Staffing Support for
Successful System Conversions

Deep domain experience helping the Energy & Utility sector switch on new systems

Proven Approach to Staff Augmentation for System Conversions

Alorica understands your company needs as you embark on your digital transformation journey. You've made the investments in technology and have your multi-year plan ready to execute, with your goals firmly in sight. And we're here to help!

With a focus on results and achieving client outcomes, our global team creates the best experiences for your customers.

Our customized system conversion support programs are designed with each client's specific needs in mind. Program components include:

- Workforce management support to enable seamless transition and coverage while agents are offline for training
- Pre-trained and experienced agents
- Training development, QA administration, and analytics tailored to the platform
- System integration and optimization, (e.g., knowledge management tuning, call/ticket routing, automation)

Achieve Your Objectives with Laser-focused Support

The goal of system conversions is zero downtime and 100% compliance with public utility regulations—which Alorica has achieved for over a dozen energy and utility providers to date.

Our leaders are equipped with the expertise required to proactively plan against typical challenges and predict potential pitfalls, ensuring no changes to your customers' experiences.

Alorica's goal is to deliver CX that meets or exceeds client KPIs. Our agents are trained and coached to deliver superior results, from first call resolution to NPS, so you can focus on meeting your conversion milestones.

Why Trust Alorica?

From activating accounts to collecting payments, we service the entire meter-to-cash cycle from frontline to back office

Unique support services in financial care, payment systems, command center solutions, workforce management tools, outage/on-demand support

Residential and commercial expertise in both regulated and non-regulated markets

PCI compliant solutions that protect customer data and brand reputation

Largest U.S. footprint supports steady-state business and quickly scales during outages and emergencies with omnichannel support that's available 24/7/365 across all channels

A Legacy of Energy & Utility Expertise

Successfully serving utilities **since 1972**

Most experienced utility workforce in the country! Currently partnered with **30+ industry clients**, including **50% of the top 20** utility and energy suppliers

Seasoned provider, supporting **12+ energy/ utility** providers through system conversions

Recruited, hired, and trained **4,000+ remote agents** to support system conversions in the last 3 years

Alorica is the Largest Certified Minority-Owned BPO

We're Here to Help

Alorica delivers the staff required for your system conversion to succeed. Find out how we can recruit, hire, and train the agents needed to augment your team today.

Let's Talk!

alorica
Passion · Performance · Possibilities