

# Take a Trip with Us... to Europe, Middle East & Africa!



Discover insanely great CX solutions across continents

## Customised Solutions for EMEA and Beyond

As a world business hub, Europe, Middle East, and Africa (EMEA) is a cornerstone of the global CX industry. The region's well-developed infrastructure, grounded in information security and privacy regulations in accordance with EU legislation, has made it a perfect destination for scalable, multilingual support. Europe, Middle East, and Africa are ideal for creating BPO solutions that address everything from digital CX support to multi-language needs through customisable delivery options that support your customers in almost every language.

Alorica's EMEA sites offer unique delivery options like work-at-home, hybrid, and brick and mortar, available across multiple countries. And with a strong infrastructure that allows for tailored delivery as part of a unique business continuity planning approach, you can reduce risks with a workforce that can scale at a moment's notice.

With superior CX solutions, you can diversify your business at scale with a customised approach that works for you—and your customers. Plus, with operations in countries like Bulgaria, Poland, and Egypt, we're exactly where you need us to be.

## The Alorica Advantage

Alorica's capabilities in EMEA are a perfect complement for partners seeking highly-skilled workers and robust digital CX solutions with support from unique locations:



Deep process re-engineering capabilities with decades of front/back office expertise



Multilingual support, with the ability to provide care in more than 30 languages



Well-developed infrastructure with information security and privacy regulations in accordance with EU legislation



A standardised management onboarding process and immersive agent training deliver first-level leaders ready to deliver outstanding customer experiences



Custom delivery solutions—bolstered by our experience, capacity, and our size—result in significant cost savings for you

## DISCOVER ALORICA



Operations across **three countries**



Support for over **30 languages** across multiple distinct vertical markets



Over **two decades experience** supporting the world's best brands



**Geographically dispersed locations** offer redundancy from a business continuity perspective



**Political stability** across multiple countries and governments

**alorica**

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## Two Continents. Three Locations. Dozens of Languages. Endless Possibilities.

*Delivering world-class multilingual service, backed by decades of expertise*

### Alorica Bulgaria

Situated in Sofia, our unique capabilities are a perfect complement for partners looking for an educated, tech-savvy, multilingual workforce, with an agile and adaptable workforce to support different program sizes and needs. The Sofia market is among the world's most attractive outsourcing destinations, backed by a well-developed infrastructure and terrific tax benefits. Operating since 2010, Alorica Bulgaria delivers outstanding, customer care and technical support in 25+ languages, including English, French, Italian, German, Baltic, Nordic, Hindi, and Kurdish, and is an ideal location for highly complex work types. And with a ready pool of agents always available, we can scale for your business at a moment's notice.

### Alorica Poland

Poland is a premium quality and high value service locale, with a well-developed business infrastructure in major cities, and is well established in the CX industry. Alorica's Poland locations provide comprehensive support via a flexible, affordable workforce that's highly qualified. Effortlessly scalable, Polish workers provide support across a variety of languages, including English, French, Italian, German, Spanish, Dutch and Nordic languages, Czech, Danish, Estonian, Finnish, Romanian, Turkish, and many more. And we're flexible with dynamic combinations of work-at-home, brick-and-mortar, and hybrid (Alorica Connection Hubs) delivery options.

### Alorica Egypt

Egypt has been an established player in the BPO space for more than 15 years, supported by a sustained government investment in IT and call center infrastructure. As one of the fastest growing offshore BPO markets, Egypt boasts a scalable, highly-skilled, cost-competitive, and educated workforce. With the largest telecommunications bandwidth across Africa, Alorica Egypt offers superior English, French, Italian, German and Spanish (EFIGS), plus Arabic, Turkish, Hebrew, and Urdu language support.

## WHAT'S ALORICA'S SECRET?

It's simple—our employees are our #1 asset. And the happier they are, the happier our clients are—starting with their customers!

That's why we provide:



Robust **career development programs**



**State-of-the-art facilities** featuring bright aesthetics, collaboration rooms, cafeterias, and break rooms



**Employee engagement** is promoted through recognition programs, awards, and company-wide events



**Culture Champions facilitate team-bonding** events and serve as conduits between management and frontline agents



Competitive **salary and benefits**



**Find your perfect language solution with Alorica EMEA!**

Let's connect and discover what we can achieve together!