



# The Alorica Way

How we consistently deliver superior performance with our people-powered, digital-first, global operating model.

## At the Center of Everything We Do

For over 25 years, we've built our reputation on exceptional performance. Our industry-leading operating model combines experienced people, powerful technology, and proven processes to deliver exceptional service for your customers.

Our approach—The Alorica Way—guides everything we do: We design customer experiences that elevate our clients' brands, blending proven performance, industry-leading expertise, and the right technology to deliver real results.

## Our Operating Model

Our comprehensive customer service system is built on AI-powered tools that drive real impact.

### Recruiting

We hire top talent, perfectly matched to each role and client need, boosting our fill and conversion rates.

#### Instant candidate outreach with AI bots

Engages candidates immediately and automatically filters applicants, tripling conversion rates. Recruiters hire faster with less manual work.

#### AI-enabled talent matching

Matches the best candidates to roles based on skills, not bias. We hire high volumes faster, onboard quicker, and reduce early turnover.

### Onboarding and Training

We build brand experts through immersive learning that increases agent confidence and gets them proficient faster.

#### Quest training\*

Gets agents ready faster while ensuring they understand your company and culture from day one. They become confident brand ambassadors who create seamless, localized experiences for your customers.

#### Knowledge IQ for Training\*

Speeds up training and helps agents retain knowledge better knowledge retention during training with our proprietary, AI-powered platform.



#### 40% faster hiring

and 585% less workload for recruiters with AI-driven workflows.



#### 45-63% drop in first-year turnover

using recruiting AI.



#### 5,744 man-hours saved

in applicant screenings



#### 8.3% AHT improvement

using Knowledge IQ.



#### 15%+ shorter hold times

with AVA automated real-time adherence.



#### 12% eNPS increase

after starting Alorica Connect feedback surveys

## Employee Experience

We build a culture where people succeed through real-time feedback, career growth opportunities, and support. This improves eNPS scores and keeps people around longer.



### Alorica Connect portal, with Hypercare\*

Our proprietary gamified platform that engages new employees from day one and beyond. Hypercare uses data to identify areas of improvement in the employee experience.



### Alorica University

Our global training platform that helps employees grow their careers. They can see what opportunities exist, get the training they need, and we can identify who is ready for the next level.



### Health & Wellness Programs\*

We support employee wellbeing with a full team of mental health professionals, including therapists, counselors, and psychologists, led by our Director of Global Wellbeing.

## Security and Compliance



We take security seriously with a defense-in-depth strategy that increases business uptime.

- End-to-end approach to protect programs and mitigate threats
- PCI DSS 4.0.1 Level 1, HITRUST 11.3.2 r2, SOC 1 Type 2, and SOC 2 Type 2, and ISO 27001 certified
- GDPR, CCPA, global DPAs, SOX, GLBA, BSA, OFAC, FCPA, and HIPAA compliant
- #1 in BPOs for BitSight Score\*\*

## Operational Excellence

We use proven tools and tech that drive performance and quality, resulting in stronger occupancy rates, CSAT, and accuracy.



### Agent background noise cancellation

AI-powered technology removes background noise on calls, creating clearer conversations and better customer experiences.



### Spectrum Workforce Management (WFM) software\*

Automates scheduling in real-time, for flexibility that meets any staffing need while letting agents manage their own schedules.



### Automated Real Time Adherence\*

Automates the real-time adherence (RTA) process to help spot and fix issues quickly while keeping agents productive.



### Coaching for Results

Our Performance Hub delivers clear performance insights, personalized feedback, and gamified incentives on a single AI-powered platform that drives better performance and efficiency.



### Quality Management

Our centralized and structured approach to quality, including QA forms, coaching, quality reporting, advanced speech analytics, evaluations/audits, and program-level data analysis of Global Wellbeing to ensure consistent execution.



### Standard reporting suite

Provides real-time and near real-time reporting on key metrics including AHT, calls offered/handled, abandon rate, hold time, occupancy, and staffing to improve operations.

\* Proprietary Alorica solution

\*\* As of 4/17/26

Together let's achieve real results, tailored to your business.