

# Maintaining Work-at-Home Operations during COVID-19 and Beyond



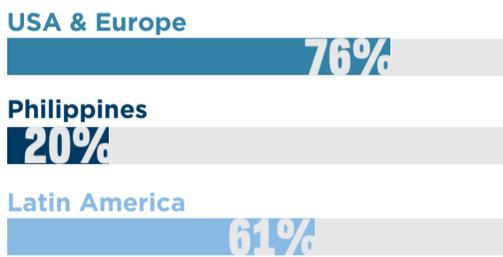
Work-at-home strategies are more critical than ever before—**NelsonHall anticipates a 50% increase of work-at-home (WAH) agents within the next three months**—given omnichannel customer support, an engaged and happier agent population, and burstable, flexible staffing models. As state and local governments are issuing orders to stay home during COVID-19, companies across the globe are turning to business continuity plans that embrace work-at-home as a steady state solution.

## No Longer Business as Usual

At the beginning of COVID-19...



Only 14% of companies were interested in a long-term work-at-home strategy<sup>1</sup>



We qualified 100% of our agents that had the technical capability (i.e. qualified computer, internet connection) to work from home<sup>1</sup>



Client surveys indicated only 25% of companies were highly confident in their business continuity plan's effectiveness<sup>1</sup>

## Work-at-Home Current & Future Trends

### CURRENT



5% of companies had work-at-home outsourcing before COVID-19



7% of a company's current BPO outsourcing mix is work-at-home based

36% of US workers participate in the WAH/gig economy through primary or secondary jobs<sup>2</sup>

### FUTURE



72% of all organizations will have a work-at-home strategy in the future



30% of a company's future BPO outsourcing mix will be work-at-home based

MORE THAN 52% of the US workforce will participate in the work-at-home/gig economy by 2023<sup>2</sup>

## Alorica Anywhere

Alorica Anywhere is grounded in three key tenets—security, speed and simplicity—and we've been providing secure, "work anywhere" flexibility and speed-to-market for *more than 15 years*.



Alorica Anywhere delivers **2-3 times faster hiring scalability** than hiring into brick-and-mortar centers



We're able to **serve any customer experience channel**—voice, chat, social and more—that your customers prefer



Alorica Anywhere provides **world-class security** PCI, HIPPA, SOC & SOX protection



More than 50% of Alorica employees are currently working from home during COVID-19



Over 90% of Alorica's clients have adopted a WAH strategy during COVID-19

## The time to act is now.

Don't wait to implement a work-at-home strategy! Whether you need to scale up operations at a moment's notice, or scale down just as fast, our industry-leading virtual workforce is always ready to support your continuity, seasonality and year-round customer needs.

### REFERENCES

- 2020 Alorica Client Survey
- <https://fortunly.com/statistics/gig-economy-statistics#gref>
- Gartner
- NelsonHall
- Everest Group