

Red, White & Blue...Plus a Maple Leaf

# Alorica's North American Advantage



## Why North America?

Finding the right support doesn't have to mean looking for a customer experience solutions partner half a world away. **Alorica has the largest U.S. footprint of any Business Process Outsourcer (BPO) in North America**, offering unmatched scalability with thousands of employees delivering a premium experience across the United States and Canada. Our established workforce can quickly support complex and specialized voice, non-voice and back-office work at scale.

Our unparalleled footprint in the region allows for a broad range of cost options, time zones and business continuity logistics that all go to work for you. Alorica's workforce supports all types of services—from customer care to content moderation, financial solutions to revenue generation—and has expertise in critical, highly-regulated industries like healthcare and financial services.



Alorica supports clients by providing comprehensive solutions that facilitate the **right work, in the right market, around the globe.**

## Expansive Footprint, Exceptional Service

Alorica employees work across the U.S. and two provinces in Canada, resulting in unrivaled capacity and scalability throughout North America. **Fast, flexible recruiting, optimized processes and immersive agent training programs** ensure new team members are 100% ready to engage with your customers. Meanwhile, our in-house product labs simulate the customer experience, preparing agents with realistic, hands-on training.

And, while 'work-at-home' is now the new normal, Alorica has been doing it for years! Let us help you realize secure, "work anywhere" flexibility and speed-to-market via **Alorica Anywhere**—our cloud-based work-at-home platform. We can also create a custom-blended solution of on-site and work-at-home agents, if that suits your needs best. Alorica North America delivers a premium experience to geographically-dispersed locations—from right here at home.



## UNITED STATES



Alorica has the **largest U.S. footprint** of any Business Process Outsourcer (BPO)



Our U.S. workforce is **ideal for taking on complex, highly-regulated roles**



Strong, **geographically-diverse** U.S. presence

Achieved



**94%**  
patient

for a hospital system



**120%**

**fill-rates**  
for a social media platform



**40%**

**Increase in annual revenue**  
for a large utility provider  
through increased  
collections work



## CANADA



**Leader for in-country**  
Canadian support since 1998



Home to **multi-lingual** agents in Ontario, Quebec and British Columbia provinces—locations that boast a **highly-experienced workforce**



Ideal for **financial services** work



Ramped

**1,200** agents in  
12 months  
for a food



Alorica was awarded **Account Resolution Agency of the Year** by a major credit card company two years running



Alorica is ranked **#1 for Agent Effectiveness** for a major electronics retailer

## ABOUT ALORICA

Alorica creates digitally-engineered, tech-enabled customer experiences (CX) at scale. As a full-service strategic CX partner, Alorica's 100,000+ experts including agents, technologists and digital solutionists empower brands globally to offer tailored interactions customers crave. With our bespoke partnership network, we ensure our clients have access to the pioneering technology they need now and into the future to deliver a digital-first, human-focused approach designed to meet their unique business needs. With a proven track record of creating long-term loyalty, we bring operational excellence, actionable insights and CX leadership to our clients, whether they're focused on digital optimization, customer engagement or market expansion. Alorica drives CX innovation for hundreds of the most reputable and progressive clients on the planet across diverse industries through our award-winning operations in 17 countries. To learn more, visit [www.alorica.com](http://www.alorica.com)