



Alorica Digital CX Services

Vendor Assessment
Report Abstract

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13 pages

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Who Is This Vendor Assessment For?

NelsonHall's Digital Customer Experience Services 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

In 2017 Alorica integrated the ~\$1bn EGS business, performed client consolidation and site rationalization, divested of some of its third-party collections business, and added 20 new logos to reach ~600 clients globally. The company also invested in geographic expansion entering China and Japan and building its capacity in Bulgaria.

Scope of the Report

The report provides a comprehensive and objective analysis of Alorica's digital customer experience services 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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Customer Experience Services in Travel, Transport, and Hospitality Vendor Assessments also available for:

Aegis, Arvato, Atento, C3, Comdata, Concentrix, Conduent, Convergys, DXC Technology, EXL, Intelenet, Infosys, iQor, HGS, Sitel, Sutherland, SYKES, TaskUs, TCS, Tech Mahindra, Teleperformance, Transcom, transcocosmos, TTEC, WNS, VXI