

# The Alorica Way

Equipping passionate people with powerful technology to create long-term value



## At the Center of Everything We Do

For over 25 years, Alorica's been known for exceptional performance with our digitally-infused operating model—made up of the most experienced people, powerful technology, and proven processes to deliver unforgettable service for your customers. Leveraging technology and insights across our entire operating model to continuously enhance how we attract, develop and retain the very best talent in the industry.

Our customer service process—The Alorica Way—is embedded in our brand promise: Equip passionate people who know your business with powerful technology to enhance performance, and the possibilities are...limitless. We bring actionable insights, proven processes, and a laser focus to create long-term value.

## Our Foundational Operating Model

Alorica's unique, multifaceted, customer service system delivers high-powered performance rooted in AI.

### RECRUITING

Hiring best-fit talent to meet client needs driving increased fill and conversion rates



#### Instant outreach via locally-curated AI bots

Instantly engages candidates, tripling conversion rates while automating filtering, resulting in faster hiring and improved recruiter efficiency



#### AI-enabled talent matching

Bias-free, skill-aligned candidate selection, efficient high-volume hiring with faster onboarding, better job fits, and lowered early attrition rates

### ONBOARDING AND TRAINING

Building brand experts through immersive learning achieving higher throughput, agent confidence and speed to proficiency



#### Quest training\*

Accelerates agent readiness while ensuring comprehensive client company understanding and cultural alignment from Day One, transforming agents into confident, brand ambassadors who create seamless, localized experiences for your customers

## Results That Speak for Themselves



#### 40% faster hire cycle

and 585% reduction in recruiter workload with AI-driven workflows



#### 45-63% early turnover reduction

using recruiting AI



#### 5,744 man-hours saved

in applicant screenings



#### 4% decrease in attrition

in sites that utilize our predictive modeling programs like PERM



#### 15%+ reduction in hold times

due to the implementation of AVA automated real-time adherence



#### 12% eNPS improvement

after implementation of Alorica Connect milestone (feedback) surveys

## EMPLOYEE EXPERIENCE

Creating a culture of success through real-time feedback, career advancement, and support delivering increased eNPS and retention rates



### Coaching for Results

Delivers clear performance insights, personalized feedback, and gamified incentives via Performance Hub, a unified, AI-powered platform that drives performance and efficiency



### Alorica Connect portal, with Hypercare\*

Proprietary, digital, gamified website that engages new employees from Day One and beyond; Hypercare empowers the employee experience by utilizing data insights for continuous improvement



### Alorica University

Global leadership development platform powers employee growth with clear visibility into career development opportunities, provides comprehensive training, and helps identify who is ready for the next level



### Health & Wellness programs\*

Provide the highest level of support for employee wellbeing, guided by a team of mental health professionals, including therapists, counselors, and psychologists, overseen by Alorica's Director of Global Wellbeing on a global scale

## SECURITY AND COMPLIANCE



Unwavering commitment to security excellence through a foundational 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 I Type 2, and SOC 2 Type 2 certified
- GDPR, CCPA, global DPAs, SOX, GLBA, BSA, OFAC, FCPA, and HIPAA compliant
- #1 in BPOs for BitSight Score\*\*



*Connect with us to see how we can create a tailored, tech-based solution to transform your CX!*

\* Proprietary Alorica solution

\*\* As of 6/3/25

## OPERATIONAL EXCELLENCE

Deploying proven tools and technologies that drive performance and quality resulting in stronger occupancy, eNPS, and accuracy



### Agent background noise cancellation

Creates clear, productive voice interactions with AI-powered technology, eliminating agent-generated communication barriers and delivering next-level CX



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

Allows for real-time, automated scheduling, delivering flexibility to meet any staffing need while empowering agents to plan and manage their schedules



### Alorica Knowledge IQ\*

Ensures consistent, accurate, and relevant knowledge delivery across digital channels to best address customer inquiries quickly and efficiently with the power of AI



### AVA RTA\*

Facilitates cost-effective and efficient operations by automating the real-time adherence (RTA) process, increasing agent productivity, quickly identifying and addressing issues as they arise with minimal effort



### Quality management

Drives consistent execution with a centralized and structured approach, including QA forms, coaching, quality reporting, advanced speech analytics, evaluations/audits, and program-level data analysis



### Predictive Employee Retention Modeling (PERM)\*

Prevents attrition through employee data insights, retains talent by scoring agent attributes across hundreds of data points, and applies ML to pinpoint agents most likely to leave within 30 days for proactive manager interventions



### Standard reporting suite

Provides real-time and near real-time reporting to inform overall customer experience design for ongoing performance and efficiency improvements, including AHT, calls offered/handled, abandon rate, hold time, occupancy, and staffing (forecasted and available)