



Corporate Overview

Your Business is Our Business

We're passionate about creating customers for life by designing experiences that elevate your brand.

Delivering Best-in-Class, Digital-First CX Since 1999

As your full-service CX partner from strategy to execution, we blend proven performance, industry-leading expertise and the right technology that delivers real results and limitless possibilities.



250+ top brands
served in over 75 languages



10 years
is our average client tenure



100,000 people
in 17 countries



Services

We offer solutions that solve real problems and deliver consistent results for our clients, keeping your customers coming back.

- Customer Experience
- Financial Business Services
- Digital Trust & Safety
- Operations-as-a-Service



Alorica IQ

Our innovation hub features digital consulting, analytics, and our own AI lab to create, incubate, and offer managed solutions tailored to what each client needs.

- AIQ Innovation Lab
- Transformation Advisory Services
- Conversational Intelligence
- Digital Platforms & Managed Services



The Alorica Way

We consistently deliver top-ranked performance through our talented teams, tech-powered operating model and global footprint.

- Global Footprint
- Operational Excellence
- Security & Compliance

Discover What Makes Alorica the Best

We don't just deliver customer experiences—we pioneer them. Bold enough to challenge convention, relentless in delivering results, connected through deep client relationships, and true to our values of integrity and authenticity.



Future First

Being bold is our comfort zone.

We ask the tough questions and never settle for status quo. We invest in emerging tech and pioneer new approaches so our clients always stay ahead.



Real Results

We do what we say—and more.

We deliver on commitments and exceed expectations with every partnership. Our team combines 25+ years of CX experience with relentless curiosity to overcome obstacles and deliver results.



Shared Success

Client success is our mandate.

It's about building trusted relationships, knowing your business and customers. We're passionate about being the best, leveraging our expertise to help you achieve your goals and protect your reputation.



Authentically Us

A culture of authenticity.

Our global culture is built on high standards, accountability, respect, and integrity. We believe being your most genuine self inspires others and brings out your best work.

Industry Recognition



Everest Group CXM Services
PEAK Matrix® Americas Leader
2022, 2023, 2024



Business Intelligence Group:
Outstanding Organizations in
Business Services
2025



Silver Stevie Award for Innovation
in Customer Service
2025



NelsonHall: Leader in CX Services
Transformation NEAT Assessment
2024



Columbia, Dominican Republic,
Guatemala, Honduras, India, Jamaica,
Mexico, Panama, Paraguay, Philippines,
Uruguay
2024

Community Engagement

Largest, Certified
Minority-Owned BPO



Raised **\$8.9+ million**
through our employee-led
partnership with MLBA

61% of our total global
workforce as female,
and with **69%** minority
representation in the U.S



Ready to experience the difference?

Partner with a team that gets it—and gets results.