

Alorica's Nearshore Advantage

Latin America and the Caribbean

Why Latin America and the Caribbean?

For companies wishing to globalize their business while remaining cost-competitive, no market is more attractive than Latin America. The perfect “bridge market,” Alorica Latin America offers a full complement of services—including voice, non-voice, back-office and everything in between! With more than 25 years of experience in the region, **Alorica offers one of the most comprehensive and sophisticated nearshore customer service outsourcing operations in the world.**

Our solutions are fast and agile and launched quickly—we have the tools, resources, and experience to get the job done. Latin America is the perfect place for digital CX and tech support, with similar time zones, proximity to the States, and scalable, flexible technologies. An onboarding process and immersive agent training ensure all agents and site leaders are ready to engage with customers. Product labs simulate the customer experience with realistic, hands-on training, ensuring your customers always get the expert care they deserve.

EXPANSIVE FOOTPRINT, EXCEPTIONAL SERVICE



Alorica LATAM has operations **across nine countries** and we manage **thousands of team members**



Alorica LATAM provides **multilingual support** across multiple distinct vertical markets



Physical proximity and **cultural similarity** with the U.S. enables an ideal customer experience



Our **geographically-dispersed locations** offer redundancy from a business continuity perspective



Political stability among the multiple countries and governments decreases exposure to sudden changes in the industry's economics and delivery options



All Latin American and Caribbean sites are certified **Great Places to Work!**

COLOMBIA



- **Top account resolution site** for three major financial companies, exceeding targets by over 25%
- **Fastest growing BPO market** in Latin America and the Caribbean

DOMINICAN REPUBLIC



- **Top Vendor in NPS** for a large retail client
- **Saved \$4.2M** for a major consumer electronics company

GUATEMALA



- **Reached 140% of sales goals**—exceeding all other vendor sales—for a North American energy retailer
- **Largest economy** in Central America

HONDURAS



- **Increased conversion rates by 45%** for a large media and broadcasting company
- **Achieved highest Voice of the Customer scores** for a major communications provider

JAMAICA



- **Increased CSAT scores by 73%** for a security software company
- **#1 site (based on performance)** for a leading smart home technology provider

MEXICO



- Alorica Guadalajara was **#1 Site in the World** for performance—beating out 23 global BPO partners for a major online retailer
- Alorica Mexico chat programs **exceeded CSAT goals by 5%** just one week after launch for a luxury retailer

PANAMA



- **Named the Gold Standard** for a FCC-certified captioning provider
- Named **Top Vendor** for a major telecommunications company

PARAGUAY



- **One of the most cost-efficient** countries in the region
- **Multilingual capabilities with scalability** to manage seasonal fluctuations

URUGUAY



- **98% of Alorica Uruguay leaders** are promoted from within
- **Helped ramp 4,000 agents** for a major online retailer during peak seasonal ramps