



How We Deliver for Our Clients



Take the leap into outsourcing with a partner that has 25+ years of experience serving clients across all industries, all stages—including startups and companies in growth phases—who can bring proven best practices, so your customers always get the expert care they deserve.

REAL WORLD RESULTS

Insurance Company

Delivered faster and better training over in-house agents with streamlined QA processes, achieving greater agent speed-to-proficiency with a **92.3% throughput in product training**.

“We couldn’t do what we do so successfully without the remarkable work of partners like Alorica that share our commitment to providing the best customer experience for our patrons.”

**Sr. V.P. of eCommerce and Customer Service,
Sports Streaming Platform**

“We were eager to identify not only an organization with the infrastructure to deliver customer service, but also a partner who would proactively work with us to deliver meaningful solutions. Alorica is a collaborative and earnest partner who’s established a trusted relationship focused on meeting our requirements.”

**Director of eCommerce Customer Care,
Leading Technology Company**

Consumer Electronics Manufacturer

Deployed AVA (Alorica’s virtual assistant) after consultative meetings to ensure alignment to client goals; the chatbot had outstanding results: **93.5% of conversations resolved the customer inquiry and 89% lower cost to serve**.

Online Education Platform

Delivered top-notch customer care, back-office support, and technical support for users on the client’s website and mobile app resulting in a **39-second decrease in avg. handle time and 33% improvement in avg. time call completion**.

“We had a team of internal people doing the same work that Alorica is doing. Alorica is doing it faster and more accurately than we were doing it internally. They’re more efficient and better technically at it and at an obviously lower cost.”

Chief Service Officer, Insurance Company

Leading Ride-share Company

Implemented **weekly collaborative meetings** to better understand Net Promoter impacts and launched new processes **reducing training time from 40 to 12 hours and increasing Net Promoter score by 15%**.

Leading Provider of Home and Office Equipment

Cultivated **family-oriented culture** to match our team to our client’s core values, resulting in **under 5% attrition, exceeding CSAT and Quality goals**.

Discover how well we can work for you—connect with us to find your ideal solution!