



## **TeleTech Expands its Consulting Capabilities and Global Footprint through the Acquisition of rogenSi**

August 11, 2014

**rogenSi's global presence, blue chip client base and extensive portfolio of proprietary leadership and sales execution methodologies significantly expands TeleTech's Customer Strategy Services reach and depth**

DENVER, Aug. 11, 2014 /PRNewswire/ -- [TeleTech Holdings, Inc.](#) (NASDAQ: TTEC), a leading global provider of analytics-driven, technology-enabled customer engagement solutions, announced today that it has signed an agreement to acquire substantially all operating assets of rogenSi Worldwide PTY, a global leadership and sales execution consulting firm headquartered in Australia, with operations in Asia-Pacific, Europe and North America. Under the terms of the agreement, rogenSi will become part of TeleTech's Customer Strategy Services (CSS) segment. This transaction, which is scheduled to close in August 2014, is expected to be immediately accretive to earnings.

"We are pleased to welcome the talented global consulting team from rogenSi to TeleTech," commented Brian Shepherd, executive vice president, customer Strategy and Customer Technology Services. "With this acquisition we significantly enhance our global presence, client breadth, and ability to positively impact the successful execution of customer engagement strategies. By combining rogenSi's leadership development and sales effectiveness methodologies with TeleTech's customer experience strategy, learning innovation, multi-channel operations, and technology consulting, we are uniquely positioned to deliver greater client value on a global basis. With rogenSi, we positively impact the critical change management process necessary to go from strategy to outcome across leaders, managers, sales and contact center associates."

"The rogenSi organization is excited to join the TeleTech family," explained Mark Felix, Chief Executive Officer. "This combination allows both firms to advance our shared strategy of helping clients deliver better customer experience, engagement and growth. It creates important opportunities for rogenSi, our clients and employees. We look forward to bringing our applied leadership and capability development services to TeleTech's multinational client base and bringing TeleTech's cutting-edge customer experience technology and services solutions to our current clients."

### **ABOUT rogenSi**

Founded in 1968, rogenSi has expanded to become a leading global provider of sales and leadership performance training and applied leadership consulting to blue chip clients. The Company operates globally with central hubs located in New York, London, Hong Kong and Sydney. For additional information, please visit <http://www.rogenSi.com>.

### **ABOUT TELETECH**

TeleTech, founded in 1982, is a leading global provider of analytics-driven, technology-enabled customer engagement solutions. The Company offers an integrated platform that combines consulting, technology, care and growth services to simplify and personalize interactions that build deep engagement between people and brands. 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 40,000 employees speaking over 50 languages deliver results for Global 1000 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](http://teletech.com).

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Investor Contact: Paul Miller, 303.397.8641; Media Contact: Elizabeth Grice, 303.397.8507