



TeleTech Awarded General Services Administration (GSA) Information Technology (IT) Schedule 70 Contract

February 28, 2017

TeleTech to provide Information Technology Professional Services

DENVER, Feb. 28, 2017 /PRNewswire/ -- [TeleTech Holdings, Inc.](#) (NASDAQ: TTEC), a leading global provider of customer experience, engagement and growth solutions, received a General Services Administration (GSA) Information Technology (IT) Schedule 70 Contract award in the final quarter of the government's fiscal year 2016. The company's customer experience solutions, offered through TeleTech Technology, are now available to federal, state, and local government buyers through GSA IT Schedule Contract Number GS-35F-151GA.

TeleTech Technology is approved by the General Services Administration to provide solutions under GSA IT Schedule Special Item Number (SIN) 132-51: Information Technology Professional Services. GSA Schedule 70 contracts support general purpose commercial information technology equipment, software and services.

"TeleTech is excited to be working with the United States government to provide information technology professional services in the coming years," said Steve Pollema, Senior Vice President, Customer Technology Services. "Our deep experience and expertise in this area of service enables delivery of IT programs and initiatives on schedule and within budget, while ensuring consistency and integration with the government's architecture and business strategies."

Services to be provided through the contract to participating government organizations include:

- Advance IT solutions and develop architecture design methods to integrate complex systems
- Engineering and analytical tasks/activities associated with network design, engineering, implementation, operations, and user support
- Reporting procedure review and analysis for effectiveness and efficiency
- Systems review and subsequent system improvement recommendations
- New system development, QA testing, training and maintenance

The company's GSA IT Schedule 70 Contract is valid through December 21, 2021.

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 40,000+ 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 TELETECH TECHNOLOGY

TeleTech Technology, a division of TeleTech, is a pioneer among North American partners in offering cloud and on-premises contact center solutions powered by Avaya and Cisco. As a leading partner in the design and delivery of customer experience technology solutions, it specializes in helping companies across the globe provide faster, smarter, and more agile customer interactions. TeleTech Technology is a recognized Platinum Avaya Connect Partner and Cisco Gold Partner. In addition, it has earned a 4.6/5.0 overall customer satisfaction rating and 4.8/5.0 implementation satisfaction rating, making it one of the highest ranked Avaya and Cisco business partners. For more information, visit [www.teletechtechnology.com](#).

Investor ContactMedia Contact

Olivia Griner Paul Miller
303.397.8641 303.397.8999

TeleTech®

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