

Alorica Connection Hubs

Get Yourselves Connected



The World is Yours

Business today is more complex than it's ever been before.

Alorica's Workforce Optimization strategies meet you where you are, with thoughtful, tailored delivery solutions that address your unique business needs.

From our robust work-at-home solution Alorica Anywhere to gig agents to Alorica Connection Hubs—centers of excellence that provide custom-tailored CX delivery solutions that always meet your needs—the power of Alorica's experts help you future-proof your business.

Connection Hubs—integrated, physical “command centers”—blend the benefits of an on-site location with a virtual, globally-distributed workforce. Through wide-ranging reach and world-class operations, Connection Hubs deliver, whether you're looking to support additional languages, scale in a new market, or turbocharge your organization with access to talent in new areas around the world.

One Hub, Endless Connections

Connection Hubs help expand your global footprint and prepare you for the unexpected (pandemic, anyone?) Meet the moment with a solution that's tailored to your needs, and give your customers peace of mind by mitigating risks with an always on, always ready partner.

As flexible, scalable hub-and-spoke models delivering hybrid workforces across brick-and-mortar and work-at-home, Connection Hubs help you scale quickly and deliver best-in-class service to your customers.

MAKING CONNECTIONS WORK

With **Connection Hubs**, employee engagement is easy. Our commitment to our people creates a collective knowledgebase of experience, learning, and speed-to-proficiency, and we leverage tools and tech to get feedback from Aloricans on what's working, what's not, and how to improve.



Alorica Connect, a gamified website and mobile app that acts as a “single pane of glass” to deliver personal support for agents at scale



Accelerate speed-to-proficiency with virtual dedicated teams for coaching, training, tech support and more



Virtual employees experience our culture, improving eNPS and retention of talent



Alorica Academy, a leadership development platform that allows employees to learn, contribute, share, and grow professionally

Think Local, Work Global

Support language needs across the globe and ensure consistent, quality delivery from markets anywhere in the world with the operational expertise you expect from Alorica.

Manage market fluctuations, achieve flexibility, and maximize performance with a secure delivery model that's specially designed for a distributed workforce, supported locally and deployed globally.

Whatever your needs, Connection Hubs keep you moving forward.

THE 21ST CENTURY GLOBAL OFFICE

Connection Hubs deliver the benefits of a physical office with a virtual global workforce.



Business Continuity Planning:

mitigate risk with strong infrastructure and global connectivity



Fast and accurate hiring:

quick, efficient hiring processes and targeted onboarding programs with virtual or in-person support



Enhanced scalability with **multi-lingual capabilities**



Expand into new geographies

without the need for brick-and-mortar sites



Service & channel expertise:

best-fit work-types include customer care, tech support, and content moderation across voice, non-voice, and back-office channels

The Alorica Advantage

When it comes to workforce optimization, no one outperforms Alorica.

Because we're always on and always ready to help you maximize ROI, ramp up, and scale with the best global workforce, operating model and digital CX solutions in the business.

And our Connection Hubs strike the perfect balance between local and global, delivering the strong employee support you need with the insanely awesome digital CX solutions your customers crave in every part of the world.



Ready to get moving? Let's talk!