

Meeting Surging Growth with Scalable Staffing Solutions



Challenges

The largest last-mile logistics platform in the U.S., was primed for rapid growth. Requests for takeout delivery were surging and our client sought to swiftly expand into new markets. They needed a customer care partner with expertise ramping quality talent in record time—and there was no time to lose.

Solutions

Our Talent Acquisition teams sprang into action, activating award-winning **ATTRACT**, **TRAIN** and **RETAIN** protocols.

Attract

We enticed prospective agents by:

- Leveraging our Employee Referral Network
- Deploying Facebook Messenger-enabled chatbots for quick communication
- Utilizing geo-targeted online recruiting ads
- Activating boosted ads across online job portals

Train

We enticed prospective agents by:

- Weekly Skill Enhancement Training (SET)
- Additional trainers were brought on to support virtual classes
- Our proprietary Hypercare process gathered agent feedback, transforming insights into actions that continuously enhanced the onboarding experience

Retain

Thanks to our **Hypercare Process** (Alorica's comprehensive approach to the Agent Experience), we minimized attrition and kept our agents engaged—improving performance across the board:

- Alorica quarterly employee Net Promoter Score (eNPS) surveys across all sites stayed above our goal of 70%

Results

We successfully launched five sites over a two-year span, and grew one line of business into six over the course of our partnership. But most importantly, we helped our client expand its services at a time when customers depended on them more than ever. So it could be said, as a team, we *know how to deliver*.



400+ FTE
added in just one month



58%
increase in headcount
in under one year



1,200%
increase in headcount
in less than three years



We grew from
one to three
support languages.
First English, then added
Spanish and Canadian French

Real-World Results