Empowering Technology Brands
to Deliver Outstanding CX

Seamless CX for Tech-Savvy Customers

Today's digital world requires more than great technology, it demands exceptional experiences. For technology companies, that means combining innovation with insight.

At Alorica, we make it happen. As a global CX leader, we partner with tech brands of every size, from bold startups to enterprise giants, to deliver tailored solutions that drive growth and loyalty.

Our approach combines advanced technology, analytics, automation, and AI-powered human expertise with optimized processes, all designed around your goals.
With Alorica as your full-service partner, you'll transform customer journeys and elevate your brand through a digital-first, human-centered strategy.

Your partner for a better tech CX

Tech-enabled customer care
Omnichannel support (phone, email, chat, and social) designed around your products and services. We deliver fast, efficient, and personalized assistance that keeps customers connected and satisfied.

Expert technical support
Certified experts ready to tackle complex technical challenges, from software troubleshooting to hardware fixes, reducing downtime and keeping your business moving forward.

Proactive customer engagement
Use data and analytics to predict customer needs, solve issues before they happen, build stronger connections, and reduce churn.

Sales support and lead generation
Fueling revenue growth with smart sales support, covering inbound and outbound, lead qualification, and customer acquisition programs that deliver measurable impact.

Serving
2 of the largest
Internet Services & Retailing Companies

100%
of Tech key decision makers find Alorica effortless to work with

3 of the 5
top OEMs

5 out of 7
top smart home
technology companies

Average client tenure of
10 years

Real-world Results

The Alorica Way:
Data-Driven Insights, Measurable Results, and AI-Powered, People-Led Innovation

Optmize response times
Identify bottlenecks and streamline processes to ensure swift and efficient customer interactions

Personalized CX
Leverage customer data and AI-driven insights to tailor interactions and deliver personalized support, increasing customer satisfaction and loyalty

Improve first-contact resolution
Equip our agents with the knowledge and AI-powered tools they need to resolve issues quickly and effectively during the first interaction

Identify trends and opportunities
Analyze customer feedback and identify emerging trends to inform product development and improve service offerings, helping predict customer needs and proactively address desk solutions

Enhance agent performance
AI-powered tools provide agents with real-time support, including suggested responses and access to relevant knowledge bases, improving efficiency and accuracy

Let's start a conversation.

We bring the expertise and solutions to elevate support, accelerate revenue, and streamline operations for technology brands.

Ready to unlock the next level of CX and business growth?
Let's make it happen together.

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