



Guiding Your Digitally Charged Customer Journey

Your customers expect seamless, effortless CX at every interaction. And Alorica makes that happen using a proven, industry-leading blend of people, process, and technology.

Delivering World Class CX with Digital-First Solutions Since 1999

Alorica is the industry leader at designing and deploying digitally engineered, tech-enabled customer experiences at scale for the world's most reputable brands. Our brand promise is **backed by 25 years of world class CX delivery**, a growing global footprint, next-gen technology, and expert solutionists creating future-focused, customer-obsessed experiences, while exceeding your business goals.

We align ourselves closely with your customers' needs by adopting a consultative approach. That's how we deploy **digital-first solutions personalized to meet your strategic priorities** now and into the future. Our team of consultants, technologists, engineers, and agents always puts the customer first and never backs down from a challenge to make their lives easier, faster, smarter and better.

Alorica IQ

Alorica IQ's digital innovation experts create customized solutions for every client, focused on achieving desired outcomes.



ALORICA ADVISORY SERVICES

Consulting that puts the customers' needs front and center to drive consistently positive results, increasing CSAT and maximizing ROI



ALORICA ANALYTICS

Delivering actionable insights that improve performance while enhancing the customer journey



DIGITAL PLATFORMS

Our portfolio offers solutions for every stage of your digital transformation journey—from enterprise cloud applications to emerging technologies



AIQ INNOVATION LABS

Providing our clients access to pioneering technology and a testing lab with industry-leading consultants to accelerate their digital-first journey

The Alorica Way

We tailor our technology-first, outcomes-based service model, creating embedded offerings that empower our clients to achieve and exceed their goals.

GLOBAL DELIVERY

Access to cost-effective, experienced talent through our tech-enabled language portfolio, large-scale global footprint and an operating model delivering high-powered performance that's rooted in AI

TECH PORTFOLIO

Our expansive ecosystem of partner-based platforms, pioneering technology, and strategic partnerships ensures our clients have access to the technology they need now and into the future

Services

Alorica's comprehensive portfolio of services delivers tech-enabled, data-driven customer experiences and operational excellence. We transform your CX and elevate your brand with future-focused solutions, leveraging **emerging technologies with an expert human touch**.

PROFESSIONAL & MANAGED SERVICES

On-demand enterprise offering that includes expert tech integration, dedicated internal resources for implementation and ongoing program enhancements

CUSTOMER EXPERIENCE

Optimizing interactions across tech support, customer care, and rev gen with best-in-class people, processes, and technology

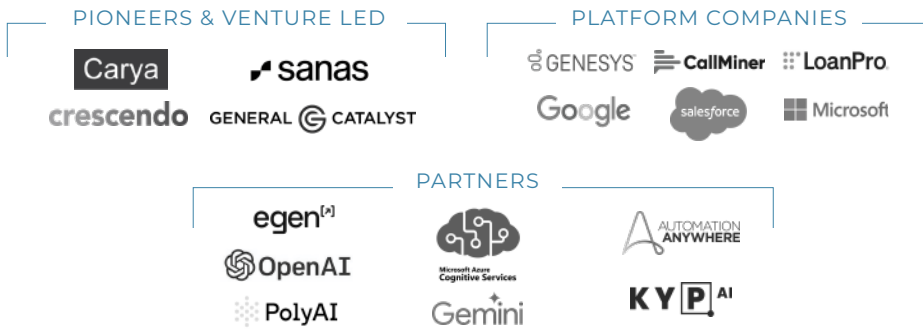
FINANCIAL BUSINESS SERVICES

Combining 25+ years of delivering end-to-end financial services with trustworthy customer care

TRUST & SAFETY

Protecting customers and brands against bad actors, content abuse, and account takeovers, with 20+ years of experience and technical skills in servicing companies in highly sensitive and regulated industries

Our Tech Portfolio: Partnering to Power Next-Gen CX



Discover the Alorica Difference

Alorica is uniquely suited to guide and support your digitally charged customer journey:

• INVESTING IN THE FUTURE

We've made key investments in technology, our geographic footprint, and tech partnerships, and talent including our advanced lab capabilities, digital solutionists, and tech experts.

• INDUSTRY CHANGE LEADERS

Born as an industry disrupter, we continue to lead the way, defining the vision, and investing in developing pioneering technology to power the future of CX. For our clients, this means early access to technology before it's even available in the market.

• DRIVEN BY CLIENT GOALS

Our full-service client-centric approach is designed to maximize your business outcomes. Our team of consultants, technologists, engineers, and agents infuse innovation into everything we do—with a digital-first consultative approach, an innovation lab to pilot, best-in-class technology and managed care experts—all while consistently delivering peak performance.

• BEST-IN-CLASS OPERATORS

For 25 years, we've been known for exceptional performance with our digitally-infused operating model—made up of the most experienced people, powerful technology and proven processes resulting in unforgettable and unbeatable service for your customers.

• DIVERSITY BY DESIGN

As the largest certified minority-owned BPO, we take DEI seriously. We're not only certified and award-winning, but our inclusive culture is what keeps our global workforce engaged and performing their best for our customers.

Industry Recognition



LEADER in Everest Group CXM Services PEAK Matrix® Americas Assessment | 2022, 2023, 2024



Best AI-based Solution for Customer Service industry | 2024



Leader in Content Transformation Services NEAT Assessment for CX Improvement Capabilities | 2023



Gold Stevie Achievement in the Use of Data & Analytics | 2023

Our Legacy of Leadership



250+ CLIENTS across diverse industries



10 YEARS our average client tenure



100,000 professionals across 17 countries



OVER 2 BILLION transactions per year



75+ LANGUAGES

Community Engagement



Largest, Certified Minority-Owned BPO



Raised \$8.9+ million through our employee-led partnership with MLBA



61% of our total global workforce as female, and with 69% minority representation in the U.S.