Putting the Back Office Front and Center

Connected Solutions to Streamline and Transform

Got the Back Office Blues?

It may surprise you, but back office processes can have a serious impact on your CX.

The #2 cause of all customer dissatisfaction stems from back office errors and delays[1]. Traditional back offices suffered from transactional processes that were costly, time-consuming and inefficient. And with 70% of organizations prioritizing back office analytics[2], modernizing is more important than ever.

If you're still struggling with setbacks, it's time for a fresh approach. And Alorica's here to help move you into the future.

Change Your Tune with Alorica

Alorica simply makes back offices better.

Whether we implement optimized process improvements via Alorica Automation or deliver stringent Trust & Safety solutions with iron-clad data security adherence, we deliver the highest levels of accuracy for your business. Alorica leverages technology, geographies, talent profiles and robust experience in running scaled back-office support to deliver amazing results for our clients.

We process over **1 billion back office interactions** each year, helping brands proactively eliminate downstream errors and fallout and manage fluctuating daily volumes. Our talented digital solutionists work across shared queues to deliver flexible, tailored solutions that keep your customers happy.

With service delivery models tailored to meet your back-office needs—from business intelligence, security and compliance, and employee experience to enhanced NDAs, background checks, and more—we set you up for success with processes that always put your customers first.

Desired Outcomes... Delivered

Efficiency & Optimization
Remove friction and enhance the ROI on your CX investments

Continuity
Stay one step ahead with strategies that safeguard the customer journey by design, for better peace of mind

MODERNIZING MATTERS

Streamlined back-office solutions can dramatically outperform over a traditional back office approach across major metrics, including[3]:

2.8x greater annual increases in **customer satisfaction**

5.4x annual increases in the number of **quality SLAs met**

11.7x annual increases in **employee productivity**

GOING ABOVE AND BEYOND

120% fill rates for one of the world's fastest growing social media entertainment platforms

5% CSAT increase and **2x the headcount** for a luxury retailer

15%+ increase in efficiency and performance for an online identity network

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Why Alorica?

- **Workflow optimization** that drives throughput and streamlines processes
- **Strategic scalability** that proactively eliminates downstream errors with flexible, tailored solutions
- **Consistency and quality expertise** to address errors that create customer dissatisfaction
- **Cost effective** approaches that increase your ROI and support your entire organization

RELATED PLAYBOOKS

Content Management
Our team of digital solutionists deliver expert moderation, rating, and review support, plus quality and integrity inspection, data labeling and annotation, content enrichment and optimization, and even transcription, translation, and localization.

Financial Solutions
Support for everything from credit assessment and debt monitoring, Credit Bureau reporting, and account maintenance to treasury, case, account, and title management.

RELATED PRODUCTS

Fraud · Order Management · Case Management · Healthcare Services

What Better Back Offices Are Made Of

- **Digital CX solutionists**, validated and thoroughly trained to deliver insanely great support with stringent attention to detail
- **Processes designed for sustainable success**, with strong workflow designs, continuous improvement analysis, plus service delivery models created for back office needs, from business intelligence, security and compliance through enhanced NDAs, background checks, and more
- **Future-tech to streamline and safeguard,** including Alorica Automation, ample security safeguards, and layers of security to protect your data while ensuring regulatory compliance
- **An award-winning culture** creates CX champions with the support they need to always go the extra mile

Don't Agonize—Modernize!

If your back office capabilities aren't going above and beyond, Alorica's got the skills and the savvy to put you over the top, with customizable, scalable solutions that you can count on.

Let's chat!

References: [1] *Verint* | [2] *CX Today* | [3] *Aberdeen Group*