



Alorica Customer Management Services

Vendor Assessment
Report Abstract

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Who Is This Vendor Assessment For?

NelsonHall's Customer Management Services (CMS) profile on Alorica is a comprehensive assessment of Alorica's offerings and capabilities designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of CMS and identifying vendor suitability for CMS 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

In 2015, Alorica acquired most of West Corporations' contact center business for \$275m in cash, adding ~25k agents in four countries. In 2014, these West operations represented ~\$580m in revenues, bringing Alorica's revenues to \$1.2bn. The acquisition increased Alorica's global staff to ~48k employees.

Today, Alorica provides CMS, back-office outsourcing services such as data and document processing, and accounts receivable management. Alorica has 200 CMS clients, serviced by ~48k employees in seven countries.

Alorica offers CMS services for the different stages of the customer lifecycle, with a focus on technical support, customer care and sales.

It offers services in:

- Sales generation
- Customer care
- Technical support
- Collections
- Back-office CMS/fulfillment.

Scope of the Report

The report provides a comprehensive and objective analysis of Alorica's CMS 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 locations.



Contents

1. Background

2. Revenue Summary

3. Key Offerings
 - 3.1 Technology

4. Delivery Capability and Partnerships
 - 4.1 United States
 - 4.2 Mexico
 - 4.3 Dominican Republic
 - 4.4 Jamaica
 - 4.5 Honduras
 - 4.6 Brazil
 - 4.7 Philippines

5. Target Markets

6. Strategy

7. Strengths & Challenges
 - 7.1 Strengths
 - 7.2 Challenges

8. Outlook

Report Length

10 pages

CMS Vendor Assessments also available for:

Aegis, Capita, Concentrix, CSS Corp, EGS, HGS, Hewlett Packard Enterprise, Firstsource, Intelenet, Minacs, Sitel, Sutherland, Sykes, Tech Mahindra, Teleperformance, TeleTech, Transcom, transcocosmos, Webhelp, Wipro, WNS, Xerox