

Take a Trip with Us... to Europe, Middle East & Africa!



Discover insanely great CX solutions across continents

Customized Solutions for EMEA and Beyond

As a world business hub, Europe, Middle East, and Africa (EMEA) is a cornerstone of the global CX industry. The region's well-developed infrastructure, grounded in information security and privacy regulations in accordance with EU legislation, has made it a perfect destination for scalable, multilingual support. Europe, Middle East, and Africa are ideal for creating BPO solutions that address everything from digital CX support to multi-language needs through customisable delivery options that support your customers in almost every language.

Alorica's EMEA sites offer unique delivery options like work-at-home, hybrid, and brick and mortar, available across multiple countries. And with a strong infrastructure that allows for tailored delivery as part of a unique business continuity planning approach, you can reduce risks with a workforce that can scale at a moment's notice.

With superior CX solutions, you can diversify your business at scale with a customised approach that works for you—and your customers. Plus, with operations in countries like Bulgaria, Poland, and Egypt, we're exactly where you need us to be.

The Alorica Advantage

Alorica's capabilities in EMEA are a perfect complement for partners seeking highly-skilled workers and robust digital CX solutions with support from unique locations:



Deep process re-engineering capabilities with decades of front/back office expertise



Multilingual support, with the ability to provide care in more than 30 languages



Well-developed infrastructure with information security and privacy regulations in accordance with EU legislation



A standardised management onboarding process and immersive agent training deliver first-level leaders ready to deliver outstanding customer experiences



Custom delivery solutions—bolstered by our experience, capacity, and our size—result in significant cost savings for you

DISCOVER ALORICA



Operations across **four countries**



Support for over **30 languages** across multiple distinct vertical markets



Over **two decades experience** supporting the world's best brands



Geographically dispersed locations offer redundancy from a business continuity perspective



Political stability across multiple countries and governments

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Two Continents. Four Locations. Dozens of Languages. Endless Possibilities.

Delivering world-class multilingual service, backed by decades of expertise

Alorica Bulgaria

Situated in Sofia, our unique capabilities are a perfect complement for partners looking for an educated, tech-savvy, multilingual workforce, with an agile and adaptable workforce to support different program sizes and needs. The Sofia market is among the world's most attractive outsourcing destinations, backed by a well-developed infrastructure and terrific tax benefits. Operating since 2010, Alorica Bulgaria delivers outstanding, customer care and technical support in 25+ languages, including English, French, Italian, German, Baltic, Nordic, Hindi, and Kurdish, and is an ideal location for highly complex work types. And with a ready pool of agents always available, we can scale for your business at a moment's notice.

Alorica Poland

Poland is a premium quality and high value service locale, with a well-developed business infrastructure in major cities, and is well established in the CX industry. Alorica's Poland locations provide comprehensive support via a flexible, affordable workforce that's highly qualified. Effortlessly scalable, Polish workers provide support across a variety of languages, including English, French, Italian, German, Spanish, Dutch and Nordic languages, Czech, Danish, Estonian, Finnish, Romanian, Turkish, and many more. And we're flexible with dynamic combinations of work-at-home, brick-and-mortar, and hybrid (Alorica Connection Hubs) delivery options.

Alorica Egypt

Egypt has been an established player in the BPO space for more than 15 years, supported by a sustained government investment in IT and call center infrastructure. As one of the fastest growing offshore BPO markets, Egypt boasts a scalable, highly-skilled, cost-competitive, and educated workforce. With the largest telecommunications bandwidth across Africa, Alorica Egypt offers superior English, French, Italian, German and Spanish (EFIGS), plus Arabic, Turkish, Hebrew, and Urdu language support. Negotiation is a core component of Egyptian culture, and this mastery, combined with a tech-savvy mindset, makes them a great asset for revenue generation work type across various verticals.

Alorica South Africa

South Africa is emerging as a leading BPO hub, with an impressive annual growth rate of 22% since 2017 and a projected workforce exceeding 500,000 by 2030. Boasting over 1.6 million fluent English speakers, South Africa offers a robust talent pool, especially in Cape Town, known for its strong track record with global retailers and tech companies. The region is culturally aligned with U.S. and U.K. markets, providing exceptional customer care, tech support, and revenue generation services. Alorica South Africa sets itself apart with its swift talent acquisition, scalability, and internal growth, specifically with Customer Service and Tech talent.

WHAT'S ALORICA'S SECRET?

It's simple—our employees are our #1 asset. And the happier they are, the happier our clients are—starting with their customers!

That's why we provide:



Robust **career development programs**



State-of-the-art facilities featuring bright aesthetics, collaboration rooms, cafeterias, and break rooms



Employee engagement is promoted through recognition programs, awards, and company-wide events



Culture Champions facilitate team-bonding events and serve as conduits between management and frontline agents



Competitive **salary and benefits**



Find your perfect language solution with Alorica EMEA!

Let's connect and discover what we can achieve together!