



Take a Trip with Us...

# To the Philippines

## Why the Philippines?

For companies looking for scalable, cost-competitive solutions, no market is more attractive than the Philippines. As the world's largest location for business process outsourcing (BPO) services and with a best-in-class recruiting culture and state-of-the-art facilities, Alorica Philippines is tailor-made for delivering outstanding customer service.

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. Ideal for front- and back-office work with a cost-effective, tech-savvy and highly motivated workforce, our solid brand reputation and successful recruitment engine have proven best-fits for large-scale delivery in the Philippines. The perfect market for companies wishing to globalize their business, **Alorica Philippines is the unsurpassed choice for companies seeking the best value in customer experience solutions.**



## By The Numbers

- **19 locations**
- **35%** of Alorica's global workforce

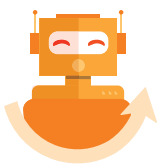
## The Alorica Advantage

As the second largest BPO provider in the country, more than a third of our workforce is based in the Philippines—and with good reason! Our teams commit to success from the ground up; that starts with best-in-class referral systems and continues with realistic, hands-on and immersive agent training. A robust 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.

Our employees are our number one asset, which is why we offer career development programs, competitive salaries and benefits, safe, secure campuses, employee engagement through recognition programs, awards, and company-wide events, and culture champions and committees that facilitate team-bonding events and serve as a conduit between management and front-line employees.



## Recruiting that Rocks



Our recruiting chatbot allows us to interview **7-10k employees in a month**, fulfilling seasonal ramp headcounts



**55%** of all new Philippines hires come from referrals



**84% reduction** in cost-per-hire using our recruiting chatbot

## Experience Across the Board



**#1 in CSAT** across all vendors for a leading retail pharmacy client



**45% higher NPS** than average for a major communications client



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

## Our Commitment to Giving Back

*In 2020 through Making Lives Better with Alorica in the Philippines, our teams:*



Raised **\$108,473**



Awarded **230 grants**



Distributed **\$70,229** through grants

## IN A NUTSHELL

The Philippines has practically everything you could ask for—a motivated, educated and engaged workforce, cutting-edge facilities and experienced, tenured leadership. It's no surprise that we've had awesome success in the region—and we're just getting started!

