

# Alorica in India

*Discover the Epicenter of Excellence*



## The Silicon Valley of the East

Today's savvy consumers expect digital, easy and personalized support—across any channel. Meeting their needs starts with aligning front- and back-offices, transforming information into insights, automating repetitive processes and scaling solutions in real time.

India's legacy of global delivery is tailor-made for today's consumers. For over 40 years, the region has been home to a highly aspirational, tech-smart talent pool, and provides cost-effective, customer-focused service offerings for just about every industry out there. With the highest maturity for digital back-office services among offshore locations, India helps drive innovative, disruptive digital customer experiences.

## Alorica's India Footprint

Being successful in India takes more than just digital know-how. In two amazing locations—Bengaluru and Mohali—we provide services across the entire customer lifecycle, including customer care, tech support, revenue generation and content moderation and management.

At the heart of our operations in India is our **Digital Business Center (DBC)**—a technology hub and innovation lab where our experts focus exclusively on transformation through analytics, process re-engineering, artificial intelligence and automation—just to name a few.

## INDIA'S DIGITAL BUSINESS CENTER: At The Intersection of Delivery and Innovation

Our **Digital Business Center (DBC)** optimizes the service experience with programs designed for digital CX delivery. The Digital Business Center is ideally located in Bengaluru to design, develop and validate digital transformation projects in a model that's co-located, agile, and designed for rapid test and learn.



Focus on **transformation through process re-engineering, artificial intelligence and automation**



**Six Sigma Master Blackbelt and PMP-certified teams** develop, test, and deploy solutions



Decades of collective experience in **solution design and digital CX**



Knowledge-intensive, innovation-fueled processes drive a **comprehensive service and solution offering** for each client assist launch

## UNLEASHING A LEGACY OF EXCELLENCE

**24/7 Digital Business Center**

with hubs for back-office and non-voice work prevalent in the market

**2.6M Science, Technology, Engineering and Math (STEM) graduates**

per year<sup>[1]</sup>

**4.5M Back-office workers**

in India, covering everything from customer service to software development<sup>[2]</sup>

**Why Alorica in India?**

With demonstrated cost savings, a highly educated population and widespread opportunities for career growth, India is a natural choice for companies seeking to optimize their offshore operations.

Alorica's legacy of excellence, experienced local leadership teams and award-winning culture position you for lasting success.

**Expert Execution**

- High maturity for non-voice and digital back-office services
- Scaled CX expertise and robust capabilities in content moderation, AI operations, chat, social media, and email
- Ample tribal knowledge of U.S. customers and culture to deliver high quality, high value outcomes

**Superstar Support**

- 100% of our leadership has experience operating in India
- We attract, train and retain the brightest, most talented workforce with an award-winning employee experience and a corporate culture built on connection
- Our company culture offers team members an award-winning Employee Experience, including a Women's Initiative and company-wide recognition programs

**Advanced Technology and Extensive Expertise**

- With decades of collective experience in solution design and intelligent automation, our Six Sigma Master Blackbelt and PMP-certified team delivers solutions to clients across all kinds of industries
- At the DBC, our teams develop, test, and deploy leading platforms and services, including digital sandboxes, automation and AI services, omnichannel Super-Agents, blockchain and more