

Alorica in the Philippines



Get to Know the Philippines

For companies looking for scalable, cost-competitive solutions, no market is more attractive than the Philippines. As a world hub for outsourcing services with a best-in-class recruiting culture and state-of-the-art facilities, the Philippines is tailor-made for delivering outstanding customer service.

The Philippines is a leading destination for cost-effective, quality customer service. The country has the second largest population for English proficiency across the Asian continent, with a tech-savvy and highly motivated workforce. An offshore solution that makes you feel right at home—from oceans away—the country is the perfect market.

Where Design Meets Delivery

Alorica's teams are committed to success from the ground up—starting with best-in-class referral systems and continuing through immersive, hands-on agent training. Our robust onboarding process ensures agents and site leaders are fully prepared to engage with customers. In-house product labs simulate real-world scenarios, equipping agents with practical experience so your customers always receive expert, empathetic care.

Our employees are our greatest asset—which is why we invest in their success through career development programs, competitive salaries and benefits, and safe, secure campuses. We foster engagement through recognition programs, awards, company-wide events, and culture committees that promote team bonding and serve as a bridge between leadership and frontline staff. When it comes to onboarding, scalability, and speed-to-proficiency, the Philippines stands out as an unmatched leader.



20+ Locations



Brick-and-mortar and work-at-home delivery



Demonstrated track record of **hitting fill rates**



State-of-the-art facilities in Metro Manila and provincial states



Solid brand reputation and successful, **high-capacity recruiting** and hiring engine

Recruiting that Rocks



Our digital-first model enables high-volume recruiting, up to **7-10K recruits a month**, supports ramps, and seasonal peaks



30% of new hires come from referrals and **30%** from online channels



Certified **Great Place to Work™** 2022, 2023, 2024

Experience Across the Board



#1 CX Partner Ranking for a global, Fortune 100 healthcare company



Highest NPS ranking for Care and Collections for a Fortune 100 retail bank



Achieved QA launch score of 90%, exceeding goal by 5 pts. for a financial services company

Our Commitment to Giving Back

Through Making Lives Better with Alorica in the Philippines, our teams:



Raised **\$975,218**



Awarded **2,431 grants**



Distributed **\$719,162** through grants



Partner with us and experience the Philippines' renowned CX performance.