

# 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.

Nearly all of our clients name us their #1 CX partner. The other guys are still working on it.

## Don't take our word for it. Take theirs.



**250+ top brands**

Served in over 75 languages



**10 years**

is our average client tenure



**100,000 people**

in 16 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 staff to SLAs and call it a day. We tie our KPIs to your business goals — retention, satisfaction, and revenue growth — and we deliver on them. That's why our clients stay.



### 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.

## The Industry agrees, too.



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



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

## Community Engagement

**Largest, Certified**  
Minority-Owned BPO



Raised **\$10+ million**  
through our employee-led  
partnership with MLBA

**74%** of our U.S. workforce  
identifies as minority.  
Women make up **57%** of  
our global workforce and  
**45%** of Director+ leaders.



Ready to see what #1 CX looks like?

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