

# Take a Trip with Us... to Europe, Middle East & Africa!

Discover insanely great CX solutions across continents



## Customized Solutions for EMEA and Beyond

As a world business hub, Europe, Middle East, and Africa (EMEA) is a cornerstone of the global CX industry. The region's well-developed infrastructure, grounded in information security and privacy regulations in accordance with EU legislation, has made it a perfect destination for scalable, multilingual support. Europe, Middle East, and Africa are ideal for creating BPO solutions that address everything from digital CX support to multi-language needs through customizable delivery options that support your customers in almost every language.

Alorica's EMEA sites offer unique delivery options like work-at-home, hybrid, and brick-and-mortar, available across multiple countries. And with a strong infrastructure that allows for tailored delivery as part of a unique business continuity planning approach, you can reduce risks with a workforce that can scale at a moment's notice.

With superior CX solutions, you can diversify your business at scale with a customized approach that works for you—and your customers. Plus, with operations in countries like Bulgaria, Poland, and Egypt, we're exactly where you need us to be.

## The Alorica Advantage

Alorica's capabilities in EMEA are a perfect complement for partners seeking highly-skilled workers and robust digital CX solutions with support from unique locations:

- Deep process re-engineering capabilities with decades of front/back office expertise
- Multilingual support, with the ability to provide care in more than 30 languages
- Well-developed infrastructure with information security and privacy regulations in accordance with EU legislation
- A standardized management onboarding process and immersive agent training deliver first-level leaders ready to deliver outstanding customer experiences
- Custom delivery solutions—bolstered by our experience, capacity, and our size—result in significant cost savings for you

## Discover Alorica EMEA



Operations across  
**four countries**



Support for over **30 languages** across multiple distinct vertical markets



Over **two decades** experience supporting the world's best brands



**Geographically dispersed locations** offer redundancy from a business continuity perspective



**Political stability** across multiple countries and governments

## Two Continents. Four Locations. Dozens of Languages. Endless Possibilities.

*Delivering world-class multilingual service,  
backed by decades of expertise*

### **Alorica Bulgaria: Inspired by People, Empowered by Technology**

Situated in Sofia, our unique capabilities are a perfect complement for partners looking for an educated, tech-savvy, multilingual workforce, to support different program sizes and needs. The Sofia market is among the world's most attractive outsourcing destinations, backed by a well-developed infrastructure and terrific tax benefits. Operating since 2010, Alorica Bulgaria delivers outstanding customer care and technical support in 30+ languages, including English, French, Italian, German, Spanish, Greek, Dutch and more. Sofia is the ideal location for highly complex work types. And with a ready pool of agents always available, we can scale for your business at a moment's notice.

### **Alorica Egypt: One-Stop Shop for Exceptional CX**

Egypt has been an established player in the BPO space for more than 20 years, supported by sustained government investment in IT and call center infrastructure. As one of the fastest growing offshore BPO markets, Egypt boasts a scalable, highly-skilled, cost-competitive, and educated workforce. Home to the largest and youngest multilingual workforce in the Middle East, Alorica Egypt offers 17+ languages at scale, making this a unique hub for multilingual support. Egypt's time zone ensures alignment with key markets in Europe, allowing us to provide extended business hours and real-time support, improving client satisfaction and response times.

### **Alorica Poland: A Proven Multilingual Hub**

Over 435,000 people are currently employed in the BPO sector in Poland, with the Polish BPO market projected to reach US\$3.69 billion in the next 4 years. Alorica's Poland locations provide comprehensive support via a flexible, affordable workforce that's highly qualified. Effortlessly scalable, workers provide support across a variety of languages, including English, Polish, French, German, Italian, Spanish, Russian, Turkish, Portuguese, and many more. And we're flexible with dynamic combinations of work-at-home, brick-and-mortar, and hybrid (Alorica Connection Hubs) delivery options.

### **Alorica South Africa: Time to Unlock the Potential**

South Africa is emerging as a leading BPO hub, with an impressive annual growth rate of 22% since 2017 and a projected workforce exceeding 500,000 by 2030. Boasting over 16.5 million English speakers, South Africa offers a robust talent pool, especially in Cape Town, known for its strong track record with global retailers and tech companies. The region is culturally aligned with U.S. and UK markets, providing exceptional customer care, tech support, and revenue generation services. Alorica South Africa sets itself apart with its swift talent acquisition, scalability, and internal growth, specifically with Customer Service and Tech talent.

## What's Alorica's Secret?

It's simple—our employees are our #1 asset. And the happier they are, the happier our clients are—starting with their customers!

That's why we provide:



Robust **career development programs**



**State-of-the-art facilities** featuring bright aesthetics, collaboration rooms, cafeterias, and break rooms



**Employee engagement** is promoted through recognition programs, awards, and company-wide events



**Culture Champions facilitate team-bonding** events and serve as conduits between management and frontline agents



Competitive **salary and benefits**

*Find your perfect language  
solution with **Alorica EMEA!***

**Let's connect and discover what we  
can achieve together!**