

# 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 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. The country has the second largest English-speaking population across the Asian continent, with a cost-effective, tech-savvy and highly motivated workforce. 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

Aloricas' 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 #1 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 frontline employees. When it comes to onboarding, ability to scale and speed-to-proficiency, nothing comes close to beating the Philippines.

## Discover Alorica



**15 locations**



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



Demonstrated track record of **hitting fill rates**



**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



**40%** of new hires come from referrals and **30%** from online channels

**Great Place To Work®**

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 communications company

## Our Commitment to Giving BackX

*Through Making Lives Better with Alorica in the Philippines, our teams:*



Raised **\$975,218**



Awarded **2,431 grants**



Distributed **\$719,162** 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!**