Alorica in
India

Explore the Epicenter of Excellence

The Silicon Valley of the East

Today's consumers expect easy and personalized support across any channel. Meeting their needs starts with aligning front and back-offices, transforming information into insights, automating repetitive processes and scaling solutions in real time. When it comes to providing the ideal experiences that customers crave, India's been a leading BPO destination for decades. The country's legacy of operational expertise and digital know-how is tailor-made to meet customer needs.

For over 40 years, the region has been home to a highly aspirational, tech-smart talent pool, with a culture of entrepreneurship and technological advancements. With the highest maturity for digital and non-voice services among Asia-Pacific locations, India delivers innovative CX solutions across any channel without breaking the bank. And, known for its stellar voice support options, with technologies like real-time accent translation and digital translation services, the country supports multilingual interactions in real time for exceptional CX in any language.

Where Design Meets Delivery

India is the backdrop for digitization that keeps pace with innovation. With unique global outsourcing delivery options, including two amazing brick-and-mortar locations to streamline operations and advance digital transformation in Bengaluru, Bhartiya City, and Mohali, our India operations are right where you need us. And, as a people-to-people business, we hire, train, and retain top talent with an award-winning employee experience and a culture built on connection.

Co-located in our Bengaluru site for rapid test-and-learn scenarios with our Alorica IQ team, our analytics, technology hub and innovation lab is powered by Six Sigma Master Blackbelt and PMP-certified teams that develop, test, and deploy digitaltransformation solutions.

Alorica IQ

At the Intersection of Delivery and Innovation

Alorica IQ optimizes CX with solutions designed by expert teams. We discover and implement process improvements for voice, non-voice and back-office channels across Digital Trust & Safety, customer care, tech support, financial solutions and revenue generation work types.

Focus on **transformation through process re-engineering, artificial intelligence and automation**

Six Sigma Master Blackbelt and PMP-certified teams develop, test, and deploy solutions

Decades of collective experience in **solution design and digital CX**

Innovative processes drive a **comprehensive service and solution offering** for each client

Discover Alorica

The Alorica India Advantage

With demonstrated cost savings, a highly educated population and widespread opportunities for career growth, India is a natural choice for companies seeking to optimize their offshore operations. We've achieved 70% year-over-year growth, tripled in size since inception, and expanded operations by 60%. Looking ahead, we're planning a 142% increase next year, driving even greater scale and impact.

Alorica's legacy of excellence, experienced local leadership teams, effortless scalability, and award-winning culture position you for lasting success. And with first-to-market access to our latest digital CX technology innovations like accent harmonization and real-time digital language translation services, your customers enjoy future-oriented, digital CX.

Global Digital CX Solutions

Scaled CX expertise and robust capabilities in content moderation, AI operations, chat, socialmedia, and email

Real-time accent **harmonization technology**

Real-time voice translation technology with our **Alorica** ReVoLT™ innovative solution

Ample tribal knowledge of U.S. customers and culture to deliver **high quality, highvalue outcomes**

Proven Processes and Award-Winning Culture

Highly skilled, intuitive teams deliver **voice, non-voice, and back-office services 24/7/365**

We **attract, train, and retain** the brightest, most talented workforce

Our company culture offers team members an **award-winning employee experience**, including **company-wide recognition programs**

Advanced Technology and Extensive Expertise

With decades of collective experience in **solution design** and **intelligent automation**, our team delivers solutions to clients across all kinds of industries

Our Bengaluru operations team is co-located with Alorica IQ to develop, test and deploy **digital transformation solutions**

Our Alorica IQ teams develop, test, and deploy leading platforms and services, including **digital sandboxes, automation and AI services, omnichannel super agents, blockchain** and more

Partner with us to get your optimized, CX solution with Alorica in India.

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