations</b>	<b>\$ 218.5</b>	<b>\$ 291.7</b>	<b>\$ 161.2</b>	<b>\$ 242.5</b>	<b>\$ 57.3</b>	<b>\$ 49.2</b>
<b>Non-GAAP Income from Operations Margin %</b>	11.9%	13.1%	10.6%	13.0%	18.3%	13.3%
<b>Non-GAAP EPS</b>	<b>\$ 3.36</b>	<b>\$ 4.76</b>				

For additional information, refer to TTEC's 2020 Annual Report on Form 10K and subsequent Form 10-Q quarterly reports, relevant earnings statements, and GAAP/ Non-GAAP reconciliation financial tables.