

Retail CX, Reimagined for Today

Digital-first CX, built around what your customer wants



Retail is always on the move. Are you keeping up?

From shifting customer expectations to the explosion of eCommerce and rising competition, today's retailers face more pressure than ever. Shoppers want fast, personalized, and seamless experiences; online, in-store, and everywhere in between.

Meeting those expectations while keeping costs in check and growing your business isn't easy. That's where Alorica comes in. With over 25 years of experience supporting the retail industry, we get the challenges and we know how to solve them.

Our digital-first, human-centered approach helps you elevate the customer journey, streamline operations, and unlock new revenue opportunities.

Market Dynamics

Cost Pressures

Managing technology investments and customer experience enhancements with cost-control pressures remains a constant challenge across the industry.

Omnichannel Complexity

Delivering a consistent brand experience across online, mobile, and in-store channels is essential but it's not always easy.

Customer Expectations

Today's shoppers expect personalized service, fast delivery, easy returns, and proactive updates. Meeting these expectations is key to earning their continued trust and loyalty.

Competition

Retail is more competitive than ever, with legacy brands and new players all fighting for customer attention.

Data Utilization

Retailers have more data than ever, but turning that information into personalized experiences and smarter operations isn't straightforward.

Serving the World's Most Respected Retail Brands



Over 3 billion

customer interactions each year



30+ Global retail clients

served daily



9 of the world's largest

retailers call Alorica a partner



Average client tenure

10+ years



Globally Recognized

as Great Place to Work®



17 Countries

and growing



75+ Languages

with **Alorica ReVoLT™**

Comprehensive Capabilities



Omnichannel Support

Specialize in delivering seamless omnichannel experiences across phone, chat, email, SMS, and social media



Technical Support

Global experts deliver end-to-end hardware and software support, from setup to advanced help



Personalized interactions

Data-driven insights to tailor experiences, boosting engagement and loyalty



Fraud prevention

Proactive fraud detection, prevention, and recovery solutions to minimize risk and protect customers



Seasonal scalability

Efficiently managing seasonal peaks with scalable, holistic customer support



Back office support

Optimize retail back office operations with technology, global talent, and efficient workflows

Our Digital-first, Human-centered Approach

We leverage smart technology, but people are always at the heart of what we do. Our trained teams deliver empathetic, personalized support—because blending innovation with human expertise creates exceptional retail experiences.

Results That Matter



95% of retail key decision makers rate working with Alorica as effortless



18pt increase in client Net Promoter score



Rapid Site Expansion
100 to 1700+ FTEs
in <18 months

