alorica

Unlock Growth with a **Consultative BPO Partner**

Trusted Solutions for the ***Wealth Management Industry***

The wealth management industry is experiencing a transformative shift driven by a multitude of factors. Market volatility, margin compression, compliance complexity, evolving client expectations, advisor and broker fatigue, and increased operational overheads are reshaping the landscape, demanding innovative strategies and adaptive solutions.

RISE TO THE OCCASION WITH **A TRUSTED PARTNER**

Now more than ever organizations are looking to offload operational burdens, such as non-licensed interactions from their advisors and brokers, in order to deliver exceptional client service with fewer distractions.

At the same time, firms are under increased pressure to reduce fixed costs and enhance scalability and agility, to remain competitive and compliant in an evolving landscape.

With a digital-first consultative approach, best-in-class technology, and managed care specialists—well-versed in complying with stringent international policies—Alorica's CX solutions empower better experiences.

MULTIFACETED SERVICES PORTFOLIO TO SUPPORT WEALTH MANAGEMENT FIRMS

NON-LICENSED FRONT OFFICE CUSTOMER SERVICES

ROOTED IN TECHNOLOGY

Services include:

- Client welcome calls
- Appointment scheduling & calendar management
- Account inquiries – account balance, transaction status, online access support
- Route advisory-specific calls
- Address changes, beneficiary updates, check requests, client logs/CRM updates

BACK-OFFICE SERVICES & PROFESSIONAL SERVICES

ROOTED IN AUTOMATION

Services include:

- Client onboarding, branch enrollment support, reset of links and cancellation
- Verification of eligibility criteria for enrollment and determination of authorized users
- Document verification & management
- Portfolio data maintenance, mailing group edits, reporting
- Trading authority/Advisory AUTH processing
- Age of Termination/Majority account handling
- Restrictions/Contact Ownership updates
- Training Design

RISK & COMPLIANCE MONITORING

ANALYTICS POWERED

Services include:

- AML Transaction Monitoring
- Sanctions & OFAC Screening
- Fiduciary Account Oversight (Power of Attorney updates, other fiduciary questions)
- Compliance Reporting & Documentation

SOLUTIONING FOR **YOUR SUCCESS**

A leading wealth management firm that had never previously outsourced, faced significant hurdles in maintaining operational efficiency and meeting customer expectations. High operational costs, inefficiencies, and lack of coordination across various Lines of Business (LOBs) were compounded by the firm's rapid branch growth and increasing service demands. Additionally, technology integration issues across disparate systems and a surge in online access requests further strained their operations.

We partnered with the firm to provide a consultative approach, guiding them through strategic initiatives and offering expertise in Wealth Management Operations Training and Operations Quality Assurance:

- The training curriculum was redesigned for multi-shift modal delivery, ensuring comprehensive coverage and flexibility.
- Technology enablement played a crucial role, with Alorica supporting the deployment and scale-up of Salesforce and Genesys.

The successful partnership built on trusted expertise and collaboration led to rapid scalability and expansion into multiple additional LOBs and sites within just two months.

YOUR GOALS. **OUR MISSION.**

> *"Alorica has been an outstanding partner, providing exceptional customer care and technical support services. Their attention to detail and commitment to excellence has significantly enhanced our customer experience. The multilingual support provided by their team has been invaluable in addressing our diverse customer base effectively and efficiently."*
>
> **Director – BFSI Client**

BFSI RESULTS YOU CAN MEASURE

100% quality
and 84% NPS in first two-weeks of production

$750K
annual reduction in operating costs identified for one client

400+ FTEs
added while growing language support from 1 to 3 languages

Average client tenure of
12+ years

#1 in BPOs
for BitSight Score*
*as of 3/26/25

$1.2M saved
annually helping one BFSI client eliminate fraud losses

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