



**NelsonHall**  
TRANSFORM THROUGH INSIGHT

# Vendor Profile

## Content Transformation

# Alorica

### Report Abstract

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11 pages

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## Who is this Vendor Assessment for?

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NelsonHall's Content Transformation profile on Alorica is a comprehensive assessment of Alorica's offerings and capabilities, designed for:

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

## Key Findings & Highlights

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This NelsonHall vendor assessment analyzes Alorica's offerings and capabilities in content transformation.

Alorica's trust and safety and content transformation practice aims to continue its growth pattern established over the last three years and plans to nearly double in size in 2023 to become a top three global player over the next three years. In support of this revenue target, the company sees a strong sales pipeline. It looks to offer a complete trust and safety services portfolio, including the value-add advisory service in policy governance with the automated policy ingestion and workflows in Alorica Shield.

Outsourcing clients looking for a vendor with a well-developed user and platform safety practice and advanced wellness framework with in-house tools should especially consider Alorica.

## Scope of the Report

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The report provides a comprehensive and objective analysis of Alorica's content transformation offerings, capabilities, and market and financial strengths, including:

- Identification of the company's strategy, emphasis, and new developments
- Analysis of the company's strengths, challenges, 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 centers.

## Content Transformation Vendor Assessments also available for:

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Concentrix

Conectys

Foundever

Majorel

Sutherland

TaskUs

Tech Mahindra

Teleperformance

TELUS International

transcosmos

Wipro.

## About The Author

Ivan Kotzev is NelsonHall’s Customer Experience (CX) Services Lead Analyst, with global responsibility for CX services research and client support.

Known for his keen analytical ability and knowledge of the latest developments in CX services delivery and transformation, Ivan assists clients worldwide in understanding and getting the most from CX services across areas including analytics, social media, omnichannel integration, and multi-process CX. Ivan is also a leading voice on how automation is revolutionizing the customer experience.

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## About NelsonHall

NelsonHall is the leading global analyst firm dedicated to helping organizations understand the “art of the possible” in digital operations transformation. With analysts in the U.S., U.K., Continental Europe, and Asia, NelsonHall provides buy-side organizations with detailed, critical information on markets and vendors (including NEAT assessments) that helps them make fast and highly informed sourcing decisions. For vendors, NelsonHall provides deep knowledge of market dynamics and user requirements to help them hone their go-to-market strategies. NelsonHall conducts rigorous, primary research and is widely respected for the quality, depth, and insight of its analysis.

We would be pleased to discuss how we can bring benefit to your organization. You can contact us via the following relationship manager: Guy Saunders at [guy.saunders@nelson-hall.com](mailto:guy.saunders@nelson-hall.com)

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