



Red, White & Blue...Plus a Maple Leaf Alorica's North American Advantage

Why North America?

Finding the right support doesn't have to mean looking for a customer experience solutions partner half a world away. **Alorica has the largest U.S. footprint of any Business Process Outsourcer (BPO) in North America**, offering unmatched scalability with thousands of employees delivering a premium experience across the United States and Canada. Our established workforce can quickly support complex and specialized voice, non-voice and back-office work at scale.

Our unparalleled footprint in the region allows for a broad range of cost options, time zones and business continuity logistics that all go to work for you. Alorica's workforce supports all types of services—from customer care to content moderation, financial solutions to revenue generation—and has expertise in critical, highly-regulated industries like healthcare and financial services.



Alorica supports clients by providing comprehensive solutions that facilitate the *right work, in the right market, around the globe.*

Expansive Footprint, Exceptional Service

Alorica employees work across the U.S. and two provinces in Canada, resulting in unrivaled capacity and scalability throughout North America. **Fast, flexible recruiting, optimized processes and immersive agent training programs** ensure new team members are 100% ready to engage with your customers. Meanwhile, our in-house product labs simulate the customer experience, preparing agents with realistic, hands-on training.

And, while 'work-at-home' is now the new normal, Alorica has been doing it for years! Let us help you realize secure, "work anywhere" flexibility and speed-to-market via **Alorica Anywhere**—our cloud-based work-at-home platform. We can also create a custom-blended solution of on-site and work-at-home agents, if that suits your needs best. Alorica North America delivers a premium experience to geographically-dispersed locations—from right here at home.



The North America Advantage



UNITED STATES



Alorica has the **largest U.S. footprint** of any Business Process Outsourcer (BPO)



Our U.S. workforce is **ideal for taking on complex, highly-regulated roles**



Strong, **geographically-diverse** U.S. presence



Achieved **94%** **patient satisfaction rate** for a hospital system



120% **fill-rates** for a social media platform



40% **Increase in annual revenue** for a large utility provider through increased collections work



CANADA



Leader for in-country Canadian support since 1998



Home to **multi-lingual** agents in Ontario, Quebec and British Columbia provinces—locations that boast a **highly-experienced workforce**



Ideal for **financial services** work



Ramped **1,200 agents in 12 months** for a food delivery company



Alorica was awarded **Collection Agency of the Year** by a major credit card company two years running



Alorica is ranked **#1 for Agent Effectiveness** (agent ability to resolve) for a major electronics retailer

ABOUT ALORICA

Alorica is a global leader in customer experience solutions. We are made up of 100,000 passionate problem solvers who make lives better through positive customer interactions—at every touchpoint—across voice, chat and social. Leveraging innovative technologies—including intelligent automation and a comprehensive analytics suite—we support the world's most respected brands with the best talent and resources necessary to create insanely great experiences. Alorica provides a host of world-class services—from customer care to financial solutions and digital services—to clients across industries of all kinds, many of whom are on the Fortune 500. Alorica contact centers and operation hubs span the globe with locations in 15 countries. To learn more, visit www.alorica.com.

