

## Alorica in **Latin America and the Caribbean**

### *Alorica's Nearshore Advantage*



### Why Latin America and the Caribbean?

For companies wishing to globalize their business while remaining cost-competitive, no market is more attractive than Latin America. The perfect “bridge market,” Alorica Latin America offers a full complement of services—including voice, non-voice, and backoffice. With more than 25 years of experience in the region, **Alorica offers one of the most comprehensive and sophisticated nearshore customer service outsourcing operations in the world.**

Latin America and the Caribbean offer ideal, multilingual outsourcing with proximity to the states, time zone alignment, and scalable tech. An onboarding process and immersive agent training ensure all agents and site leaders are ready to engage with customers. Product labs simulate the customer experience with realistic, hands-on training, ensuring your customers always get the expert care they deserve.

### **Expansive Footprint, Exceptional Service**



Alorica LATAM has operations across **nine countries**, managing **thousands of team members**



Alorica LATAM provides **multilingual support** across multiple vertical markets



**Physical proximity** and **cultural similarity** with the U.S. enables an ideal customer experience



Our **geographically-dispersed locations** offer redundancy from a business continuity perspective



**Political stability** among the multiple countries and governments decreases exposure to sudden changes in the industry's economics and delivery options



All Latin American and Caribbean sites are certified **Great Places to Work!**



Discover Alorica

## The Latin America & Caribbean Advantage



### Colombia

**Top account resolution site** for three major financial companies, exceeding targets by over 25%

**Fastest growing BPO market** in Latin America and the Caribbean



### Dominican Republic

**Top Vendor in NPS** for a large retail client

**Saved \$4.2M** for a major consumer electronics company



### Guatemala

**Reached 140% of sales goals**—exceeding all other vendor sales—for a North American energy retailer

**Largest economy** in Central America



### Honduras

**Increased conversion rates by 45%** for a large media and broadcasting company

**Achieved highest Voice of the Customer scores** for a major communications provider



### Jamaica

**Increased CSAT scores by 73%** for a security software company

**#1 site (based on performance)** for a leading smart home technology provider



### Mexico

Alorica Guadalajara was **#1 Site in the World** for performance—beating out 23 global BPO partners for a major online retailer

Alorica Mexico chat programs **exceeded CSAT goals by 5%** just one week after launch for a luxury retailer



### Panama

Named the **Gold Standard** for a FCC-certified captioning provider

Named **Top Vendor** for a major telecommunications company



### Paraguay

**One of the most cost-efficient** countries in the region

**Multilingual capabilities with scalability** to manage seasonal fluctuations



### Uruguay

**98% of Alorica Uruguay leaders** are promoted from within

**Helped ramp 4,000 agents** for a major online retailer during peak seasonal ramps

Partner with us to experience the exceptional CX performance  
Alorica delivers in Latin America and the Caribbean.