

Travel & Hospitality Impact at Scale



Alorica at a Glance



100,000+

CX Experts in 16 Countries,
10 Time Zones



75 Languages

& 200 Regional Dialects Supported



24/7/365

Omnichannel Delivery



250+

Of the World's Most
Trusted Brands Served



3 Billion+

Customer Interactions Per Year



20,000+

FTE Ramped Annually
for Seasonal Demand

Real-World Results



10+ Years

Average Client Tenure



100%

Of Travel Clients Would
Recommend Working
with Alorica



90%+

Travel Clients
Say We're Easy
to Work With



#1 Provider

for Exceeding all Targets over
14-year partnership

Client Satisfaction & Endorsements



We Asked Our Clients: Why Alorica?



"Partnership approach, adaptability, ability to focus on the most important challenges to improve performance" – Renowned Hospitality Brand



"Easy communication and partnership. Flexibility to help us achieve our targets even with last minute requests. Understanding of company culture." – Prominent Low-Cost Airline



"It has been nothing short of miraculous. We couldn't be more pleasantly surprised and appreciative of the effort, energy and the work that went into this project. It was very, very impressive." – Leading Travel Company



"They proved themselves to be very versatile right from the beginning. When they strategically locked in with us and started to use our data to shape our future, I knew I had the right partner." – International Airline



"Hiring and standing up of the team in a short window from agreement to launch." – Fast Growing Food Delivery

With a **Net Promoter Score** that exceeds industry benchmarks, we demonstrate our commitment to client success - earning praise for transparent communication, adaptability, and a partnership-first approach that helps our clients achieve their goals when it matters most.

Awards & Recognition



Business Intelligence Group AI
Excellence Awards, Outstanding
Organizations in Business
Services | 2025



AI Breakthrough Awards,
Best AI-based Solution
for Customer Service | 2024



Sales & Customer Service Stevie
Award, Innovation in Customer
Service (Silver) | 2025



GLOBEE® Award for Excellence,
Most Innovative Company of
the Year for Customer,
Excellence | 2025

Our Tech Portfolio: Partnering to Power Next-Gen CX

Powered by top technology and strategic partners to deliver smarter, seamless customer experiences.

PIONEERS AND VENTURE LED



PLATFORM COMPANIES



PARTNERS



Want to learn how your brand can deliver smarter, scalable CX with a trusted global partner?

Contact us at alorica.com/sales_inquiries