

# Technology Industry Solutions

## CX Innovation for High-Tech Leaders



Tech companies are always racing to develop the next big thing; today, the battlefield is squarely focused on the customer experience (CX). With a deep-rooted passion for technology, our CX platform and tech-savvy workforce support customers across the entire product lifecycle—pre-sales to repair to refurbishment—for nearly every device and appliance.

Operating from contact centers (and in some cases, their own homes!) around the world, Alorica tech specialists resolve issues across voice and digital channels—including chat, email, social media, text/SMS, video, co-browse and messengers. Our award-winning CxMP CRM integrates channels, operations processes and analytics, and our unique capabilities for white-glove concierge support, intelligent automation, repair depot and reverse logistics are increasingly in demand.

With tens of thousands of technical professionals ready to provide customers the best in sales and support, Alorica lets you focus on what you do best—tech innovation—while we concentrate on reducing costs and forging powerful experiences that deliver greater customer loyalty and brand advocacy.

Gartner estimates that **20.4 billion** connected Internet of Things (IT) devices will require support by 2020.\*



### FAST FACTS

- More than 100 Original Equipment Manager (OEM) relationships with the world's leading tech brands
- We support nearly every connected home device and appliance
- Experience across all digital channels—including chat, email, social media, text/SMS, video, co-browse and messengers
- Experts in co-sourcing and rebadge solutions for top manufacturers
- Pioneers of concierge technical support; we provide a premium customer experience while reducing product returns, truck rolls, call transfers and “dead ends” in the customer journey
- We often create product labs, or “Smart Houses,” with thousands of the latest devices and appliances to help agents replicate the customer environment and expand product knowledge
- Award-winning Customer Experience Consulting (CXC) teams help optimize contact channels and self-service, while resolving “breaking points” in the customer journey
- Our reverse logistics and parts management solutions handle electronics repairs, replacement and refurbishment of out-of-warranty products

## STREAMLINING FOR EFFICIENCY



Reduced an electronics giant's AHT by 152 seconds after **in-depth analysis of improvable processes.**



Achieved **67% increase in Net Promoter Score®** in just six months for a tech retailer.



**85% average first-call resolution** in high-touch technical support for wholesale club retailer.



**Increased productivity by 11%** for an OEM's logistic services by identifying process efficiencies and leveraging Alorica's award-winning CRM system solution.



**Reduced phone support staffing by 15%** and saved millions of dollars by reengineering an OEM's self-service registration process and enhancing chat, forums and its web portal—leading to TMC and Customer Magazine awarding us the CRM Excellence Award for CX Transformation.

## TYPES OF SERVICES

- Desktop and Mobile Device Support
- Software and Connectivity Diagnostics
- Device Consultation and Education
- E-Commerce Support
- Up- and Cross-Sell Programs
- Activations and Entitlement
- System Configuration
- Setup, Installation and Connectivity
- Concierge Premium Support
- Troubleshooting and Repair
- Service Scheduling and Dispatch
- Retention and Loyalty Programs
- In- and Out-of-Warranty Support
- Marketing and Finance Support Teams
- Pay-for-Support Services
- Product Liability Services
- Consumer Affairs and Regulatory Management
- Process Innovation and Analytics
- Credit and Collections Support
- Corporate Help Desk and Escalations
- Partner Management and Invoice Auditing
- Repair Depot and Refurbishment

## INNOVATION AND FLEXIBILITY



**20% reduction in costly returns** of electronics and appliances by **co-designing a high-touch Concierge Service** for members—a competitive differentiator in retail.



**Reduced fraud loss by 89%** for a multinational computer technology company by implementing **Fraud Solutions** and improving training, saving the client over \$8M a month.



Our **proprietary PayNow software** helps to grow clients' revenue via secure customer payment options—on web and mobile.



**Alorica Recruiting Chatbots** connect with applicants faster, doubling interviews processed and achieving a **3x higher candidate conversion rate** vs. traditional recruiting methods.



Year-over-year, a leading online retail and tech company depends on **doubling Alorica agents to nearly 10,000** at seasonal peak to handle multi-channel return prevention, tech support, and digital and device support across five countries.

\*[https://www.gartner.com/imagesrv/books/iot/iotEbook\\_digital.pdf](https://www.gartner.com/imagesrv/books/iot/iotEbook_digital.pdf)

## CLIENTS SERVED

- Technology OEMs
- Online and Tech Retailers
- Tech Service Providers
- Telecom, Cable and Satellite Providers
- Software Companies
- Service Plan Partners
- Connected Home Companies
- Durable Medical Equipment Providers
- Unicorn Tech Companies
- Automotive Manufacturers
- Rideshare Companies
- Online Education Pro