

SECURITIES AND EXCHANGE COMMISSION

FORM 8-K

Current report filing

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FILER

**TELETECH HOLDINGS INC**

CIK: [1013880](#) | IRS No.: [841291044](#) | State of Incorp.: **DE** | Fiscal Year End: **1231**  
Type: **8-K** | Act: **34** | File No.: [001-11919](#) | Film No.: [13524779](#)  
SIC: **7363** Help supply services

Mailing Address  
*9197 S PEORIA STREET  
ENGLEWOOD CO 80112*

Business Address  
*9197 S PEORIA STREET  
ENGLEWOOD CO 80112  
303-397-8100*

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**UNITED STATES  
SECURITIES AND EXCHANGE COMMISSION**

Washington, D.C. 20549

**FORM 8-K**

**CURRENT REPORT PURSUANT  
TO SECTION 13 OR 15(D) OF THE SECURITIES EXCHANGE ACT OF 1934**

Date of Report (Date of earliest event reported): **January 10, 2013**

**TeleTech Holdings, Inc.**

(Exact Name of Registrant as Specified in Its Charter)

**Delaware**  
(State or Other Jurisdiction of  
Incorporation)

**001-11919**  
(Commission  
File Number)

**84-1291044**  
(I.R.S. Employer  
Identification No.)

**9197 S. Peoria Street, Englewood, Colorado**  
(Address of Principal Executive Offices)

**80112**  
(Zip Code)

**(303) 397-8100**  
(Registrant's Telephone Number, Including Area Code)

(Former Name or Former Address, if Changed since Last Report)

Check the appropriate box below if the Form 8-K filing is intended to simultaneously satisfy the filing obligation of the registrant under any of the following provisions (*see* General Instruction A.2. below):

- Written communications pursuant to Rule 425 under the Securities Act (17 CFR 230.425)
  - Soliciting material pursuant to Rule 14a-12 under the Exchange Act (17 CFR 240.14a-12(b))
  - Pre-commencement communications pursuant to Rule 14d-2(b) under the Exchange Act (17 CFR 240.14d-2(b))
  - Pre-commencement communications pursuant to Rule 13e-4(c) under the Exchange Act (17 CFR 240.13e-4(c))
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**Item 7.01. Regulation FD Disclosure.**

On January 10, 2013, TeleTech Holdings, Inc. issued a press release announcing the acquisition of Technology Solutions Group, Inc., a provider of customer-focused communications solutions. A copy of the January 10, 2013 press release is attached hereto as Exhibit 99.1 and is incorporated herein by reference.

In accordance with General Instruction B.2 of Form 8-K, the information contained in this Item 7.01 and attached as Exhibit 99.1 shall not be deemed to be “filed” for purposes of Section 18 of the Securities Exchange Act of 1934, as amended (the “Exchange Act”), or otherwise subject to the liability of that section, nor shall it be deemed incorporated by reference in any filing under the Securities Act of 1933, as amended, or the Exchange Act, except as expressly set forth by specific reference in such a filing.

**Item 9.01. Financial Statements and Exhibits.**

(d) Exhibits.

<u>Exhibit No.</u>	<u>Exhibit</u>
99.1	Press Release dated January 10, 2013

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**SIGNATURES**

Pursuant to the requirements of the Securities Exchange Act of 1934, the Registrant has duly caused this report to be signed on its behalf by the undersigned hereunto duly authorized.

Date: January 11, 2013

TELETECH HOLDINGS, INC.  
(Registrant)

By:           /s/ Kenneth D. Tuchman            
Name: Kenneth D. Tuchman  
Title: Chief Executive Officer

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**TELETECH HOLDINGS, INC.**

**EXHIBIT INDEX**

<u>Exhibit No.</u>	<u>Exhibit</u>
99.1	Press Release dated January 10, 2013

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9197 South Peoria Street  
Englewood, CO 80112  
T. 1.800.TELETECH  
[www.teletech.com](http://www.teletech.com)

## Press Release

### **TeleTech to Expand its Technology-Based Offerings through the Acquisition of Technology Solutions Group**

*Expected to be Immediately Accretive to Earnings*

**ENGLEWOOD, Colo., January 10, 2013** – TeleTech Holdings, Inc. (NASDAQ: TTEC), a leading global provider of technology-enabled customer experience solutions, announced the acquisition of Technology Solutions Group, Inc. (TSG), a provider of customer-focused communication solutions.

Founded in 1999, TSG designs, delivers and manages world-class communication solutions for both large enterprises and small and medium businesses across numerous industries, with a strong presence in the healthcare vertical.

TSG brings deep expertise in consulting and systems integration along with the ongoing management of large, complex, multi-channel data, telephony and converged IP-based environments. TSG's offerings span enterprise mobility, customer self-service and customer management environments enabling companies to accelerate growth and benefit from more satisfied customers, more intelligent processes and a more engaged and productive workforce.

“Our clients are increasingly seeking a partner that can design and deliver a holistic, customer-focused communication solution that ensures their customers have the best experience regardless of the device, location or media they choose,” said Ken Tuchman, TeleTech chairman and chief executive officer. “The TSG acquisition will further strengthen our technology-driven revenue in the large enterprise market while also expanding our reach into small and medium businesses to further leverage our marketing services and cloud-based solutions.”

As with previous acquisitions, TeleTech plans to fully leverage the sales opportunities within its expanded client base and believes it will be a strong contributor to future growth.

The acquisition closed on December 31, 2012 and is expected to be immediately accretive to TeleTech's earnings.

#### **ABOUT TECHNOLOGY SOLUTIONS GROUP**

Technology Solutions Group delivers world-class customer-focused communication solutions. TSG brings deep expertise in consulting and systems integration along with the ongoing management of large, complex, multi-channel data, telephony and converged IP-based environments that include both cloud- and premise-based operations.

TSG's offerings enable companies to accelerate growth and benefit from more satisfied customers, more intelligent processes and a more engaged and productive workforce with solutions that span enterprise mobility, customer self-service and customer management environments. For additional information, please visit [www.4tsg.com](http://www.4tsg.com).

**Investor Contact**  
Karen Breen

**Media Contact**  
Jeanna Blatt

**ABOUT TELETECH**

For 30 years, TeleTech and its subsidiaries have helped the world's most successful companies design, enable, manage and grow customer value through the delivery of superior customer experiences across the customer lifecycle. As the go-to partner for the Global 1000, the TeleTech group of companies delivers technology-enabled solutions that maximize revenue, transform customer experiences and optimize business processes. From strategic consulting to operational execution, our more than 39,000 employees drive success for clients in the 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 [www.teletech.com](http://www.teletech.com).

**FORWARD-LOOKING STATEMENTS**

Statements in this press release that relate to future results and events (including statements about future financial and operating performance) are forward-looking statements based on TeleTech's current expectations. Actual results and events in future periods could differ materially from those projected in these forward-looking statements because of a number of risks and uncertainties including: achieving estimated revenue from new, renewed and expanded client business as volumes may not materialize as forecasted, especially due to the global economic slowdown; the ability to close and ramp new business opportunities that are currently being pursued or that are in the final stages with existing and/or potential clients; our ability to execute our growth plans, including the successful integration of acquired companies and the sales of new products; the possibility of lower revenue or price pressure from our clients experiencing a business downturn or merger in their business; greater than anticipated competition in the customer management industry, causing adverse pricing and more stringent contractual terms; risks associated with losing or not renewing client relationships, particularly large client agreements, or early termination of a client agreement; the risk of losing clients due to consolidation in the industries we serve; consumers' concerns or adverse publicity regarding our clients' products; our ability to find cost-effective locations, obtain favorable lease terms and build or retrofit facilities in a timely and economic manner; risks associated with business interruption due to weather, fires, pandemic, or terrorist-related events; risks associated with attracting and retaining cost-effective labor at our delivery centers; the possibility of asset impairments and restructuring charges; risks associated with changes in foreign currency exchange rates; economic or political changes affecting the countries in which we operate; changes in accounting policies and practices promulgated by standard setting bodies; and new legislation or government regulation that adversely impacts our tax obligations, health care costs or the customer management industry. A detailed discussion of these and other risk factors that could affect our results is included in TeleTech's SEC filings, including our Annual Report on Form 10-K for the year ended December 31, 2011. The Company's filings with the Securities and Exchange Commission are available in the "Investors" section of TeleTech's website, which is located at [www.teletech.com](http://www.teletech.com). All information in this release is as of January 10, 2013. The Company undertakes no duty to update any forward-looking statement to conform the statement to actual results or changes in the Company's expectations.

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