

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 and 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. Ideal for front-office work with a cost-effective, tech-savvy and highly motivated workforce, the country's third largest English-speaking population and low labor costs ensure stellar CX support for large-scale delivery. 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

As the second Philippines largest BPO provider in the country, more than a third of our workforce is based in the Philippines—and with good reason! Our 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 number one 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 front-line employees. When it comes to onboarding, ability to scale and speed-to-proficiency, nothing comes close to beating the Philippines.

Discover Alorica



20 locations



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



Demonstrated track record



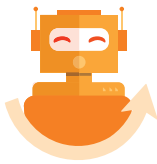
State-of-the-art facilities in Metro Manila and provincial states



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



60% of all new Philippines hires come from referrals



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 communication

Our Commitment to Giving Back

In 2021 through Making Lives Better with Alorica in the Philippines, our teams:



Raised **\$136,871**



Awarded **459 grants**



Distributed **\$126,189** 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!

