



Alorica CMS in High Tech

Vendor Assessment

Report Abstract

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Who Is This Vendor Assessment For?

NelsonHall's CMS in high tech industry sector profile on Alorica is a comprehensive assessment of Alorica's high tech sector customer management services (CMS) offerings and capabilities, designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of CMS to serve the high tech sector 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

Alorica is a privately held firm headquartered in Irvine, California, which began operations in 1999 as a technology services company. It entered the customer management services (CMS) market in 2003, with its first client from the telecommunications industry sector. Across all industries it employs ~48k personnel globally and operates 73 contact centers in the U.S., the Philippines, Dominican Republic, Brazil, Mexico, Jamaica, and Honduras.

In March 2015, Alorica acquired West Corporation's Agent Services business for \$275m in cash. In 2014, the agent services business generated ~\$580m in revenues, and Alorica anticipates \$1.2bn in combined revenues for 2015, making it a top 10 CMS player globally.

Alorica has ~3.2k dedicated agents supporting its CMS high tech clients from its global delivery centers in the U.S., Dominican Republic, Brazil, and the Philippines.

Alorica provides a range of offerings to the high tech sector, including:

- Customer care
- Sales
- Repair and refurbishment
- Installation and connectivity
- Technical support
- Corporate helpdesk and escalations
- Warranty support
- Renewals management.

Scope of the Report

The report provides a comprehensive and objective analysis of Alorica's high tech sector CMS offerings, capabilities, and market and financial strength, 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 CMS high tech sector customer base, including the company's targeting strategy and examples of current contracts
- Analysis of the company's high tech sector CMS offerings and key service components
- Analysis of the company's delivery organization including the geography of delivery locations used for CMS high tech sector clients.



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Report Length

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