

ABOUT ALORICA

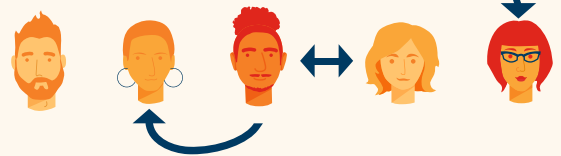
Making lives better...one interaction at a time™.

We're Alorica—100,000 strong and dedicated to **creating insanely great customer experiences™** to people all across the globe. It's our privilege to partner with the world's largest and most respected brands—embracing every day and every challenge with **passion, performance and possibilities™.**



Alorica is the world's largest provider of customer experiences to North American consumers.

More than
2 BILLION
customer engagements per year



14 Countries. 100 Locations. Over 100,000 Employees. One Planet (for now).

North America
47 locations

Largest footprint of any customer experience provider

Europe
1 location

Over 18 languages spoken by our agents

Asia-Pacific
22 locations

Third-largest footprint (in the Philippines) of any customer experience provider

Latin America
17 locations

7 geographically-diverse countries



Powerful Tech Empowers Our People.

It's not about what technology can do—it's about what technology enables our *people* to do. By integrating cutting-edge platforms and automation, we're able to **increase speed-to-proficiency and cost savings.**

Committed to Inclusion.

As a privately-owned, minority-owned company, Alorica is a certified **Minority Business Enterprise**, and supports returning veterans and their families through **AloriCares**, our military recruiting initiative.



We Serve More than 200 Major Clients Worldwide, Including:

- 4 of the top 5 wireless providers
- 4 of the top 8 healthcare companies on the Fortune 500
- 4 of the top 10 banks on the Fortune 500
- 5 of the world's largest retailers
- 4 of the top 10 largest car manufacturers
- 10 of the top 20 regulated utility companies
- 3 of the 5 largest technology companies



Get to Know the Most Awesome Player in Customer Service.

What makes us so awesome, you ask? Well for starters, half of our clients have been with us for 10 years or more. So not only do we know how to deliver results—we know how to deliver on our brand promise.

Industries That We Serve.



Healthcare



Communications



Energy & Utilities



Media & Entertainment



Transportation



Retail & eCommerce



Technology



Travel & Hospitality



Logistics

Solutions We Offer.

- Customer Care
- Revenue Generation
- Technical Support
- Financial Solutions
- Back Office
- Content Management & Moderation
- Analytics & Digital Solutions
- Intelligent Automation & Advanced Analytics
- CX Consulting

We don't do what we do for the recognition—but we'll take it!
Here are just a few recent examples:



Recognized as a Leader in the 2021 Magic Quadrant for Customer Service BPO



Global Outsourcing 100 Leader



2018 Military Friendly Employer



Named One of the Fastest-Growing Private Companies in America



Excellence Award for BPO of the Year, 2019



North American Employee Experience Award

A Culture as Unique as Our People.

There's nothing we value more—or take greater pride in—than the culture we're constantly building at Alorica. From team celebrations to company-wide recognition, we work hard to keep our teams feeling engaged, inspired and connected to the company.

Discover more about our culture by searching #IAmAlorica on social media—and hear straight from our people on what makes our company the coolest!

Ready to explore a partnership that can only be described as insanely great?

Reach out today: sales@alorica.com | 1-866-ALORICA

Gartner, Magic Quadrant for Customer Service BPO, Deborah Alvord, Kim Dans, Philip Jenkins, John Quaglietta, TJ Singh, 9 February, 2021. GARTNER is a registered trademark and service mark of Gartner, Inc. and/or its affiliates in the U.S. and internationally and is used here in with permission. All rights reserved. Gartner does not endorse any vendor, product or service depicted in its research publications, and does not advise technology users to select only those vendors with the highest ratings or other designation. Gartner research publications consist of the opinions of Gartner research organization and should not be construed as statements of fact. Gartner disclaims all warranties, express or implied, with respect to this research, including any warranties of merchantability or fitness for a particular purpose.

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