

Alorica in

North America

Red, White & Blue...Plus a Maple Leaf

Why North America?

Finding the right support doesn't have to mean looking for a customer experience solutions partner half a world away. **Alorica North America delivers robust scalability**, backed by a workforce of thousands delivering exceptional customer experiences throughout the United States and Canada. Our established team can quickly support complex and specialized voice, non-voice and back-office work at scale.

This region provides diverse cost structures, multiple time zones, and robust business continuity logistics—all aligned to support your operational needs. Alorica's workforce delivers a full spectrum of services, from customer care and content moderation to financial solutions and revenue generation, with deep expertise in highly regulated industries such as healthcare and financial services.

Expansive Footprint, Exceptional Service

Fast, flexible recruiting and streamlined processes ensure new team members are fully prepared to engage with your customers. Our immersive training programs include realistic simulations and hands-on practice that accelerates proficiency and empowers agents to deliver exceptional customer experiences.

Based on your unique operational needs, we'll craft a custom-blended solution combining on-site and work-at-home agents—delivering the exceptional customer experience your customers expect.



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

Discover Alorica

Alorica's North American Advantage

United States



20% year-over-year increase in CSAT for an education organization



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



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



Achieved **94% patient satisfaction** 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 **multilingual** agents in Ontario, Quebec and British Columbia provinces —locations that boast a **highly-experienced workforce**



Strong for **financial services** experience



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



Alorica was awarded **Account Resolution Agency of the Year** by a major credit card company



Alorica is ranked **#1 for Agent Effectiveness** for a major electronics retailer

Partner with us and see how North America delivers exceptional CX—right from home.