



Corporate Overview

COMPREHENSIVE CUSTOMER
AND ENTERPRISE SOLUTIONS

For Global 1000 leaders with complex ambitions, TeleTech is the go-to partner for unmatched total value in transforming customer experience and enterprise goals into new realities.

I NEED A
GO-TO
PARTNER

Our Vision

We design, build, implement, and manage superior customer experiences across the customer life cycle in order to drive shareholder value.

Experience Matters

The world has changed. Disruptive technologies, social media, demanding customers, and an interconnected global economy have altered the face of business forever. To compete, companies need to be smarter, faster, and more agile. They need the ability to deliver seamless, effortless experiences for their customers while providing strong returns to their shareholders. To navigate this complicated and uncharted new world, brands need a partner with experience. TeleTech leads the way.

For 30 years, we have been collaborating with the world's leading companies to architect and execute differentiated service experiences across the customer life cycle. And now, given the new market forces that demand exceptional customer focus, our value proposition is more relevant than ever before.

From our inception, we have occupied the intersection of technology and customer experience. Our fully integrated platform has been designed for clients who are seeking a strategic partner who can deliver measurable outcomes. It has been architected to provide all of the capabilities that an organization needs to create a differentiated customer experience across all channels and all phases of the customer life cycle. It balances the latest innovations in technology with the empathy of human contact and allows our clients to focus on their core competencies while TeleTech focuses on ours - delivering superior customer experiences.

A Track Record of Expertise

TeleTech has focused on making ambitious goals reality for our clients and their customers. From our earliest days, we've supported the large and rapidly growing customer management market. We enable companies to leverage our emerging technologies and global footprint to meet the rapidly changing needs of their customers.

TeleTech has continued to evolve to meet our clients' scalability and geographical requirements. We build long-term relationships and create technology advances in customer experience delivery that allow our clients to seamlessly serve their customers around the world. As customer demands rise, enterprises turn to us in greater numbers to learn how to get more from their existing resources.

"Today's products and services commoditize quickly. Successful companies know that the service experience defines their brand, and that brand perception drives customer affinity."

- Ken Tuchman, Chairman and CEO, TeleTech

TeleTech Today

For global leaders with complex challenges, TeleTech serves as the go-to partner for unmatched total value. We've earned an enviable reputation for transforming the goals of our clients and their customers into new ways of thinking, performing, and buying. Our deep operational heritage and unrivaled innovation make it possible for us to solve our clients' biggest challenges, deliver revenue growth, and tie our business success directly to their outcomes.

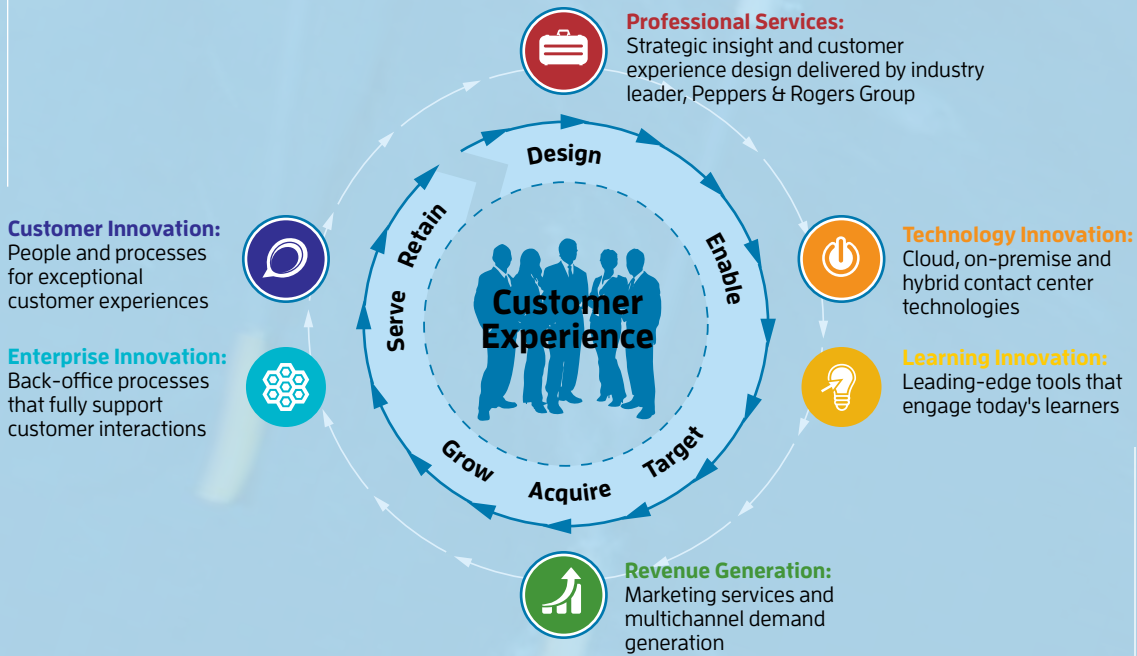
We base everything we do on a philosophy that ultimately transforms our clients' business with extraordinary people, solutions, and technology. Our philosophy ensures continuous program improvements and engaging brand experiences. This means that clients experience a decrease in costs to target, acquire, grow, serve, and retain customers. Revenue and customer satisfaction increase. And, our focus on performance-based outcomes helps guarantee results by aligning objectives.

\$5 BILLION
is the amount of client revenue driven annually



MAKING AMBITIOUS GOALS REALITY™

Complete Customer Experience Life Cycle Solutions



Strategies, Technologies and Talent for the Entire Customer Experience Life Cycle

Since 1982, TeleTech has focused its business on progressively developing strategic business solutions for every stage of the customer experience life cycle. TeleTech's innovation in integrating customer and enterprise management solutions –coupled with world-class employees, partners, and clients–has resulted in comprehensive offerings that include strategies, technologies, and talent. These end-to-end customer experience solutions will continue to position TeleTech as the go-to partner for Global 1000 companies.



Right Solutions. Right Time.

TeleTech offers the best overall value in the business process outsourcing (BPO) industry by focusing on developing long-standing, mutually successful partnerships. This approach enables us to commit financially to leading companies that engage us to help solve their most daunting customer management or enterprise challenges with speed and innovation. Our solutions include:

Revenue Generation – TeleTech's Revenue Generation solutions deliver more than \$5 billion in annual revenue for clients via a comprehensive suite of integrated offerings designed to grow existing revenue, retain valuable customers, and target new markets for additional growth. TeleTech designs and manages thousands of client-branded e-commerce websites which help implement sophisticated customer targeting and segmentation strategies to optimize the revenue potential in every customer interaction.

Customer Innovation – TeleTech's Customer Innovation solutions are specifically tailored to improve each customer's end-to-end experience, helping to build brand loyalty and drive the highest levels of satisfaction across all customer interaction channels in traditional and emerging media. The end result? Lengthier, more profitable customer relationships for your business.

Technology Innovation – Delivered through eLoyalty, a TeleTech company, Technology Innovation offers software and infrastructure on a cloud, on-premise, or hybrid basis to implement an end-to-end, multichannel customer management capability that facilitates interaction with customers across all touchpoints on a global scale with lower costs and reduced risk. Our technology delivery method supports on-premise hardware and software, cloud-based solutions, and hybrid environments to move customer service operations to anywhere in the world, at any time.

We base everything we do on a philosophy that ultimately transforms our clients' business with extraordinary people, solutions, and technology.



Enterprise Innovation – TeleTech’s Enterprise Innovation solutions involve the redesign of front- and back-office processes to significantly advance your ability to obtain a customer-centric view of your relationships and to capitalize on greater up-sell and/or cross-sell opportunities while optimizing the customer experience. We drastically improve efficiency by applying proven expertise, global staffing, and management resources to a company’s business processes.

Learning Innovation – TeleTech’s Learning Innovation solutions increase speed to proficiency as well as reduce learning curves and training expenses. In addition, TeleTech utilizes a blended methodology which includes virtual job-simulation environments, eLearning courses, interactive social media networking and collaboration, as well as intuitive 3D and game-based learning courses.

Professional Services – TeleTech’s consultants deliver innovative and high-quality customer-centric solutions that drive enhanced market share, increased revenue, improved customer segmentation strategies, actionable data analytics and optimized business processes and operations.



Fast Facts

- TeleTech has over 250,000 users on client-branded e-commerce websites for simplified customer transactions
- 3.5 million customer interactions per day across the globe
- Our Learning Innovation team averages 8.5 million learning hours per year



NORTH AMERICA

Corporate Headquarters

9197 South Peoria Street
Englewood, Colorado 80112-5833
United States

Phone: 1.800.TELETECH or
+1.303.397.8100 (outside the U.S.)

Fax: +1.303.397.8199

E-mail: solutions@teletech.com

LATIN AMERICA

Argentina

Chacabuco 175
C1069AAC - Buenos Aires
Argentina

Phone: + 54 11 4121 7800

Fax: + 54 11 4131 7007

E-mail: solutions@teletech.com

Brazil

Av. Maria Coelho Aguiar, 215 Bloco A – 7º andar
Sao Paulo, SP, 05805-000

Brazil

Phone: + 55 11 3747 7967

Fax: + 55 11 3747 7764

E-mail: info@teletech.com.br

Costa Rica

Zona Franca del Este
San Gabriel de Calle Blancos
San Jose
Costa Rica

Phone: + 506 2507 5829

Fax: + 506 2223 0081

E-mail: solutions@teletech.com

Mexico

Plaza de la Republica num. 43
Col. Tabacalera
Mexico City, Mexico D.F., C.P. 06600
Mexico

Phone: + 52 55 9140 5337

Fax: + 52 55 5566 5300

E-mail: solutions@teletech.com

ASIA-PACIFIC AND SOUTHEAST ASIA

Australia

154 Pacific Highway
St. Leonards NSW 2065
Australia

Phone: + 61 2 9844 1100

Fax: + 61 2 9930 1630

E-mail: solutions@teletech.com

New Zealand

TeleTech New Zealand
Level 1, 111 Carlton Gore Rd.
New Market, Auckland
New Zealand

Phone: + 64 9 539 4170

Fax: + 64 9 539 4107

E-mail: solutions@teletech.com

Philippines

4th Floor, Bldg H. UP Ayala Technohub,
Commonwealth Quezon City, 02501
Philippines

Phone: + 63 2 9027200

Fax: + 63 2 5529789

E-mail: solutions@teletech.com

EUROPE, MIDDLE EAST, AND AFRICA

81-85 Duncairn Gardens
Belfast BT15 2GQ
United Kingdom
M4 3AQ

Phone: + 44 28 9057 5000

E-mail: solutions@teletech.com

www.teletech.com