Fintech Solutions

Streamlining Financial Products and Services Through Technological Innovation

In 1999, Alorica built one of the first cloud-based SaaS customer contact applications. Today, we remain true to our roots—believing that the key to improving the customer experience is to develop and utilize technology.

As a result, Alorica is lauded as one of the most innovative and forward-thinking companies in the industry.

Though large in scale, Alorica still acts in many ways like a scrappy start-up with an entrepreneurial culture. As demand increases across all age groups for convenient access to banking, investment, insurance and other financial products, both the digital-savvy mobile user as well as the conventional branch-visiting customer have changing expectations. Alorica recognizes that while fintech startups specialize in researching and developing solutions for the modern banking needs of their like-minded peers, they often need resources, capital and clientele to gain marketplace traction.

As experts in customer care, sales, technical support and account resolutions for dozens of well-known clients across the financial, technology and telecommunications industries—and with significant investments in digital transformation—Alorica is uniquely positioned to deliver end-to-end services that are enabled by CX innovations your fintech customers expect. And by partnering with flourishing fintech's, we envision ourselves introducing established bankers and other financial firms to some of the freshest and brilliant minds in tech.

People helping people—it's what we do best.

BANKING AND FINANCIAL SERVICES

- Retail and Online Banks
- Debit/Credit Card Issuers
- Investment Bankers
- P&C Insurance Providers
- Warranty Servicers
- Mortgage and Auto Lenders
- Credit Bureau Agencies
- Payment Processors
- Credit Protection Companies
- Personal Lenders

TECHNOLOGY

- Technology OEMs
- Online and Tech Retailers
- Tech Services Companies
- Software Companies
- Service Plan Partners
- Connected Home Technology

TELECOMMUNICATIONS

- Wireless Service Providers
- Internet Service Providers
- Global Broadcasting and Cable Companies
- Mobile Virtual Network Operators
- Broadcast Satellite Service Providers
- Subscription Media Companies

alorica

7% of Banking and other Financial Executives Believe that Fintechs Provide Opportunity for Partnership*

ALORICA IN ACTION: SCALING BILINGUAL OMNI-CHANNEL SUPPORT FOR A WIRELESS CARRIER

As a partner with **JD Power's highest-ranking mobile provider** in customer satisfaction*, Alorica invested in top account leadership and implemented customized site solutions. With 6,000 agents in the U.S., Philippines, Guatemala and the UK, we seamlessly executed chat, phone and email functions across multiple sites and developed a unique migration plan to integrate customer care and technical support—all while exceeding

performance. **We now support over 20 LOBs** including Activations and Credit, General Care, Retention, Business Care, Financial Care and Resolutions, Prepaid, Translations and Teletype. Alorica is the only partner to win the client's prestigious **Partner of the Year Award** for two consecutive years, due to our ability to provide creative, win-win cost savings initiatives as well as our "excellent performance, constant flexibility and our never-ending willingness to try new directions."

THE ALORICA ADVANTAGE
Reputable and Recognized

- For the second consecutive year, Alorica has been recognized as a **Leader in the 2022 Gartner Magic Quadrant for Customer Service BPO**. With our Outcomes-Focused approach we deliver value to clients across all industries with exceptionable talent, technology and execution.

- A major consumer electronics manufacturer recognized Alorica as a **key strategic partner** when we saved them millions of dollars by improving self-service. TMC and Customer Magazine awarded us the **CRM Excellence Award for CX Transformation** for our success.

Creative Innovators

- We often **create product labs**; for example, we built "Smart Houses"—featuring the necessary components and connectivity for immersion training on the product and services and to help diagnose issues while on calls.

- We are **developers of proprietary software such as PayNow**, which efficiently serves online and mobile customers—helping increase payments and grow client revenue via secure payment options.

- Our Robotic Process Automation (RPA) solutions reduced manual processes for a major telecom conglomerate, **freeing up 450 agents** to work on more complex customer support work and saving the client tens of millions in operational costs annually.

- Alorica has **homegrown solutions** and partnerships with the largest **Artificial Intelligence (AI)** companies to bring a whole suite of services to our clients; these provide assisted, augmented and autonomous intelligence to help maximize speed of service and customer satisfaction while lowering costs. Our AI solution is built upon Alorica's **leading-edge SD-WAN network**, where our entire technological suite is integrated across the enterprise.

alorica

PERFORMANCE AND PROFICIENCY WITH TECH SUPPORT PROGRAM SERVICES

Leveraging extensive knowledge within the consumer electronics and technology services industries, we provide value-added services designed to improve performance and enhance the customer experience.

Data Analytics
We skillfully review, analyze and report on trends, alerts and issues to keep the front end and back end in sync—and to keep everyone ready for the future.

Partner Management
We provide comprehensive management solutions that make complex support networks a one-stop-shop for management and feedback.

Opportunity Sales
We identify opportunities to add value to any customer purchase.

Pay for Support
Utilizing proprietary or provided software, Alorica can properly entitle and support customers for a wide range of digital and technical issues.

"Save the Sale"
We offer white-glove, "no dead ends" customer support services that take every opportunity possible to keep the end-user delighted with their purchase.

EXPERTISE IN FRAUD SOLUTIONS

Our **centralized security and compliance team** specializes in regulatory needs for banking and financial clients. During some of the nation's recent major data breach incidents at financial institutions and retailers, we expertly managed customer credit concerns on a massive scale. For example, a multi-national computer technology company was experiencing ongoing fraud loss; once we were brought on and implemented our Fraud Solutions, improved training and an experienced team, **fraud loss was reduced by 89%, saving the client over $8M a month.**

THE JOURNEY STARTS HERE
Ready to branch out?
Contact us today for innovative solutions to your fintech company's customer service needs.

alorica

866.ALORICA | sales@alorica.com | **alorica.com**   *© Alorica Inc. All rights reserved.*