

# Your Business is Our Business

We're passionate about creating customers for life by designing experiences that elevate your brand.

## Delivering Best-in-Class, Digital-First CX Since 1999

As your full-service CX partner from strategy to execution, we blend proven performance, industry-leading expertise and the right technology that delivers real results and limitless possibilities.



**250+ top brands**

Served in over 75 languages



**10 years**

is our average client tenure



**100,000 people**

in 17 countries



### Services

We offer solutions that solve real problems and deliver consistent results for our clients, keeping your customers coming back.

- Customer Experience
- Financial Business Services
- Digital Trust & Safety
- Operations-as-a-Service



### Alorica IQ

Our innovation hub features digital consulting, analytics, and our own AI lab to create, incubate, and offer managed solutions tailored to what each client needs.

- AIQ Innovation Lab
- Transformation Advisory Services
- Alorica Analytics
- Digital Platforms & Managed Services



### The Alorica Way

We consistently deliver top-ranked performance through our talented teams, tech-powered operating model and global footprint.

- Global Footprint
- Operational Excellence
- Security & Compliance

## Discover What Makes Alorica the Best

We don't just deliver customer experiences—we pioneer them. Bold enough to challenge convention, relentless in delivering results, connected through deep client relationships, and true to our values of integrity and authenticity.



### Future First

**Being bold is our comfort zone.**

We ask the tough questions and never settle for status quo. We invest in emerging tech and pioneer new approaches so our clients always stay ahead.



### Real Results

**We do what we say—and more.**

We deliver on commitments and exceed expectations with every partnership. Our team combines 25+ years of CX experience with relentless curiosity to overcome obstacles and deliver results.



### Shared Success

**Client success is our mandate.**

It's about building trusted relationships, knowing your business and customers. We're passionate about being the best, leveraging our expertise to help you achieve your goals and protect your reputation.



### Authentically Us

**A culture of authenticity.**

Our global culture is built on high standards, accountability, respect, and integrity. We believe being your most genuine self inspires others and brings out your best work.

## Industry Recognition



Everest Group CXM Services  
PEAK Matrix® Americas Leader  
2022, 2023, 2024



Business Intelligence Group:  
Outstanding Organizations in  
Business Services  
2025



Silver Stevie Award for Innovation  
in Customer Service  
2025



NelsonHall: Leader in CX Services  
Transformation NEAT Assessment  
2024



Columbia, Dominican Republic,  
Guatemala, Honduras, India, Jamaica,  
Mexico, Panama, Paraguay, Philippines,  
Uruguay  
2024

## Community Engagement

**Largest, Certified**  
Minority-Owned BPO



Raised **\$8.9+ million**  
through our employee-led  
partnership with MLBA

**61%** of our total global  
workforce as female,  
and with **69%** minority  
representation in the U.S



Ready to experience the difference?

**Partner with a team that gets it—and gets results.**