



## TeleTech Recognized as a Top Global Provider of Financial Services Technology by IDC Financial Insights for Second Year

September 7, 2016

### 13th Annual IDC FI FinTech Rankings Include TeleTech as Top 25 Enterprise Company

DENVER, Sept. 7, 2016 /PRNewswire/ -- [TeleTech Holdings, Inc.](#) (NASDAQ: TTEC), a leading provider of customer experience, engagement and growth solutions, today announced the company was included on the 2016 IDC Financial Insights FinTech Rankings Top 25 Enterprise Companies. The elite list features enterprise companies serving multiple industries that derive less than one-third of their revenues from financial institutions.

"TeleTech is honored to be recognized again as one of the top 25 Enterprise Companies in this year's IDC Financial Insights FinTech Rankings," said Martin DeGhetto, executive vice president, TeleTech Customer Management Services. "Our corporate mission is centered on providing an exceptional experience across the entire customer lifecycle. This recognition exemplifies our success in delivering outcome-based customer experience solutions for our clients in the rapidly evolving and complex financial services world."

Now in its thirteenth year, the IDC Financial Insights FinTech Rankings categorize and evaluate the top global providers of financial technology based on calendar year revenues from financial institutions for hardware, software and/or services. These providers supply the technological backbone of the financial services industry, an industry in which IDC Financial Insights forecasts worldwide spending on IT across the globe to reach half a trillion dollars by 2018.

The annual IDC FI FinTech Rankings has become an important measure of the health and direction of technology in the industry and the emergence of innovative solutions from new players. In addition, the IDC FI FinTech Rankings serve as a critical tool for financial services institutions to use during strategic planning and to review whenever they consider new investments in third-party solutions. IDC Financial Insights publishes a comprehensive report about the year's findings that is available to [view or download](#).

"IDC Financial Insights congratulates TeleTech's success in continuing to create compelling customer engagement solutions as indicated by their ranking on the IDC Financial Insights FinTech Rankings Enterprise Top 25 global technology providers and their growth in providing solutions to the worldwide financial services industry," said Jerry Silva, global banking research director for IDC Financial Insights.

#### 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 41,500 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 IDC Financial Insights

IDC Financial Insights assists financial service businesses and IT leaders, as well as the suppliers who serve them, in making more effective technology decisions by providing accurate, timely, and insightful fact-based research and consulting services. Staffed by senior analysts with decades of industry experience, our global research analyzes and advises on business and technology issues facing the banking, insurance, and securities and investments industries. International Data Corporation (IDC) is the premier global provider of market intelligence, advisory services, and events for the information technology market. IDC is a subsidiary of IDG, the world's leading technology, media, research, and events company. For more information, please visit [www.idc.com/financial](#), email [info@idc-fi.com](mailto:info@idc-fi.com), or call 508-620-5533. Visit the IDC Financial Insights Community at <http://idc-community.com/financial>.

Logo - <http://photos.prnewswire.com/prnh/20140717/127860>

#### Investor Contact    Media Contact

Paul Miller	Elizabeth Grice
303.397.8641	303.397.8507

To view the original version on PR Newswire, visit: <http://www.prnewswire.com/news-releases/telettech-recognized-as-a-top-global-provider-of-financial-services-technology-by-idc-financial-insights-for-second-year-300323503.html>

SOURCE TeleTech Holdings, Inc.