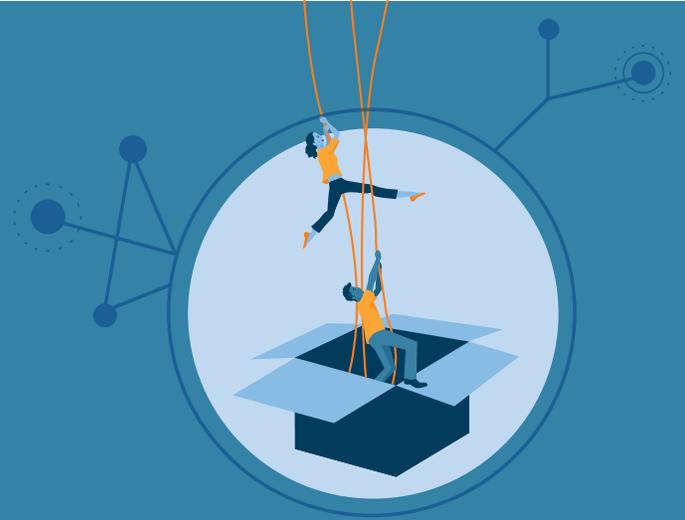


Workforce Optimization

Delivery strategies. Simplified.



Ready for the World

Today's business landscape has changed—especially post-pandemic.

Companies need to adopt a global workforce optimization strategy for risk mitigation and continuity planning to keep ahead of the curve—especially the ones they don't see coming.

Alorica can help you expect the unexpected with global CX delivery solutions that work—and keep your company going strong no matter what's going on in the world.

Our solutions think globally and act locally, including:

- **Alorica Anywhere**, our secure, 100% cloud-based, multi-channel work-at-home solution
- **Connection Hubs**, centralized brick-and-mortar command centers that empower distributed workforces via hub-and-spoke delivery
- **Gig Agent Workforce**, the hyper-flexible agent solution for contact arrival challenges

Outcomes Delivered



Continuity

Future-proof your business with hybrid operating models designed for quality, flexibility, and continuity with diverse language and skill capabilities



Growth

Scale workforces quickly, with fully vetted agent talent pools, available anywhere, anytime



Efficiency and Optimization

Take your business to the next level by fully leveraging Alorica's global workforce, operating model, and award-winning digital CX solutions

MEETING THE MARKET WHERE ITS AT

Current Landscape



75% of employees agree their expectation to work flexibly has increased since the beginning of the COVID-19 pandemic^[1]



Gig workers are expected to make up more than **50% of the US workforce** in the next year^[2]



75% of consumers say they are more likely to work with a brand if customer support is provided in their language^[3]

Alorica Comes Alive



17+ years that Alorica Anywhere has provided scalability and speed to market



Less than 5% monthly attrition with our Bulgaria Connection Hub



300% talent pool increase for an at-home retailer using Alorica Anywhere

Why Alorica?

Our Workforce Optimization portfolio delivers maximum flexibility and performance based on your unique business needs.

With Alorica's Workforce Optimization solutions, you can meet any moment—including the unexpected ones—with a team that's ready to maximize your ROI and deliver strategic outcomes as soon as you say "go".

Why Workforce Optimization?

With the pandemic, changing labor conditions, wage inflation, shifting workforce preferences and more, a business revolution is taking place—a good Workforce Optimization strategy is mission critical.

Alorica's data-driven approach to selecting the workforce strategy that's right for you is grounded in data-driven insights, and our technology & expertise is the most advanced in the industry. Future-proof your workforce by leveraging our global CX solutionists, operating model refined from decades of experience, and insanely great digital CX solutions.



SOLUTIONS THAT SERVE



Alorica Anywhere

Get flexible and optimize performance with a secure delivery model designed for a distributed, globally-deployed workforce.



Connection Hubs

Scale quickly with multilingual support capabilities with centralized command centers that ensure consistent, quality delivery from satellite markets.



Gig Agent Workforce

Address peaks in demand or specialty skillsets with flexibility and efficiency.



Let's Get to Work!

Work won't wait—and neither will your customers—so if you're ready to go global with Alorica, let's talk!