

# Alorica India

*Explore the Epicenter of Excellence*



## The Silicon Valley of the East

Today's consumers expect easy and personalized support across any channel. Meeting their needs starts with aligning front- and back-offices, transforming information into insights, automating repetitive processes and scaling solutions in real time. When it comes to providing the insanely great experiences that customers crave, India's been a leading BPO destination for decades. The country's legacy of operational expertise and digital know-how is tailor-made to meet customer needs.

For over 40 years, the region has been home to a highly aspirational, tech-smart talent pool, with a culture of entrepreneurship and technological advancements. With the highest maturity for digital and non-voice services among Asia-Pacific locations, India delivers innovative CX solutions across any channel without breaking the bank. And, known for its stellar voice support options, with technologies like real-time accent translation and digital translation services, the country supports multilingual interactions in real time for insanely great CX in any language.

## Where Design Meets Delivery

India is the backdrop for digitization that keeps pace with innovation. With unique global outsourcing delivery options, including two amazing brick-and-mortar locations to streamline operations and advance digital transformation in Bengaluru and Mohali, our India operations are right where you need us. And, as a people-to-people business, we hire, train, and retain top talent with an award-winning employee experience and a culture built on connection.

Co-located in our Bengaluru site for rapid test-and-learn scenarios with our Alorica IQ team, our analytics, technology hub and innovation lab where Six Sigma Master Blackbelt- and PMP-certified teams develop, test, and deploy digital transformation solutions.

## Alorica IQ

*At the Intersection of Delivery and Innovation*

Alorica IQ optimizes CX with solutions designed by expert teams. Our solutionists discover and implement process improvements for voice, non-voice and back-office channels across Trust & Safety (content moderation, content management, and fraud), customer care, tech support, financial solutions and revenue generation work types.



Focus on **transformation through process re-engineering, artificial intelligence and automation**



**Six Sigma Master Blackbelt and PMP-certified teams** develop, test, and deploy solutions



Decades of collective experience in **solution design and digital CX**



Knowledge-intensive, innovation-fueled processes drive a **comprehensive service and solution offering** for each client

## The Alorica India Advantage

With demonstrated cost savings, a highly educated population and widespread opportunities for career growth, India is a natural choice for companies seeking to optimize their offshore operations.

Alorica's legacy of excellence, experienced local leadership teams, effortless scalability, and award-winning culture position you for lasting success. And with first-to-market access to our latest digital CX technology innovations like accent neutralization and real-time digital language translation services, your customers enjoy next-level digital CX they can't get anywhere else.

### Global Digital CX Solutions



**Scaled CX expertise** and robust capabilities in content moderation, AI operations, chat, social media, and email



Real-time accent neutralization with **Alorica Clear**



**Digital language translation** to deliver CX in dozens of languages



Ample tribal knowledge of U.S. customers and culture to deliver **high quality, high value outcomes**

### Award Winning Culture



Highly skilled, intuitive teams deliver **voice, non-voice, and back-office services 24/7/365**



We **attract, train, and retain** the brightest, most talented workforce with an award-winning employee experience and a corporate culture built on connection



Our company culture offers team members an **award-winning employee experience**, including **company-wide recognition programs**

### Advanced Technology and Extensive Expertise



With decades of collective experience in **solution design** and **intelligent automation**, our team delivers solutions to clients across all kinds of industries



Our Bengaluru operations team is co-located with Alorica IQ to develop, test and deploy **digital transformation solutions**.



At Alorica IQ, our teams develop, test, and deploy leading platforms and services, including **digital sandboxes, automation and AI services, omnichannel Super-Agents, blockchain** and more



**Knowledge-intensive, innovation-fueled processes** drive comprehensive service and solution offerings