

# Alorica in Europe, Middle East & Africa

*Discover customized CX solutions that drive real results*



## Customized Solutions for EMEA and Beyond

As a world business hub, Europe, Middle East, and Africa (EMEA) is a cornerstone of the global CX industry. The region's well-developed infrastructure, grounded in information security and privacy regulations in accordance with EU legislation, has made it a perfect destination for scalable, multilingual support. Europe, the Middle East, and Africa offer ideal opportunities for outsourcing solutions that deliver everything from digital customer experience support to multilingual capabilities. We deliver customizable solutions in nearly any language, ensuring a seamless global experience.

Alorica in EMEA offers a robust infrastructure built to enable tailored delivery within a distinctive business continuity framework. This empowers you to minimize risk by leveraging a highly scalable workforce.

With superior CX solutions, you can diversify your business at scale with a tailored approach that works for you and your customers. Plus, with operations in countries like Bulgaria, South Africa and Egypt, we're exactly where you need us to be.

## The Alorica Advantage

Alorica's capabilities in EMEA are a perfect complement for partners seeking highly-skilled workers and robust digital solutions with support from unique locations:

- Deep process re-engineering capabilities with decades of front/back office expertise
- Multilingual CX support in 75 languages and 200 regional dialects with Alorica ReVoLT™
- Well-developed infrastructure with information security and privacy regulations in accordance with EU legislation
- A standardized management onboarding process and immersive agent training deliver first-level leaders ready to deliver outstanding customer experiences
- Custom delivery solutions—bolstered by our experience, capacity, and our size—result in significant cost savings for you



Operations across  
**four countries**



Support for over  
**75 languages**  
across multiple distinct  
vertical markets



Rapidly growing region:  
**Cairo's workforce  
is growing by 5x**



Over  
**two decades  
experience**  
supporting the world's  
best brands



**Geographically  
dispersed locations**  
offer redundancy from  
a business continuity  
perspective



**Political stability**  
across multiple countries  
and governments

Discover Alorica

## Two Continents. Four Countries. Dozens of Languages. Endless Possibilities.

*Delivering world-class multilingual service, backed by decades of expertise*

### Bulgaria

*Inspired by People, Empowered by Technology*

Situated in Sofia, our unique capabilities are a perfect complement for partners looking for an educated, tech-savvy, multilingual workforce, to support different program sizes and needs. The Sofia market is among the world's most attractive outsourcing destinations, backed by a well-developed infrastructure and terrific tax benefits. Operating since 2010, Alorica Bulgaria delivers outstanding customer care and technical support. Sofia is the ideal location for highly complex work types. And with a ready pool of agents always available, we can scale for your business at a moment's notice.

### Egypt

*One-Stop Shop for Exceptional CX*

Egypt has been an established player in the outsourcing space for more than 20 years, supported by sustained government investment in IT and call center infrastructure. As one of the fastest growing offshore BPO markets, Egypt boasts a scalable, highly-skilled, cost-competitive, and educated workforce. Home to the largest and youngest multilingual workforce in the Middle East. Egypt's time zone ensures alignment with key markets in Europe, allowing us to provide extended business hours and real-time support, improving client satisfaction and response times.

### Poland

*A Proven Strategic Hub*

Over 435,000 people are currently employed in the BPO sector in Poland, with the Polish outsourcing market projected to reach US\$4.29 billion by 2030. Poland continues to be a strategic location for delivering exceptional multilingual customer experiences, with our team providing scalable, cost-effective support. With a flexible delivery model and access to highly qualified talent, we help global brands meet evolving customer needs with speed and agility.

### South Africa

*Time to Unlock the Potential*

South Africa is emerging as a leading BPO hub, with an impressive annual growth rate of 22% since 2017 and a projected workforce exceeding 500,000 by 2030. Boasting over 16.5 million English speakers, South Africa offers a robust talent pool, especially in Cape Town, known for its strong track record with global retailers and tech companies. The region is culturally aligned with U.S. and UK markets, providing exceptional customer care, tech support, and revenue generation services. Alorica South Africa sets itself apart with its swift talent acquisition, scalability, and internal growth, specifically with Customer Service and Tech talent.



## What's Alorica's Secret?

It's simple—our employees are our #1 asset. And the happier they are, the happier our clients are—starting with their customers! That's why we provide:



**Robust career development programs**



**State-of-the-art facilities featuring bright aesthetics, collaboration rooms, cafeterias, and break rooms**



**Employee engagement is promoted through recognition programs, awards, and company-wide events**



**Culture Champions facilitate team-bonding events and serve as conduits between management and frontline agents**



**Competitive salary and benefits**

Partner with us to find your perfect, customized CX solution with Alorica in EMEA.