THE *HYPE* IS REAL!

Hypercare—our comprehensive approach to the Agent Experience and beyond—enhances workplace culture *and* the bottom line.

IT'S ALL ABOUT OUR PEOPLE.

Our incredible, global team of Aloricans is our #1 asset—and it's critical that we support each of them with an equally *awesome* Employee Experience. Doing so assures us of a happy, productive workforce, helps fine-tune employee performance management, and dramatically impacts and improves business KPIs.

Did You Know?

· The average cost to replace an employee who quits is **30% of the annual cost**[1] to employ the person filling the role

· Dis-engaged employees cost the U.S. **$450-550 Billion**[2] per year

· Companies with highly-engaged team members outperform their competition by **147% in earnings per share**[3]

To keep our people performing at their peak, we deploy **Hypercare**—a 360° process based on employee feedback, data and insights—to improve performance and retention, and promote progress within the organization.

OUR HYPERCARE APPROACH

Alorica's systematic Hypercare process is fueled by employee reaction. It incorporates a series of milestones to gather

COLLECTING FEEDBACK

LEVERAGING DATA

ACTIONING ON INSIGHTS

CONTINUAL IMPROVEMENTS

REAL-WORLD RESULTS

eNPS increased by 28% since inception*
*July 2019 - May 2021

A ROBUST EMPLOYEE EXPERIENCE DELIVERS SERIOUS ROI[4]

41% lower attrition

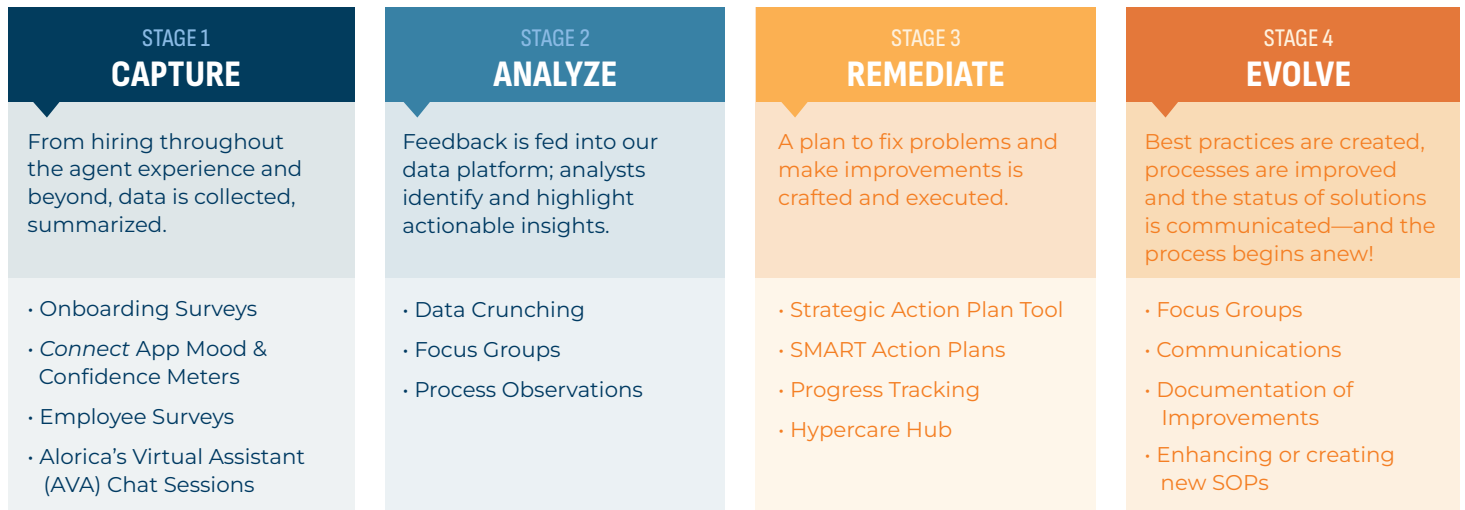**24%** less turnover (in high-turnover organizations)

10% higher customer ratings

20% higher sales

17% higher productivity

21% higher profitability

THE HYPERCARE *HOW*

STAGE 1 CAPTURE	STAGE 2 ANALYZE	STAGE 3 REMEDIATE	STAGE 4 EVOLVE
From hiring throughout the agent experience and beyond, data is collected, summarized.	Feedback is fed into our data platform; analysts identify and highlight actionable insights.	A plan to fix problems and make improvements is crafted and executed.	Best practices are created, processes are improved and the status of solutions is communicated—and the process begins anew!
• Onboarding Surveys • *Connect* App Mood & Confidence Meters • Employee Surveys • Alorica's Virtual Assistant (AVA) Chat Sessions	• Data Crunching • Focus Groups • Process Observations	• Strategic Action Plan Tool • SMART Action Plans • Progress Tracking • Hypercare Hub	• Focus Groups • Communications • Documentation of Improvements • Enhancing or creating new SOPs

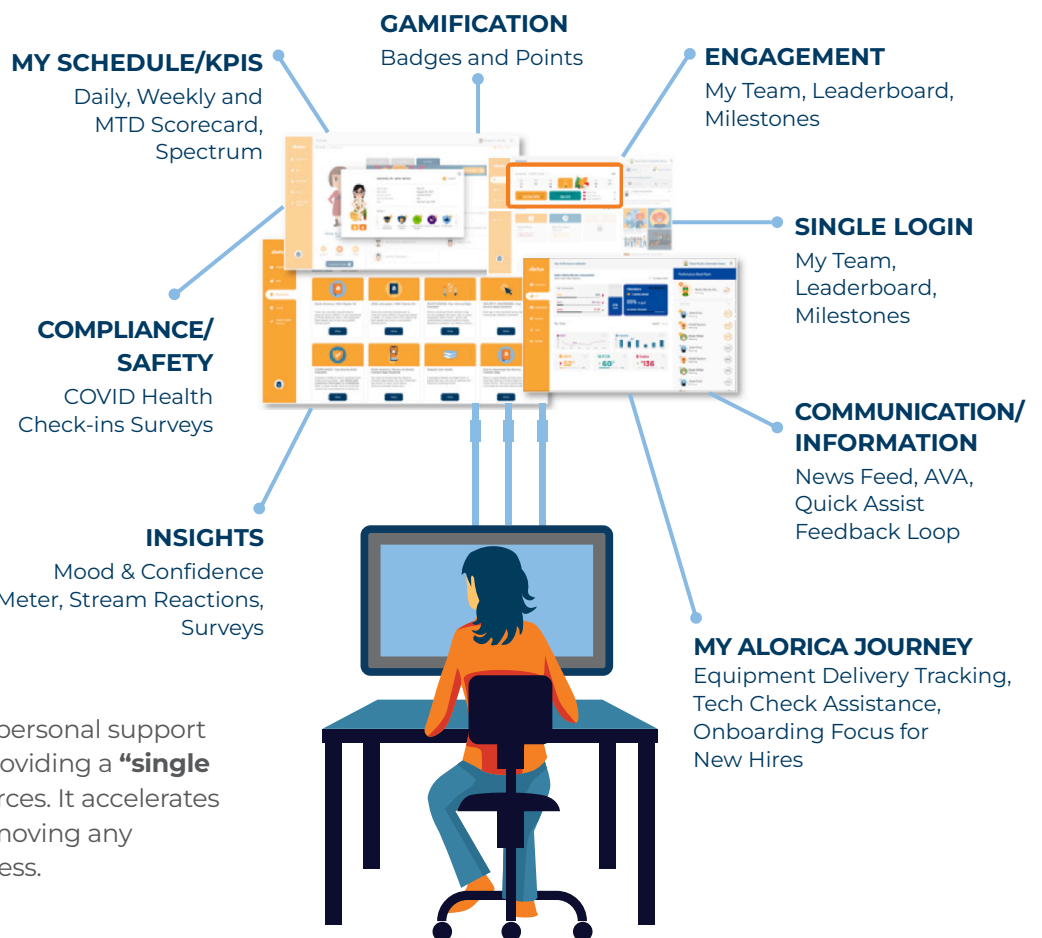## STAYING CONNECTED WITH OUR AGENTS

Alorica Connect is our digital, gamified website and mobile app designed to engage employees—through New Hire Onboarding, to the floor, and beyond! Connect is one of the central tools we use to stay connected and is a critical input in our **Hypercare** process.

• Daily feedback on employee confidence and sentiment

• Single repository for resources needed from HR, Training and Operations

• Real-time chat via AVA, a resource to ask any question or get support

• Gamified experience using badges and rankings to drive engagement

• Gather feedback throughout the employee journey

• Client & Alorica communications

GAMIFICATION
Badges and Points

MY SCHEDULE/KPIS
Daily, Weekly and MTD Scorecard, Spectrum

ENGAGEMENT
My Team, Leaderboard, Milestones

SINGLE LOGIN
My Team, Leaderboard, Milestones

COMPLIANCE/ SAFETY
COVID Health Check-ins Surveys

COMMUNICATION/ INFORMATION
News Feed, AVA, Quick Assist Feedback Loop

INSIGHTS
Mood & Confidence Meter, Stream Reactions, Surveys

MY ALORICA JOURNEY
Equipment Delivery Tracking, Tech Check Assistance, Onboarding Focus for New Hires

Connect enables Alorica to deliver personal support to employees at scale, while also providing a **"single pane of glass"** for employee resources. It accelerates their speed to proficiency while removing any potential roadblocks from the process.

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THE BOTTOM LINE

Believe in the hype! Here's what Alorica brings to the table:

DEDICATION TO DATA
Using consistent tools, measurement and processes, we are hyper-focused on data in a way that is scalable, measurable and actionable.

END-TO-END SOLUTION
Our delivery model is an end-to-end solution, laser-focused on the first 90 days of the agent experience—the most critical timeframe for success.

A CULTURE OF *AWESOME*
Employee-led CARE Committees enable and empower our team members. These amazing committees transform insights we glean from employees into actions that enhance and advance the overall Employee Experience.

GLOBAL & LOCAL FOCUS
Hypercare drives best practices, targeting elevated performance at the individual, site and corporate level.

CLIENT TRANSPARENCY
It's all about continuous improvement; Hypercare provides yet another vehicle for sharing insights, collaborating and developing joint action plans for improvement.

TIMELY FEEDBACK AND COACHING
We're utilizing technologies to increase efficiency and visibility for our work-at-home and in-site employees. Team managers can see their teams sentiment throughout the day and provide immediate coaching.

ABOUT ALORICA

Alorica is a trusted, global leader in customer experience solutions. We are made up of 100,000 passionate problem solvers who make lives better through positive customer interactions—at every touchpoint—across voice, chat and social. Leveraging innovative technologies—including intelligent automation and a comprehensive analytics suite—we support the world's most respected brands with the best talent and resources necessary to create insanely great experiences. Alorica provides a host of world-class services—from customer care to financial solutions and digital services—to clients across industries of all kinds, many of whom are on the Fortune 500. Alorica contact centers and operation hubs span the globe with locations in 15 countries. To learn more, visit www.alorica.com.

1. https://s3.amazonaws.com/nucleusmedia/s56-The-ROI-of-reducing-employee-turnover.pdf
2: https://www.inc.com/ariana-ayu/the-enormous-cost-of-unhappy-employees.html
3: https://www.gallup.com/workplace/229424/employee-engagement.aspx
4: https://www.gallup.com/workplace/285674/improve-employee-engagement-workplace.aspx#ite-285716