Transforming CX with
Alorica Advisory Services

Accelerating digital transformation through expert advisory services that bridge the technology adoption gap and align with evolving customer needs.

Change is complex—especially for enterprises. Keeping up with customer expectations requires continuous improvement, but enterprises often fall short, hampered by challenges such as:

- Mature workforce diversification offering minimal optimization options

- Standardized and matured processes failing to adapt dynamically

- Tactical implementation efforts that fall short of strategic goals

- Struggles in prioritizing focus areas for improvement

- AI readiness gaps stemming from a fragmented foundation

Alorica Advisory Services empower businesses with **strategic insights, process transformation, and cutting-edge technology** to bridge these gaps and improve CX at every touchpoint. By focusing on value creation and outcomes, our proven legacy of transformation supports clients in harmonizing domain expertise with process and technology innovation.

Great CX and Significant Cost Savings with Alorica

Every customer engagement is unique—and every company has unique needs, whether they're new to the market, struggling to adopt new technologies, or prioritizing areas for improvement.

Alorica Advisory Services takes each situation and customer into account with a three-pronged approach to maximize process value realization, accelerate speed-to-value, and make businesses future-ready.

Our proven legacy of digital transformation, outcomes-driven approach, and cutting-edge technology accelerates value creation, bridges technology adoption gaps, and ensures you consistently meet evolving customer needs.

So, whether you're in need of performance optimization or want to achieve your CX North Star objectives, we create the necessary foundation, custom-tailored to best meet your goals.

Real-world Results

95% *accuracy*
for a first-time insurance outsourcer

81% *CSAT increase*
for a fast-growing credit card issuer

48% *reduction in AHT*
for a Fortune 500 healthcare company

35% *headcount reduction*
for a leading business Data & Analytics provider

$750K *in annual cost savings*
for a leading state insurance provider

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Service Consumption Transformation

Improving customer satisfaction and reducing churn with enhanced CX insights

Methodologies include Journey Mapping, Demand vs. Channel Mapping, Service Blueprinting

Process-focused Transformation

Streamlining operations, shortening process cycle times, and reducing operational costs

Methodologies include Process Discovery, Business Process Redesign, Experience Engineering

Technology Stack Transformation

Enhancing scalability, and faster adoption of AI-based tools and automation

Methodologies include Digital Roadmap, Workflow Automation, Digital Channel Enablement, Backoffice Transformation

Alorica Advisory Services set you up for success with a three-pronged Transformation Framework:

- **Transformation Effectiveness:** Validating, understanding, and quantifying North Star objectives and metrics; defining and collecting key metrics with a comprehensive understanding of drivers and dependencies; data analysis, and structured engagement with key stakeholders

- **Technology Optimization:** Tech stack maturity, features and functionality, agent interaction level, and improvement opportunity assessments; current spend evaluation, process flow walkthroughs, and targeted focus group discussions

- **Empowering Digital Adoption:** People and process assessments with skill gap, training, and proficiency glidepaths; current people spend, training, coaching, and feedback evaluation; improvement opportunity identification; walkthroughs and focus group discussions

Why Trust Alorica?

Best-in-class people, processes, and technologies designed to drive customer loyalty and agent success through digital processes and tools

With 25+ years of CX and digital strategy expertise along with CXCP, CCXP, and Six Sigma certifications, we partner with clients from strategy through implementation

Comprehensive, customizable transformation services based on a powerful combo of analytics, technology, and expertise

Alorica Advisory Services digital experts deliver automated CX strategies and solutions that reduce costs while improving outcomes ...and with effortlessly scalable architecture, our solutions grow with you, empowering even more growth!

Advance Your Goals with Alorica

Ready to take the next step? Connect with us to find your best transformation solution.

Begin Your Journey

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