

ABOUT ALORICA

Whether you're an industry legend looking to uphold your elite position or a newcomer that's experiencing exponential growth... our role is to help **elevate your brand by embracing your culture and delivering awesome, digitally powered customer experiences.** It's our great privilege to represent innovative brands all over the world with the best technology and processes to deliver on the promise.



Inspired by People, Empowered by Technology

About Us



2 Billion+
customer interactions
each year



115,000+
employees



17
countries



Founder-led
minority-owned
business enterprise



75+
languages
supported

Alorica ReVoLT
Real-time Voice Language Translation



10
time zones

What We Do



Trust & Safety



Financial Solutions



Customer Care



Tech Support



Rev Gen

Alorica IQ

*CX Consulting & Design Thinking • Advanced Analytics
Contact Optimization • AI/ML & Automation*

Transforming the Customer Experience

A Partner At Every Step Of Your CX Journey



Our average client
tenure is **10 years**



We serve over
250+ clients



76% of client delivery
is from multiple geos



150% annual increase
in digital investments

Let The Recognition Speak For Itself

Gartner

Gartner® Magic Quadrant™ Leader
for Customer Service BPO | 2021, 2022

Everest Group

Everest Group CXM Services
PEAK Matrix® Americas | 2023

NelsonHall

Leader in Content Transformation
Services NEAT Assessment for
CX Improvement Capabilities | 2023



Achievement in the Use of
Data & Analytics | 2023

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Outcomes as a Service™

REVENUE GROWTH



Revenue Generation

- Inbound/Outbound Sales
- Direct Response
- Upsell/Cross-Sell
- Lead Generation
- Retention/Win-Back
- Licensed Sales
- Renewals
- Subscription Sales
- Pay-for-Support
- Medicare Enrollment

EFFICIENCY



Technical Support

- Warranty Support
- Setup & Install
- Product/Application Support
- Hardware
- Software/Digital
- Dispatch
- Renewals
- Concierge Support
- Virtual Care

DISTINGUISHED SERVICE



Customer Care

- General Inquiry/ Customer Education
- Product/Service Issue
- Billing & Payment
- Account Support
- Urgent Response
- Loyalty Program
- Claim Support
- Member/Provider Plan Support, Benefits & Eligibility
- Claims Support & Processing
- RMA Management
- Recycling Services
- Case Management

CONTINUITY & COMPLIANCE



Financial Solutions

- Early Intervention
- Account Resolution
- Credit Services
- Payment Processing
- Loan Servicing
- Income Verification
- Compliance

TRUSTED COMMUNITIES



Trust & Safety

- Quality & Integrity Inspection
- Content Moderation
- Fraud Prevention
- Data Labeling & Algo Training
- Ratings & Reviews

Driving CX Innovation, Delivering Best-in-Class Service



Expert Technology Integrators

We deliver the right, tailored technology to solve your specific CX needs



Industry Change Leaders

We leverage data insights to continually improve and maximize your value



Outcome-Driven Solutionists

We're with you every step of the way to ensure efficiency, optimization, and growth



Diversity Advocates

We're an award-winning minority-owned business that encourages inclusivity



Best In Class Operators

We're known for delivery and exceeding performance goals.

Our People-First Culture



Award-winning people development and culture programs



Strong minority and female representation across our workforce



Raised \$8.9+ million through our employee-led partnership with [MLBA](#)



Recognized as a trailblazer in [Impact Sourcing](#)