

TELETECH HOLDINGS INC
Form DEF 14A
April 10, 2015
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UNITED STATES
SECURITIES AND EXCHANGE COMMISSION
Washington, D.C. 20549

SCHEDULE 14A

Proxy Statement Pursuant to Section 14(a) of
the Securities Exchange Act of 1934 (Amendment No.)

Filed by the Registrant

Filed by a Party other than the Registrant

Check the appropriate box:

- Preliminary Proxy Statement
- Confidential, for Use of the Commission Only (as permitted by Rule 14a-6(e)(2))
- Definitive Proxy Statement
- Definitive Additional Materials
- Soliciting Material under §240.14a-12

TeleTech Holdings, Inc.

(Name of Registrant as Specified In Its Charter)

(Name of Person(s) Filing Proxy Statement, if other than the Registrant)

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April 10, 2015

Dear Stockholders:

It is my pleasure to invite you to join us at the Annual Meeting of Stockholders of TeleTech Holdings, Inc., to be held at 9197 South Peoria Street, Englewood, Colorado. The meeting will take place on Wednesday, May 20, 2015, at 10:00 a.m., Mountain Daylight Time. At the meeting, we will report on TeleTech's results for 2014 and comment on our expectations for the upcoming year. We hope you are able to attend.

Details regarding admission to the meeting and the business to be conducted at the meeting are provided in the Notice of the Annual Stockholders Meeting and the accompanying Proxy Statement. Together with the Proxy Statement, we are making available a copy of our 2014 Annual Report to Stockholders. We encourage you to read our Annual Report, which includes our audited financial statements and provides detailed information about our business.

We elected to provide access to our proxy materials via the internet under the U.S. Securities and Exchange Commission's internet notice and access rules. In our business, we are focused on improving the customer engagement for our clients. Our aspirations are no different about our stockholders. We believe that by making our proxy materials available via the internet, we enhance our stockholders' ability to access our information, connect with our business, and understand how TeleTech is governed and managed to maximize stockholder value, the quality and efficiency of services to our clients, and exceptional opportunities for our employees. By providing the proxy materials via the internet, we also reduce the environmental impact of our Annual Meeting. For additional information about the Annual Meeting, please see the [Important Information about the Proxy Materials and Voting Your Shares](#) section of this Proxy Statement.

PLEASE VOTE

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Your vote is important. Whether or not you plan to attend the Annual Meeting, we encourage you to read these materials carefully and promptly vote your shares. There are several ways you can vote: via internet, by telephone, by mailing the enclosed proxy, or by attending the meeting in person. Please vote as soon as possible to ensure your vote is recorded promptly. If you hold shares in a brokerage account, your broker will not be able to vote your shares on most matters unless you provide your voting instructions.

On behalf of the Board of Directors and all TeleTech employees, thank you for your continued support of, and confidence in, TeleTech and our business.

Very truly yours,

KENNETH D. TUCHMAN

Chairman and Chief Executive Officer

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Notice of 2015 Annual Meeting of Stockholders

Wednesday, May 20, 2015

10:00 a.m. Mountain Daylight Time

TeleTech Global Headquarters

9197 South Peoria Street

Englewood, Colorado 80112

ITEMS OF BUSINESS:

At the meeting, our stockholders will be asked to:

- Elect seven directors named in the Proxy Statement, for a term of one year;
- Ratify the appointment of PricewaterhouseCoopers LLP as our independent registered public accounting firm for 2015;
- Approve, on an advisory basis, our executive compensation;

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- Re-approve our 2010 Equity Plan, previously approved in 2010; and
- Transact such other business, including stockholder proposals, as may properly come before the meeting.

The meeting will also include a report on our financial results for fiscal year 2014, our operations, and our business outlook for 2015.

RECORD DATE:

Only stockholders of record at the close of business on March 31, 2015, will be entitled to receive notice of, and to vote at, the 2015 Annual Stockholders Meeting.

By Order of the Board of Directors

Margaret B. McLean

Senior Vice President, Corporate Secretary and General Counsel

Englewood, Colorado

April 10, 2015

Important Notice Regarding the Availability of Proxy Materials for the Annual Meeting to be held on May 20, 2015: This Notice of Annual Meeting and Proxy Statement and the 2014 Annual Report are available at teletech.com.

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9197 South Peoria Street
Englewood, Colorado 80112

PROXY STATEMENT

ANNUAL MEETING OF STOCKHOLDERS

PROXY STATEMENT EXECUTIVE SUMMARY

The summary highlights only selected information contained in this Proxy Statement. We encourage you to read the entire Proxy Statement and TeleTech 2014 Annual Report before voting your shares.

MATTERS TO BE VOTED ON AT 2015 ANNUAL MEETING

Proposal	Board Recommendation	For more detail, see page:
1. Election of directors	FOR each Nominee	35
2. Ratification of PricewaterhouseCoopers LLP as our independent registered public accounting firm for 2015	FOR	38

3. Advisory vote on executive compensation	FOR	40
4. Re-approval of the TeleTech 2010 Equity Plan	FOR	40

OUR COMPANY

- Our Company was founded in 1982 and from early days was a pioneer in the customer engagement management industry. Today, we deliver integrated consulting, technology, growth and customer care solutions globally.
- Our suite of product and service capabilities allows us to design and deliver enhanced, value-driven customer experiences across numerous communication channels for clients in the automotive, communications and media, financial services, government, healthcare, technology, transportation and retail industries.
- Our solutions are supported by approximately 46,000 employees delivering services in 24 countries from 59 delivery centers on six continents.