

alorica

We don't do it for the kudos. But we'll take them.

At Alorica, we're on a never-ending mission to do one thing and one thing only: *Create insanely great customer experiences.*

As for the accolades we pick up along the way? They're just the proverbial icing.

INDUSTRY



CCW Excellence Awards
BPO of the Year | 2019
Best Training & Development Program | 2018



Gartner
CM BPO Magic Quadrant Leader | 5 years



TSIA
North America TSIA Outstanding Assisted Support Certification for Pitney Bowes | 2020



ISG
ISG Provider Lens Customer Experience Services Quadrant Report (Leader) | 2017 - 2018



IAOP
Global Outsourcing 100 (Leader) | 6 years



Everest Group
CXM Services PEAK Matrix (Leader) | 2020
Global BPS Top 20 | 2017 - 2020
CCO Services PEAK Matrix (Leader) | 2016 - 2019
CCO PEAK Matrix-Healthcare (Leader) | 2017



HFS Research
Contact Center Operations Blueprint (Execution Powerhouse) | 2016
Front Office Customer Engagement Operations Services (Top 10) | 2019



Frost & Sullivan
Competitive Strategy Innovation & Leadership Award for LATAM | 2017



NelsonHall
NEAT Assessment Leader for: Telecom & Media | 2017, 2020
Retail & CPG | 2016, 2019
Energy & Utilities | 2019
Digital CX Services | 2018
Retail Banking | 2017



AT&T
AT&T Supplier Award for High Performance and Excellent Service to AT&T Affiliates | 2018

BRAND & CULTURE



Comparably
Best Places to Work | 2017
Best Company for Women | 2017

MEDIA



Inc. 5000
Fastest-Growing Private Companies | 2018



Sales & Customer Service Stevie Awards
Outsourcing Provider of the Year | 2019
Consulting Practice of the Year | 2019
Training Practice of the Year | 2019



Asia-Pacific Stevie Awards
Innovation in Human Resources Management (Gold) | 2019
Innovative Use of Technology in Human Resources (Gold) | 2019



American Business Awards
Minority-Owned Business Leader (Bronze) | 2019
Minority-Owned Business Leader (Bronze) | 2018



Excellence in Customer Service Awards (Business Intelligence Group)
Consultant of the Year | 2019
Outsource Partner of the Year (Large) | 2019



CRM Service Awards
Winner - Best Contact Center Outsourcing | 2019
Leader - Contact Center Outsourcing | 2018



Victory Media
Military Friendly Employer | 2016



Mogul
Top 1,000 Companies with the Strongest Female Leaders | 2018



Department of Defense
Military Spouse Employment Partnership | 3 years



American Advertising Federation (OC ADDY)
Integrated Brand Campaign | 2017



dotcom Awards
Brand Identity, Digital Marketing & Communications, Social Media Marketing | 2018



Telly Awards
Social Campaign: Branded Content | 2018
Social Videos: Culture & Lifestyle | 2018