Trust & Safety Solutions

Defending companies and their customers against bad actors, fraud, online abuse, and more

More Data, More Problems

An explosion of online content has given rise to increasing threats against companies and consumers: scams—including cyber-attacks, online customer data fraud, content mishandling, and identity theft— increased over 400% at the start of the Covid-19 pandemic[1]. Threats like fraud, fake online reviews, account takeovers, and other crimes are bad for business; and the more activity companies generate, the more challenging keeping it all copacetic gets.

Creating Safer Spaces Online

Alorica helps keep your customers and communities safe with data-driven recommendations based on what matters most—and we come through by giving you all we've got. From fraud prevention and content moderation to content management, social CX support and knowledge management solutions, you can trust us to always deliver, keeping your operations running smoothly when every second counts.

With our Trust & Safety expertise, you can detect and prevent fraud, mitigate content abuse, and safeguard your customers, your brand, and your reputation while delivering the insanely great experiences that consumers crave.

Outcomes... Delivered

Continuity
Prepare for the unexpected with a safe and secure CX journey that keeps accounts from getting compromised and shields users against bad actors, content abuse, and scams.

Community
Create a community of brand ambassadors by giving them safe spaces to interact and transact, free from the threats of harassment, violence, and fraud.

Loyalty & Engagement
Alorica's Trust & Safety solutions help clients protect their online reputations and their bottom lines without negatively affecting the customer experience.

MARKET DYNAMICS

Over **55% of organizations** reported an increase in online fraud-related losses over the past 12 months[1]

An online attack takes place every **39 seconds**[2]

Approximately **25% of social media users** have posted sensitive content[3]

74% of consumers view security as the most important part of their online experience[2]

GOING ABOVE AND BEYOND

$1.2M saved annually by helping a major international bank eliminate large fraud losses

1% attrition on the content moderation program for a rapidly growing social media platform

15% increased efficiency for identity verifications vs. government in-house teams

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Targeted Trust & Safety Solutions for Any Scenario

With Alorica at the wheel, you can rest easy. Our expertise in merging people, process, and technology with fresh, creative approaches helps shield your customers from complex risk scenarios. We harness over 20 years of experience across highly sensitive and regulated industries, blending the best CX solutions to create online environments where your customers are safe and free to interact and transact.

And our compliance record speaks for itself, from resolving over 4 million fraud cases annually to how we champion an internal culture of care, honesty, and compliance above all else. But don't just take our word for it…we've been recognized as industry leaders by Gartner, NelsonHall, and Everest for our ability to execute.

SOLUTIONS THAT SERVE

RELATED PRODUCTS

Fraud Services
We help you minimize fraud losses, prevent chargebacks, and protect customer identities

Content Moderation
Our Content Moderation solutions support you in creating an environment where your customers feel safe to interact and transact

Alorica Agent Assist
Create a better and more consistent customer experience using the power of AI, giving your agents the answers they need, exactly when they need them

Social CX Services
Online reputation management, social media community support, content moderation, and online trust & safety to best meet the needs of shifting social media CX demands

RELATED PLAYBOOKS

Content Management
Protecting brands and online communities by ensuring content is accurate and authentic, algorithms are trained, and search is optimized

Knowledge Management
Our highly effective Knowledge Management solution creates a centralized library of context-sensitive and best answer-driven results for effortless access

Ready to take the next step?

If you've been searching for an experienced Trust & Safety partner, look no further.
We've got our sleeves rolled up—and we're ready to help you!

Let's talk!

[1] *Besedo* | [2] *Screen and Reveal* | [3] *IBID*

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