

# About Alorica

To design and empower the best customer experience, you only need to know one thing: Alorica's got your back. We're the digital CX partner of choice for innovative brands all over the world. Why? Because we're known for **insanely great customer experiences**—and with the best technology and processes, we deliver on the promise.



## Inspired by People, Empowered by Technology

### About Us



**2 BILLION +**  
customer interactions  
each year



**100,000**  
employees



**16**  
countries



Founder-led  
minority-owned  
business enterprise



**30+**  
languages  
supported

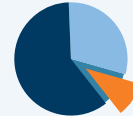


**12**  
time zones

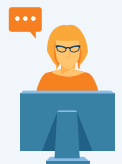
### What We Do



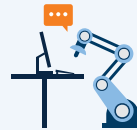
Experience  
Strategy & Design



Data  
Analytics



Contact Center  
as a Service



Automation



Trust & Safety



Contact Center  
Operations

Community • FinTech • Gaming • Health & Lifestyle  
Marketplaces • Subscription • Tech

## Transforming the Customer Experience

### A Partner At Every Step Of Your CX Journey



Our average client  
tenure is **10 years**



We serve over  
**250+ clients**



Added **50+**  
new clients\*



25% of revenue from  
**New Economy clients**

### Let The Recognition Speak For Itself

**Gartner**

Gartner® Magic Quadrant™ Leader  
for Customer Service BPO | 2021, 2022



Top Places to Work | 2022



Leader in Social Media CX  
Services NEAT Assessment | 2021



BPO of the Year | 2019

# Outcomes as a Service™



## GROWTH

Take your business to the next level by growing your customer base



## LOYALTY & ENGAGEMENT

Build loyalists out of your customers for the future of your business



## COMMUNITY

Create a community of ambassadors to elevate your brand's authenticity



## EFFICIENCY & OPTIMIZATION

Remove friction to maximize your CX investments



## ACTIONABLE INSIGHTS

Leverage actionable insights to enhance the customer journey



## CONTINUITY

Prepare for the unexpected with a CX journey protected by design to give you peace of mind

## Driving CX Innovation, Delivering Best-in-Class Service



## EXPERT TECHNOLOGY INTEGRATORS

We deliver the right, tailored technology to solve your specific CX needs, engaging with your customers the way they want to



## INDUSTRY CHANGE LEADERS

With a disruptor mentality, we believe driving CX innovation is the path forward by leveraging data insights to continually improve and maximize your value



## OUTCOME-DRIVEN SOLUTIONISTS

From strategy designers to playbook writers to tactical operators, we're with you every step of the way to ensure efficiency, optimization, and growth



## DIVERSITY ADVOCATES

As a global workforce, we embrace inclusivity. We're the largest, certified minority-owned BPO that's proud of our diverse representation across our entire company and award-winning culture.

## Our People-First Culture



**Award-winning** people development and culture programs



Strong **minority and female representation** across our workforce



Raised **\$7.3+ million** through our employee-led partnership with [MLBA](#)



Recognized as a trailblazer in **Impact Sourcing**

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\*2020-2022

**alorica**

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