



Latin America and the Caribbean are Calling.

Alorica's Nearshore Advantage

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 17 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 customer lifecycle support. Meanwhile, evolving economies provide enhanced infrastructure and connectivity in the region, resulting in Alorica sites that are ideally suited for complex technical support work. An onboarding process and immersive agent training ensure all agents and site leaders are ready to engage with customers. And, in-house product labs simulate the customer experience—preparing agents with realistic, hands-on training—so your customers always receive expert care.



Alorica LATAM has operations **across eight countries**. We manage **thousands of team members**, and provide multi-lingual support in eight distinct vertical markets.

Expansive Footprint, Exceptional Service

Alorica employees work in eight countries across LATAM & the Caribbean, resulting in an array of locations with different cost structures that provide a broad range of customer service outsourcing options for your business. Physical **proximity and cultural similarity with the U.S.** enables an insanely great customer experience, while our geographically-dispersed locations offer redundancy from a business continuity perspective. And, political stability among the multiple countries and governments of LATAM decreases exposure to sudden changes in the industry's economics and delivery options.



The LATAM & Caribbean Advantage

DOMINICAN REPUBLIC



Ramped **1,200 agents in 12 months** to serve an online food delivery disruptor



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

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

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

URUGUAY



Alorica is the **largest provider of Portuguese language support**



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

GUATEMALA



95% of Alorica Guatemala leaders are promoted from within



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

JAMAICA



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



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

PANAMA



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



Freed up phone support staffing **by 15%** (enabling them to do more complex tasks) for a major consumer electronics manufacturer

