



A brand
is a collection
of customer
experiences.

WE HELP YOU MAKE THE MOST OF EVERY ONE.

WHEN IT COMES TO THE CUSTOMER
EXPERIENCE, MAKING THINGS
SIMPLE IS REALLY HARD.

That's where we come in.



Getting it right the first time and every time

When a company builds bonds with its customers based on trust and simplicity, the relationships last longer and are more profitable. It is simple really – happy customers equal happy companies.

What isn't simple is how to make it happen across every channel, every interaction, every day. The always on, multichannel world in which we live creates challenges for brands and their customers. Most companies recognize that customer focus is critical, but they are challenged with disconnected technology systems, data silos, outdated processes, and rising costs. Customers have rising expectations and frustrating interactions. The result is a disconnect that is costing brands billions and is pushing their customers away.

We help companies cut across organizational silos to build long-term, lasting customer relationships. Our holistic approach to customer engagement brings strategy, technology, and services together to build lasting bonds with customers that deliver greater lifetime value and loyalty.

Customer engagement
leaders outperform
marketplace laggards

+43% vs. -34%

Source: Watermark Consulting

The right partner to drive more profitable customer relationships

Why choose TeleTech? We have a way to mend the broken relationship between brands and customers. We call it customer engagement and it requires a company to think beyond the tactics of one-off interactions to a strategy of long-term relationship building. We've designed our holistic set of world-class solutions to help a company do just that. We provide every capability – from strategy to delivery – a company needs to delight its customers and deliver profitable returns to its shareholders.

3.5M

interactions
managed
every day

\$Billions

of incremental revenue a
year for our clients

30+

years of
leadership

51

languages
spoken

200,000 hrs

CX strategy
delivered annually

customers
served
every year

300M

40,000+

employees across the globe

100,000 Cloud/SaaS contact
center seats managed daily

9

leading
business
books
published

We have over 30 years experience with customer experience.

We are proud to serve the customers of the most successful companies on the planet. Every day, we interact with 3.5 million customers. We help them manage their finances, trouble shoot issues with their internet and cable, enroll in health and wellness programs, and research automotive purchases. We interact with them 24/7 in over 80 countries and 50 languages across social, mobile, digital, and face-to-face channels.

According to a recent Customer Experience Impact report, 86% of buyers will pay more for a better customer experience. But only 1% of customers feel that vendors consistently meet their expectations.

Source: Customer Experience: Is it The Chicken or Egg?, Forbes/01/21/13

TeleTech is organized to align with your customers' needs and your business goals

Our integrated platform that includes consulting, technology, care services, and growth services allows us to design and deliver exceptional experiences every time.

Consulting: We partner with clients to create more valuable businesses by building the value of their customer base. We help clients align their business strategy around their customers by breaking down organizational silos and architecting experiences that engage their customers and build loyalty.

Technology: Our technology teams work with clients to enable multichannel communications with integrated databases and systems that can respond across any channel at any time.

Care Services: Recognized by Gartner as a BPO Contact Center Leader, our Care Services enable our clients to operate a customer-focused organization that is empowered and has the tools to deliver a superior customer experience across every channel, every day.

Growth Services: Our award-winning Growth Services help clients create and deploy integrated sales and marketing programs to produce revenue faster and more profitably than a company can on its own.



Our integrated approach puts our clients' customers in the center.

WE SERVE THE WORLD'S MOST SUCCESSFUL COMPANIES IN THE WORLD'S MOST COMPETITIVE INDUSTRIES

Automotive

Research tells us that 70 percent of the purchasing decisions are made before a customer arrives at the dealership for a test drive. Yet the automotive industry is not adequately tapping into the vast amounts of data that is gathered throughout the purchase lifecycle or can be gleaned about driving habits from today's computerized vehicles. We help auto manufacturers map the journey and create strategies to build relevance across the lifecycle to win prospects and retain customers.

Communications, Media, and Technology

The telecommunications industry is experiencing an explosion of customer demand for information, video, applications, and connectivity – and it all has to be delivered on any device right now! The 'arms race' for network speed and reliability continues, and the competitive confluence of traditional wireless/wireline telcos, cable MSOs, and Over the Top disrupters has created an environment where the quality of the customer experience is the only lasting differentiator. We help telecom companies re-architect their customer experience to lower cost-to-serve, increase ARPU, and deliver the personalized experience required to lock in long-term loyalty.

Financial Services

The financial services industry is facing massive disruption. While many financial institutions have the data and technology needed to build relevant relationships and deeper connections, most aren't using that insight to deliver personalized customer experiences. We help businesses in this sector allocate resources in ways that are meaningful to their customers, and drive returns for their shareholders.

Government

Consumers and businesses are demanding greater visibility into government decision making, actions, and performance. While accountability and visibility into government operations is becoming

increasingly important, citizen trust in government has plummeted over the past several decades. We help our government clients rebuild trust and provide services effectively.

Healthcare

The healthcare industry is undergoing a radical shift. To compete, survive, and thrive, companies need to focus on personalized, proactive care. We help payers, providers, and pharmaceuticals cut costs and increase engagement by quickly adapting to a consumer-centric model, using best practices and available data, while also respecting sensitive privacy issues.

Retail

It's becoming increasingly difficult for retailers to attract customers and build loyalty when there are so many different channels and choices available to consumers. To succeed in today's competitive environment, retailers need to find a way to connect the dots between in-store and digital channels. We help retailers engage their customers across all of the touchpoints that customers use.

Small and Medium Business

Many large companies are on the lookout for innovative ways to better serve their small and medium business (SMB) clients. We help large companies arm their SMB clients with the tools they need to engage their customers and achieve bottom line growth.

Travel and Hospitality

Advances in transportation and communication have created a world with fewer boundaries. This connected society presents endless opportunities for the travel and hospitality industry. We help industry businesses leverage data to build deep, engaged relationships with customers all around the globe.

ABOUT TELETECH

TeleTech, founded in 1982, is a leading global provider of analytics-driven, technology-enabled services that puts customer engagement at the core of business success. The Company offers an integrated platform that combines analytics, strategy, process, systems integration, technology and operations to simplify the delivery of the customer experience for Global 1000 clients and their customers. This holistic multichannel approach improves customer satisfaction, increases customer loyalty and drives long-term profitability and growth. From strategic consulting to operational execution, TeleTech's over 40,000 employees speaking over 50 languages deliver results for clients in the automotive, communications and media, financial services, government, healthcare, technology, transportation and retail industries. Through the TeleTech Community Foundation, the Company leverages its innovative leadership to ensure that students in underserved communities around the globe have access to the tools and support they need to maximize their educational outcomes. For additional information, please visit teletech.com.

LET'S GET STARTED

Engaging and delighting customers is the key to differentiating your company and driving growth. TeleTech is the go-to partner for Global 1000 leaders because we understand how to create an exceptional customer experience. Let us help you grow revenue, reduce costs, and create lifelong customers.

For more information, please contact us at 303.397.8100 or visit teletech.com.

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