

Ready to Burst

Alorica On-Demand, at your service



Supporting companies + customers is what Alorica's done for over two decades.

Alorica On-Demand, our flexible, burstable staffing model has been road-tested for almost as long, supporting large-scale, last-minute ramp-ups across a wide range of clients with multichannel and CX expertise.

Alorica On-Demand makes it easy to harness the world's best, most flexible, agile staffing solution, for a safety net that delivers insanely great CX that's always available—anytime, anywhere.

Meeting Market Challenges Head-on

MARKET DYNAMICS¹



5.1x

Consumer likeliness to recommend a company after positive CX



3.5x

Consumer likeliness to purchase more after positive CX



14.7%

Potential cost in lost revenue from bad CX



61 pt.

Additional customer purchase gap between companies who deliver 5-star CX vs. 1-2-star CX

ALORICA-SIZED RESULTS



Doubled to 9,000 FTEs for peak season across 23 lines of business



1,200 FTE ramp year-over-year to support a six-week annual insurance enrollment



375% headcount increase in 90 days to support online ordering and delivery platform



2,000+ FTE ramp with less than 2% attrition, across 3 countries and 17 languages

Getting the Job Done

Multiple staffing solutions, proprietary tools and technology with help here, there, and everywhere

SOLUTIONS THAT SERVE



Gig Agent

Leveraging 150,000 qualified agents available through the Alorica Anywhere at-home platform, trained in operational



Direct Response

Promoting successful direct marketing events including lead generation, sales qualification, order processing, customer care



Contact Tracing

Identifying, investigating, monitoring, and supporting anyone exposed to communicable diseases (Covid-19, norovirus, influenza, etc.)

TOOLS/PROCESSES



Recruiting Chatbots

Connecting companies with qualified applicants and bringing the right candidates in the door



Spectrum WFM

Alorica's proprietary workforce management system helps deliver a high level of scheduling flexibility to meet unexpected staffing needs



Nearshore – Latin America

Cost-effective staffing support from our Latin American resources:

- Colombia, Mexico, Guatemala, Honduras, Panama, Jamaica, Dominican Republic, Uruguay



Offshore – Philippines and India

Supporting North American and UK clients from one India site and 18 Philippines locations with 38,000+ English-speaking agents



Desired Business Outcomes, Consistently Exceeded

Industry-leading results, delivered on demand



Growth

Global talent pool and optimized workforce deliver the scalability and speed needed to achieve your business goals



Continuity

Seamless responses to changing needs, for CX journeys protected by design for your peace of mind



Efficiency and Optimization

Boost performance with friction-free adjustments to meet and exceed expectations

Why Alorica?



Proven industry leadership with over 20+ years of seasonal and on-demand expertise, and the best practices to show it



Reliable and ready with as many as 20,000 agents ready to go in any given quarter to take on rapid support needs



Ample industry expertise, drawn from a strong market knowledge base across a wide range of industries



Workforce management mastery, delivering best-fit talent quickly, easily, and expertly



Ready to Rock?

We're all-in whenever you're ready—even at the 11th hour.
Let's talk soon about your best CX solution...and then we'll make it happen.

ABOUT ALORICA

Alorica creates insanely great digital customer experiences at scale. Our team of 100,000 solutionists, technologists and operators partner with global brands and disruptive innovators to deliver digitally-charged, tailored interactions customers crave. With a track record of creating long-term loyalty, Alorica brings actionable insights, proven processes and CX leadership to transform clients' business needs, whether they're focused on digital optimization, customer engagement or market expansion. Through strategic partnerships with best-in-breed technology, we design, integrate and optimize digital solutions personalized to reach clients' most desired outcomes. Alorica drives CX innovation for the most progressive clients around the globe from its award-winning operations in 16 countries worldwide. To learn more, visit www.alorica.com.

¹[QualtricsXM](#)