

1 **June 4, 2010 – TechTeam Global Investor Conference Call – SCRIPT**

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3 **Operator**

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5 Good morning, ladies and gentlemen, and welcome to the TechTeam Global Inc. Investor
6 Conference Call. My name is XXXXXXXXX and I'll be your coordinator for today. At this time, all
7 participants are in a listen-only mode. For your reference, we are NOT planning to have a
8 question-and-answer session at the end of this conference call.

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10 As a reminder, this conference is being recorded for replay purposes. I would now like to turn
11 the call over to Ms. Mollie McAlary of FD. You may proceed.

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14 **Mollie McAlary - FD - IR**

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16 Thank you, and good morning everyone. Thank you for joining us today as we review the sale
17 of TechTeam Global's government solutions subsidiary, TechTeam Government Solutions,
18 Inc., to Jacobs Engineering Group, Inc. This announcement was made in a press release
19 issued earlier this morning and is available on the Company's website, techteam.com, in the
20 Investor Section.

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22 On the call today are Seth Hamot, chairman of the board and Gary Cotshott, president and
23 chief executive officer.

24

25 Before we proceed, please be aware that TechTeam Global plans to file with the U. S.
26 Securities and Exchange Commission (SEC) and mail to its stockholders a proxy statement
27 and other relevant materials in connection with the proposed sale of its government solutions
28 subsidiary and the other corporate matters described therein.

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30 The proxy statement will contain important information about TechTeam Global, Jacobs
31 Engineering Group, Inc., the proposed sale of TechTeam Government Solutions and the other
32 corporate matters described therein.

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34 Investors and security holders are urged to read the proxy statement and other relevant
35 materials filed by TechTeam Global with the SEC carefully when they become available before
36 making any voting or investment decision with respect to the proposed sale of TechTeam
37 Government Solutions and the other corporate matters described therein.

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39 Investors and security holders will be able to obtain free copies of the proxy statement,
40 including all exhibits thereto, and other documents filed with the SEC by TechTeam Global
41 through the web site maintained by the SEC at <http://www.sec.gov>.

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43 In addition, investors and security holders will be able to obtain, without charge, a copy of the
44 proxy statement, and all exhibits thereto, from TechTeam Global by submitting a written
45 request to TechTeam Global, Inc., Attention: Investor Relations, 27335 West 11 Mile Road,

46 Southfield, Michigan, 48033; or by calling 1-248-357-2866; or by visiting TechTeam Global's
47 Web site at <http://www.techteam.com/investors>.

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49 TechTeam Global, Jacobs Engineering and their respective directors and executive officers,
50 and certain other employees of TechTeam Global, may be deemed to be participants in the
51 solicitation of proxies with respect to the proposed sale of TechTeam Government Solutions
52 and the other matters to be brought before the special meeting of TechTeam Global's
53 stockholders to which the proxy statement will relate.

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55 Information regarding the directors and executive officers of TechTeam Global and their
56 ownership of TechTeam Global shares is contained in the annual report of TechTeam Global
57 on Form 10-K for the year ended December 31, 2009 and its proxy statement for its 2010
58 Annual Meeting of Stockholders which was filed with the SEC on April 30, 2010, and is
59 supplemented by other public filings made, and to be made, with the SEC.

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61 Information regarding the directors and executive officers of Jacobs Engineering Group Inc. is
62 contained in the annual report of Jacobs Engineering Group, Inc. on Form 10-K for the year
63 ended October 2, 2009, which was filed with the SEC on November 20, 2009, and its proxy
64 statement for its 2010 Annual Meeting of Shareholders, which was filed with the SEC on
65 December 17, 2009.

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67 A more complete description will be available in the proxy statement to be filed by TechTeam
68 Global, Inc. in connection with the proposed sale of TechTeam Government Solutions.

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70 TechTeam Global investors and security holders may obtain additional information regarding
71 the direct and indirect interests of TechTeam Global, Jacobs Engineering and their respective
72 directors and executive officers with respect to the proposed sale of TechTeam Government
73 Solutions by reading the proxy statement and other filings referred to earlier.

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75 Certain statements on this conference call may be considered forward-looking statements
76 within the meaning of the Private Securities Litigation Reform Act of 1995, including, but not
77 limited to, forward-looking statements about expected future financial and operating
78 performance, the proposed sale of TechTeam Government Solutions to Jacobs Engineering,
79 the anticipated timing of a special meeting of the stockholders, the anticipated timing of the
80 closing of the proposed sale of TechTeam Government Solutions to Jacobs Engineering,
81 the anticipated range of transaction-related cash costs, and the expected accounting treatment
82 of the transaction.

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84 These statements are based on management's expectations as of the date of this conference
85 call and are subject to uncertainty and changes in circumstances. Actual results may differ
86 materially from these expectations due to risks and uncertainties including, but not limited to,
87 approval of the proposed sale of the TechTeam Government Solutions Business to Jacobs
88 Engineering by TechTeam Global's stockholders, receipt of the required consents and
89 approvals, closing of the proposed sale within the anticipated timeframe, the implementation of
90 TechTeam Global's strategy to focus exclusively on its commercial business, the

91 implementation of TechTeam Global's strategic repositioning and market acceptance of its
92 refocused strategy, quarterly fluctuations in financial results, and other risks.

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94 These and other risks, including, but not limited to, those set forth in our press release, are
95 detailed from time to time in the company's reports filed with the SEC, including our annual
96 report on Form 10-K for the year ended December 31, 2009. We recommend that you review
97 these risks as you make any investment or voting decision.

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99 In addition, while management may elect to update forward-looking statements at some point
100 in the future, management specifically disclaims any obligation to do so, even if estimates
101 change. Any references to our Web site in this press release is not intended to incorporate the
102 contents thereof into the press release or any other public announcement.

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104 With that, let me turn the call over to TechTeam Global's chairman of the board, Seth Hamot.

105

106 **Seth?**

107

108 Thank you, Mollie.

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110 Good morning and thank you very much for joining us on this call. Earlier this morning, we
111 announced that the Company has signed a definitive agreement to sell its government
112 solutions subsidiary, Tech Team Government Solutions, Inc., to the Jacobs Engineering
113 Group, one of the world's largest and most diverse providers of technical, professional, and

114 construction services. Our government solutions subsidiary represented \$76 million of the
115 Company's \$211 million of revenue reported for the fiscal year ended December 31, 2009.

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117 Under the terms of the definitive agreement, Jacobs Engineering will acquire 100 percent of
118 the stock in TechTeam Government Solutions, Inc. for total consideration of \$59 million in
119 cash, which is subject to certain escrows and adjustments as set forth in the definitive
120 agreement. The transaction has been unanimously approved by the TechTeam Global Board
121 of Directors and is expected to close in the third quarter of 2010, subject to the satisfaction of
122 certain closing conditions. One of the closing conditions is the approval of the transaction by
123 the stockholders of TechTeam Global. A special meeting of TechTeam Global's stockholders
124 is anticipated to be held during the third quarter of 2010. Further details will be provided in
125 filings with the U.S. Securities and Exchange Commission.

126

127 We are pleased with this agreement, which comes at the end of a thorough review and sale
128 process. The decision to sell TechTeam Government Solutions resulted from the board's
129 evaluation, over the past year, of various strategic alternatives to enhance shareholder value
130 and position the company for stability and growth. After this review, the board determined that
131 focusing the company's efforts on the attractive commercial market would be the right course
132 of action for TechTeam Global and its shareholders.

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134 This transaction will provide the Company with significant financial flexibility which will enhance
135 our more focused business efforts. We intend to use the proceeds from the sale initially to
136 eliminate our bank borrowings and increase our present cash position.

137

138 With respect to the post divestiture commercial business that will be the focus of TechTeam
139 Global, I'd now like to turn the call over to Gary Cotshott, president and chief executive officer,
140 to provide more comments in this area.

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142 **Gary?**

143

144 Thanks, Seth.

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146 Narrowing the focus of TechTeam and aligning all of our resources behind our core business
147 of serving the commercial market is a key step in realizing our strategic plan for the company
148 and positioning it for growth, profitability and long term success. In addition to the significant
149 reduction in debt achieved throughout 2009 and again in the first quarter of 2010, this action
150 will add significantly to our financial strength.

151

152 With an intense focus on our customers, we deliver industry-leading IT outsourcing and
153 business process outsourcing services in the commercial sector across the globe. Our
154 leadership and excellence in this market are recognized by our customers and industry
155 analysts alike.

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157 Leading industry analyst Gartner, Inc. has positioned the Company in the Leaders Quadrant in
158 both the *Magic Quadrant for Help Desk Outsourcing, North America*, and the *Magic Quadrant*
159 *for Desktop Outsourcing Services, North America* reports. Also notably, through direct
160 customer feedback, we have received significant recognition in Datamonitor's 2009 Black Book

161 of Outsourcing, having achieved the no. 1 ranking globally in Help Desk Outsourcing across
162 Tier 1 and Mid Tier customers, and the no. 1 ranking globally in IT Infrastructure Outsourcing
163 for Mid Tier customers. These recognitions have paid considerable benefit to our ability to
164 expand our business relationships with existing clients and gain access to new business
165 opportunities.

166

167 We have a strong base of commercial market customers around the world and we have as a
168 foundation, many deep and long-standing relationships. Our customers will clearly benefit as
169 we exclusively focus and invest in their needs on a go-forward basis. We are proud of our
170 customer-base and work hard to provide them best-in-class service every day.

171

172 From a capabilities standpoint, we recognize that customers are seeking even more innovative
173 solutions to their problems and a full commitment to an ITIL-based continuous improvement
174 approach to meeting their needs. We bring substantial technology and language expertise,
175 excellence in execution, and ongoing innovation to our customer engagements. Using this as a
176 foundation, we will expand our capabilities in key areas such as customer support automation
177 and remote infrastructure management. In addition, we will expect to remain closely aligned
178 with the needs and new offerings of our key alliance partners -- CA and Orange -- as well as
179 begin new partnerships with other industry leaders.

180

181 With respect to geographic expansion, we recently announced an important partnership with
182 Stefanini IT Solutions to provide Latin America-based support services. Up to this point, we
183 have supported customers requiring services in Latin America from outside the region. We

184 now have access to a wide array of in-region service delivery resources. Further expansion in
185 Latin America is an important element in our strategy. We expect to continue to increase our
186 global footprint with an emphasis on a deeper presence in Asia.

187

188 From a financial perspective, we believe that the commercial business is positioned for growth
189 and profitability on a post-divestiture basis. It is important to note that our restructuring actions
190 completed during the last quarter of 2009 and the first quarter of 2010 were largely in
191 anticipation of this transaction and were designed to align the company's cost structure with
192 the post-divestiture business. The details of certain historical financials for the newly-focused
193 commercial business, including the one-time embedded costs of enabling the transaction, will
194 be presented in the proxy statement that we will file with the U.S. Securities and Exchange
195 Commission and mail to our stockholders in connection with the proposed sale of TechTeam
196 Government Solutions.

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198 From an operational standpoint, our commercial and government solutions businesses are
199 largely stand-alone and self-sustaining, operating for the most part as completely separate
200 entities. As a result, we do not anticipate any disruption or adverse impact from the divestiture
201 on either business.

202

203 In summary, we are excited about the prospects for TechTeam. We have a new level of focus
204 in our company, ... great commercial market potential, ...an outstanding base of existing
205 commercial customers, ...a solid new business pipeline,a strong balance sheet -- and a

206 global team of committed, high performing professionals. All of this adds up to great
207 opportunity for our customers, prospects, shareholders and employees.

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209 Due to the significance of today's transaction and the upcoming release of proxy materials, we
210 will not be taking questions on today's call. This concludes today's TechTeam Global Investor
211 Conference Call and once again, thank you for joining us today.