



Next-gen technology and managed service expertise with a human-focused approach tailored to your business

“ Through capabilities such as a **dedicated digital practice...and a strong partner ecosystem** with technology providers, Alorica provides an outcome-driven approach with targeted solutions to drive client’s business objectives. ”

*Shirley Hung, Partner, Everest Group*



| CLIENT OBJECTIVES   | CORE CAPABILITIES  | RESULTS  |
|---|--|--|
| <b>ALORICA ADVISORY SERVICES</b>  |  |  |
| Unify client business and transformation objectives to their North Star     | <ul style="list-style-type: none"> <li>• Journey Mapping</li> <li>• Service Blueprints</li> <li>• Demand Insights</li> <li>• Business Process Redesign</li> <li>• Experience Engineering</li> <li>• Process Discovery</li> </ul> | <ul style="list-style-type: none"> <li>• <b>15% reduction</b> in phone support through improved self-service experience</li> <li>• <b>800% ROI</b> from Journey Mapping</li> <li>• <b>1M+</b> transactions automated, saving <b>\$500M</b> annually</li> </ul>                                 |
| <b>ALORICA ANALYTICS</b>  |  |  |
| Actionable insights to improve performance and enhance the customer journey | <ul style="list-style-type: none"> <li>• Speech/Text Analytics</li> <li>• Survey Analytics</li> <li>• Just-in-Time Agent Assist</li> <li>• Automated Insights</li> <li>• Data Science Solutions</li> </ul>                       | <ul style="list-style-type: none"> <li>• <b>75% escalation</b> reduction using deep analytics</li> <li>• <b>15% NPS</b> improvement after assessing DSAT drivers AVA chatbot deployment</li> <li>• <b>44% increase</b> in sales results using predictive analytics</li> </ul>                  |
| <b>DIGITAL PLATFORMS</b>  |  |  |
| Streamline engagement with customers in optimal channels                    | <ul style="list-style-type: none"> <li>• CCaaS</li> <li>• Intelligent Process Automation</li> <li>• Agent Assist</li> <li>• Proactive Video Messaging</li> <li>• Virtual Assistant (AVA)</li> <li>• Payment Services</li> </ul>  | <ul style="list-style-type: none"> <li>• <b>100% platform availability</b> via enhanced CCaaS connectivity and faster issue resolution</li> <li>• <b>18% retention</b> boost using AI self-service across voice, chat, and email</li> </ul>  |
| <b>AIQ INNOVATION LAB</b>   |  |  |
| Incubation and expansion into new digital frontiers                         | <ul style="list-style-type: none"> <li>• Conversational AI</li> <li>• Vision IQ</li> <li>• Immersive Wellness Center</li> <li>• Immersive Learning (Virtual Lab)</li> <li>• Immersive Retail Experience</li> </ul>               | <ul style="list-style-type: none"> <li>• <b>AI-powered</b> immersive wellness environments designed for a safer, more efficient workplace</li> <li>• <b>Combine</b> immersive learning, conversational AI, and metaverse environments to modernize tech support and troubleshooting</li> </ul> |