



Alorica by the Numbers:
Travel & Hospitality
Impact at Scale

Your Full-Service CX Partner

-
- 100,000+
CX Experts in 17 Countries, 10 Time Zones
-
- 75 Languages
& 200 Regional Dialects Supported
-
- 24/7/365
Omnichannel Delivery
-
- 250+
Of the World's Most Trusted Brands Served
-
- 3 Billion+
Customer Interactions Per Year
-
- 20,000+
FTE Ramped Annually for Seasonal Demand

-
- 10+ Years
Average Client Tenure
-
- 100%
Of Travel Clients Would Recommend Working with Alorica
-
- 90%+
Travel Clients Say We're Easy to Work With
-
- #1 Provider
for Exceeding all Targets over 14-year partnership

Real World Results

Digital-First, People-Focused Customer Experiences

We Asked Our Clients: Why Alorica?

-
- "Partnership approach, adaptability, ability to focus on the most important challenges to improve performance"
– **Renowned Hospitality Brand**
-
- "Easy communication and partnership. Flexibility to help us achieve our targets even with last minute requests. Understanding of company culture."
– **Prominent Low-Cost Airline**
-
- "It has been nothing short of miraculous. We couldn't be more pleasantly surprised and appreciative of the effort, energy and the work that went into this project. It was very, very impressive."
– **Leading Travel Company**
-
- "They proved themselves to be very versatile right from the beginning. When they strategically locked in with us and started to use our data to shape our future, I knew I had the right partner."
– **International Airline**
-
- "Hiring and standing up of the team in a short window from agreement to launch."
– **Fast Growing Food Delivery**

With a **Net Promoter Score** that exceeds industry benchmarks, we demonstrate our commitment to client success - earning praise for transparent communication, adaptability, and a partnership-first approach that helps our clients achieve their goals when it matters most.



Success That Speaks for Itself



Business Intelligence Group AI Excellence Awards, Outstanding Organizations in Business Services | 2025



AI Breakthrough Awards, Best AI-based Solution for Customer Service | 2024



Sales & Customer Service Stevie Award, Innovation in Customer Service (Silver) | 2025



GLOBEE® Award for Excellence, Most Innovative Company of the Year for Customer, Excellence | 2025

Partnering to Power Next-Gen CX

Powered by top technology and strategic partners to deliver smarter, seamless customer experiences.

PIONEERS AND VENTURE LED



PLATFORM COMPANIES



PARTNERS



Want to learn how your brand can deliver smarter, scalable CX with a trusted global partner?

Contact us at
[alorica.com/sales inquiries](https://alorica.com/sales_inquiries)