

# Alorica's Nearshore Advantage

Latin America and the Caribbean are Calling.

## Why Latin America and the Caribbean?

For companies wishing to globalize their business while remaining cost-competitive, no market is more attractive than Latin America. The perfect “bridge market,” Alorica Latin America offers a full complement of services—including voice, non-voice, back-office and everything in between! With more than 22 years of experience in the region, **Alorica offers one of the most comprehensive and sophisticated nearshore customer service outsourcing operations in the world.**

Our solutions are fast—we can launch operations quickly; and they are agile—we have the tools, resources and experience to get the job done. Similar time zones, proximity to the States and our scalable, flexible technologies and processes make Latin America the perfect choice for digital CX and technical support work. An onboarding process and immersive agent training ensure all agents and site leaders are ready to engage with customers. And product labs simulate the customer experience—preparing agents with realistic, hands-on training—so your customers always receive expert care.



**alorica**

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## EXPANSIVE FOOTPRINT, EXCEPTIONAL SERVICE



Alorica LATAM has operations **across eight countries** and we manage **thousands of team members**



Alorica LATAM provides **multi-lingual support** across multiple distinct vertical markets.



**Physical proximity** and **cultural similarity** with the U.S. enables an insanely great customer experience



Our **geographically-dispersed locations** offer redundancy from a business continuity perspective



**Political stability** among the multiple countries and governments decreases exposure to sudden changes in the industry's economics and delivery options.

DOMINICAN REPUBLIC



2021 **Top Vendor in NPS** for a large retail client



**Saved \$4.2M** for a major consumer electronics company

GUATEMALA



Certified 2021 **Great Place to Work**



**Reached 140% of sales goals**—exceeding all other vendor sales—for a North American energy retailer

HONDURAS



**Increased conversion rates by 45%** for a large media and broadcasting company



**Achieved highest Voice of the Customer scores** for a major communications provider

JAMAICA



**Increased CSAT scores by 73%** for a security software company



**#1 site (based on performance)** for a leading smart home technology provider

MEXICO



Alorica Guadalajara was **#1 Site in the World** for performance—beating out 23 global BPO partners for a major online retailer



Alorica Mexico chat programs **exceeded CSAT goals by 5%** just one week after launch for a luxury retailer

PANAMA



**Named the “Gold Standard”** for a FCC-certified captioning provider



Named **Top Vendor** for a major telecommunications company

URUGUAY



**98% of Alorica Uruguay leaders** are promoted from within



**Helped ramp 4,000 agents** for a major online retailer during peak seasonal ramps

