

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

Great
Place
To
Work®

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.