



Alorica Customer Experience Services in Travel, Transport, and Hospitality

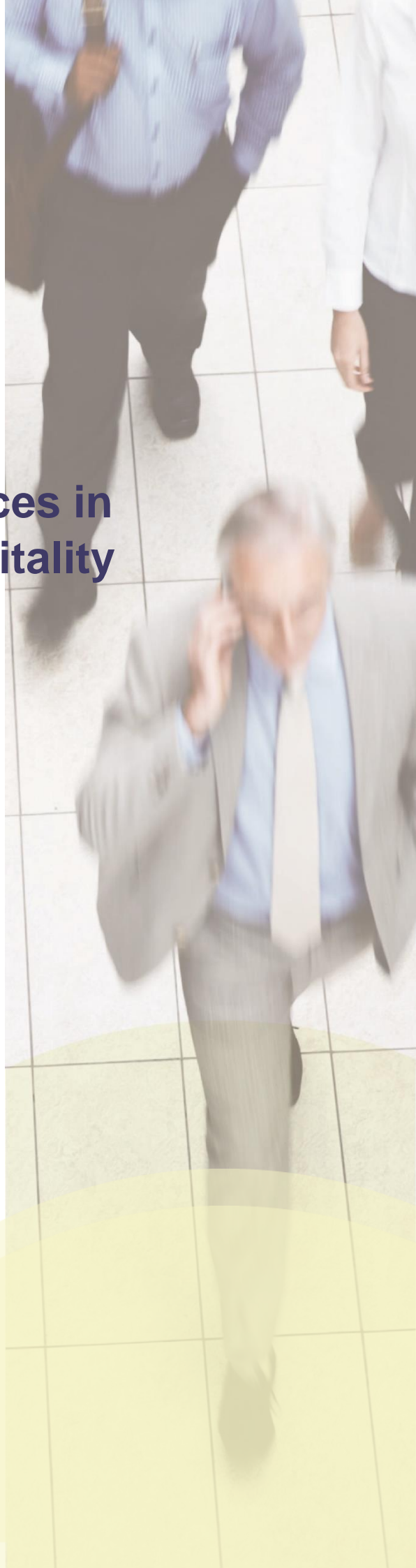
Vendor Assessment
Report Abstract

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9 pages

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Who Is This Vendor Assessment For?

NelsonHall's Customer Experience Services in Travel, Transport, and Hospitality profile on Alorica is a comprehensive assessment of Alorica's offerings and capabilities designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of CXS and identifying vendor suitability for CXS RFPs
- Vendor marketing, sales, and business managers looking to benchmark themselves against their peers
- Financial analysts and investors specializing in the support services sector.

Key Findings & Highlights

Alorica Inc. (Alorica) is a private BPS provider specialized in customer experience services. It was founded in 1999 and is headquartered in Irvine, California. Alorica has been supporting the travel and hospitality segment since 2004; its first client was a U.S. airline.

Currently, the company provides customer care, technical support, sales and reservations, loyalty management, ticketing and fulfillment services, baggage tracking, premium segment support, collections, as well as specialized services such as roadside assistance support, travel insurance services, disruption management, and baggage tracking management.

Alorica has ~5.8k travel and hospitality agents in 23 delivery locations across seven countries, providing support in English, Spanish, and Portuguese.

Scope of the Report

The report provides a comprehensive and objective analysis of Alorica's customer experience services in travel, transportation, and hospitality offerings and capabilities, and market and financial strengths, including:

- Identification of the company's strategy, emphasis, and new developments
- Analysis of the company's strengths, weaknesses, and outlook
- Revenue estimates
- Analysis of the profile of the company's customer base including the company's targeting strategy and examples of current contracts
- Analysis of the company's offerings and key service components
- Analysis of the company's delivery organization including the location of delivery sites.



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Report Length

9 pages

Customer Experience Services in Travel, Transport, and Hospitality Vendor Assessments also available for:

Arvato, EXL, Intelenet, InterGlobe, Mindpearl, Acticall Site1, Sutherland, TCS, Tech Mahindra, Teleperformance, TeleTech, Transcom, Wipro, WNS