

Take a Trip with Us... to 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 business process outsourcing (BPO) 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 voice-related services. The country has the second largest English-speaking population across the Asian continent, with a cost-effective, 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 for companies wishing to globalize their business.

The Alorica Advantage

Aloricas' 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 #1 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 frontline employees. When it comes to onboarding, ability to scale and speed-to-proficiency, nothing comes close to beating the Philippines.

Discover Alorica



15 locations



Brick-and-mortar, Connection Hubs (hybrid) and **work-at-home** delivery



Demonstrated track record of **hitting fill rates**



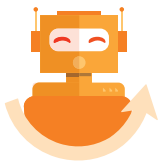
State-of-the-art facilities in Metro Manila and provincial states



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



Recruiting that Rocks



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



40% of new hires come from referrals and **30%** from online channels



Certified
Great Place to Work™

Experience Across the Board



#1 Client Partner Ranking for a top healthcare company



Highest NPS ranking for Care and Account Resolution for a Fortune 100 retail bank



#1 in chat performance for a major communications company

Our Commitment to Giving BackX

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



Raised **\$975,218**



Awarded **2,431 grants**



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

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!

Ready to learn more? Let's talk!