



## **TeleTech Positioned As a Leader in Gartner's Magic Quadrant for Customer Management Contact Center BPO for Sixth Consecutive Year**

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**Position Based on TeleTech's Completeness of Vision and Ability to Execute; Comprehensive Managed Services Platform Helps Clients Transform Into Customer Experience Leaders**

DENVER, Feb. 4, 2016 /PRNewswire/ -- [TeleTech](#) Holdings, Inc. (NASDAQ: TTEC), a leading provider of customer experience, engagement and growth solutions, today announced that Gartner has positioned the company in the Leaders quadrant of the Gartner Magic Quadrant. This is the sixth consecutive year that TeleTech has attained placement in the Leaders quadrant for [Customer Management Contact Center Business Process Outsourcing \(BPO\)](#), by [T.J. Singh](#) and [Brian Manusama](#), published January 28, 2016.

"For the sixth straight year, TeleTech is honored to be included in the Gartner Leaders quadrant," said Keith Gallacher, EVP of Global Markets and Industries, TeleTech. "Excellence in Customer Experience is a proven brand differentiator, and TeleTech is committed to helping companies transform into CX leaders in their industries. Through our continued investment in state-of-the-art omnichannel capabilities, we're able to help our clients grow profitability by delivering a friction-free and seamless customer journey."

According to the report, "Leaders demonstrate market-defining vision and the ability to execute against that vision through CM contact center BPO services, a superior market share, and solid references for CM contact center BPO services worldwide, including a cross section of vertical industries. Leaders also have superior investments in innovative CM contact center BPO service offerings, business/pricing models and service delivery models. They have a superior understanding of client needs and of current market conditions, and they are actively building competencies to sustain their leadership position in the CM contact center BPO market across multiple regions. The CM contact center BPO service providers in this Leaders quadrant generally also have strong global and regional service delivery operations and deep technology to leverage, and they deliver above-average customer experience."

### **ABOUT TELETECH**

TeleTech is a leading global provider of customer experience, engagement and growth solutions. Founded in 1982, the Company helps its clients acquire, retain and grow profitable customer relationships. Using customer-centric strategy, technology, processes and operations, TeleTech partners with business leadership across marketing, sales and customer care to design and deliver a simple, more human customer experience across every interaction channel. Servicing over 80 countries, TeleTech's 41,000 employees live by a set of customer-focused values that guide relationships with clients, their customers, and each other. To learn more about how TeleTech is bringing humanity to the customer experience visit [TeleTech.com](#).

### **ABOUT GARTNER'S MAGIC QUADRANT**

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