

# ABOUT ALORICA

Whether you're an industry legend looking to uphold your elite position or a newcomer that's experiencing exponential growth... our role is to help **elevate your brand by embracing your culture and delivering awesome, digitally powered customer experiences.** It's our great privilege to represent innovative brands all over the world with the best technology and processes to deliver on the promise.



## Inspired by People, Empowered by Technology

### About Us



2 Billion+ customer interactions each year



115,000+ employees



17 countries



Founder-led minority-owned business enterprise



35+ languages supported



15 time zones

### What We Do



Trust & Safety



Financial Solutions



Customer Care



Tech Support



Rev Gen

### CX / DX Foundation

*CX Consulting & Design Thinking · Advanced Analytics  
Contact Optimization · AI/ML & Automation*

## Transforming the Customer Experience

### A Partner At Every Step Of Your CX Journey



Our average client tenure is **10 years**



We serve over **250+ clients**



Added **50+ new clients\***



25% of revenue from **New Economy clients**

### Let The Recognition Speak For Itself

**Gartner®**

Gartner® Magic Quadrant™ Leader for Customer Service BPO | 2021, 2022



Top Places to Work | 2022

**NelsonHall**

Leader in Social Media CX Services NEAT Assessment | 2021



Achievement in the Use of Data & Analytics | 2023

# Outcomes as a Service™

## REVENUE GROWTH



### Revenue Generation

- Inbound/Outbound Sales
- Direct Response
- Upsell/Cross-Sell
- Lead Generation
- Retention/Win-Back
- Licensed Sales
- Renewals
- Subscription Sales
- Pay-for-Support
- Medicare Enrollment

## EFFICIENCY



### Technical Support

- Warranty Support
- Setup & Install
- Product/Application Support
- Hardware
- Software/Digital
- Dispatch
- Renewals
- Concierge Support
- Virtual Care

## DISTINGUISHED SERVICE



### Customer Care

- General Inquiry/ Customer Education
- Product/Service Issue
- Billing & Payment
- Account Support
- Urgent Response
- Loyalty Program
- Claim Support
- Member/Provider Plan Support, Benefits & Eligibility
- Claims Support & Processing
- RMA Management
- Recycling Services
- Case Management

## CONTINUITY & COMPLIANCE



### Financial Solutions

- Early Intervention
- Account Resolution
- Credit Services
- Payment Processing
- Loan Servicing
- Income Verification
- Compliance

## TRUSTED COMMUNITIES



### Trust & Safety

- Quality & Integrity Inspection
- Content Moderation
- Fraud Prevention
- Data Labeling & Algo Training
- Ratings & Reviews

## Driving CX Innovation, Delivering Best-in-Class Service



### Expert Technology Integrators

We deliver the right, tailored technology to solve your specific CX needs



### Industry Change Leaders

We leverage data insights to continually improve and maximize your value



### Outcome-Driven Solutionists

We're with you every step of the way to ensure efficiency, optimization, and growth



### Diversity Advocates

We're an award-winning minority-owned business that encourages inclusivity



### Best In Class Operators

We're known for delivery and exceeding performance goals.

## Our People-First Culture



Award-winning people development and culture programs



Strong minority and female representation across our workforce



Raised \$7.9+ million through our employee-led partnership with [MLBA](#)



Recognized as a trailblazer in [Impact Sourcing](#)