

Contact Tracing Takes an Army

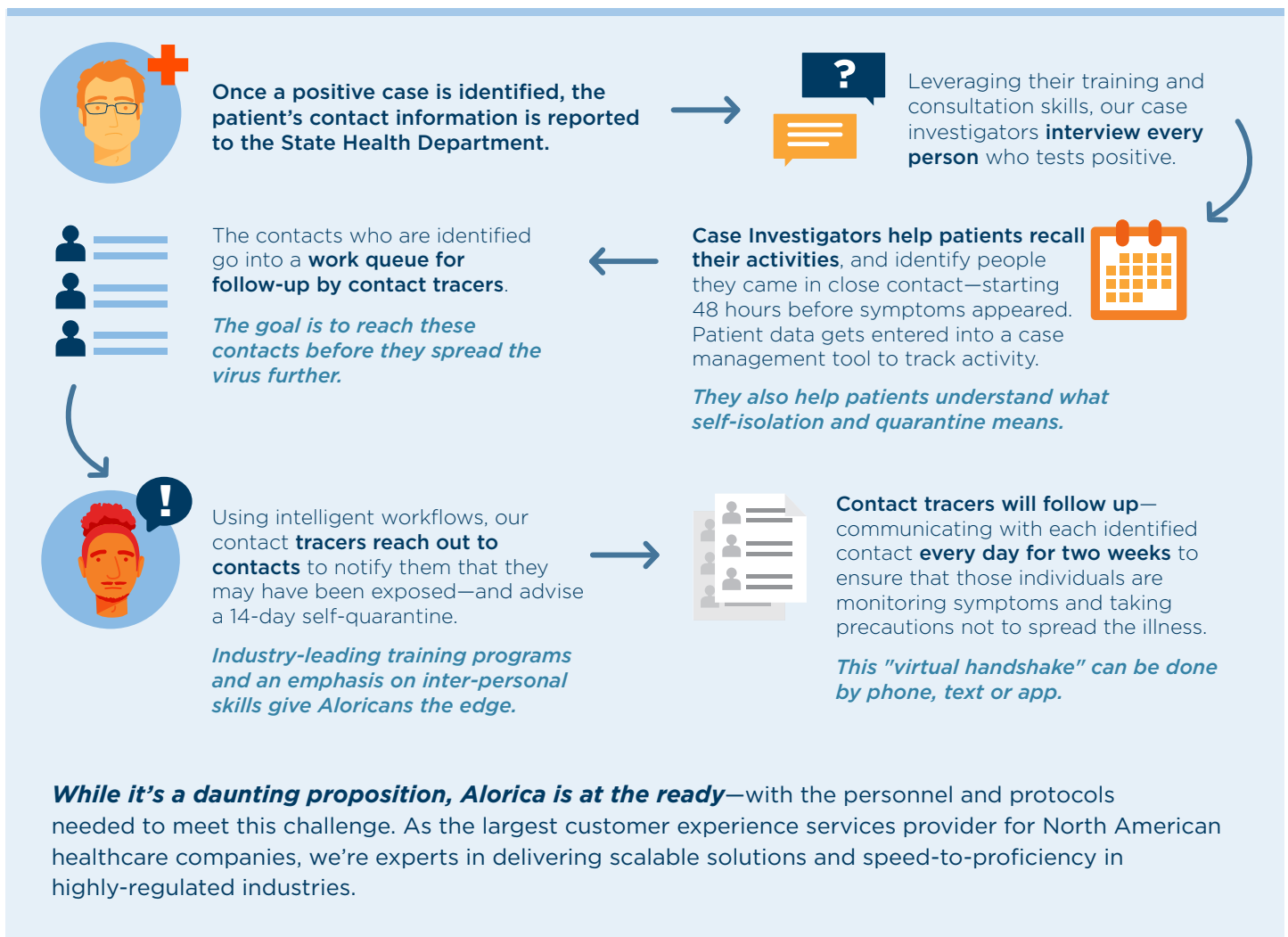
Let's Win This Battle Together

Keeping society safe starts with Empathy, Privacy, Experience and Scalability.

COVID-19 has upended just about *everything*. As our country begins to take its first few cautious steps towards reopening, it's imperative that new cases of the virus be identified and traced quickly and effectively. Efforts have already demonstrated that success can be had by merging seamless, efficient processes with an empathetic and knowledgeable workforce—two areas Alorica has spent decades developing.

What Will it Take?

It's widely believed that the United States needs to test 750,000 individuals a week to identify a majority of COVID-19 cases. Assuming 10% of those tests are positive, **75,000 cases per week will need to be investigated**.¹



Virtual Hiring & Training, Real-World Results

We've been providing secure, "work anywhere" flexibility and speed-to-market for more than 17 years—all to enable a powerhouse workforce that's ready when you are. Our tenured leadership ensures accountability and streamlined operations across the board, while Alorica's advanced recruiting engine lets us select the right candidate for the role; our contact tracers are aligned with the CDC, Johns Hopkins and local health agency training programs—and in addition to certifying that they are HIPAA-compliant, each team member is coached to properly react, express compassion and care and keep citizens at ease during a conversation.

The Best of Man and Machine

Ensuring our team members have the correct information at their fingertips is critical. By leveraging an Emergency Response Management CRM and intelligent workflows, we can notify contacts of potential exposure across a host of channels. And with automation, advanced analytics and knowledge management systems at our disposal, we're poised to respond with enhanced speed and accuracy.

An Award-Winning Culture

Taking care of the public starts with our own employees. We encourage each team member to bring their unique sense of self to the job, and we empower our people to conduct their work with empathy, kindness and dedication to human dignity.

- Predictive Recruiting Models
- Advanced Hiring Profiles
- Recruiting Chatbots on Social Channels
- Attractive Benefits
- Multiple Language Capabilities
- Microlearnings for "Just-in-Time" Training on Policy or Procedure Changes
- Engagement through Gamification
- Flexible Workforce Management Platform
- Electronic Coaching for Results (eCFR) for Performance Feedback
- QA Processes for Improving Accuracy and Consistency
- MBE-certified

AT-A-GLANCE

- **Largest customer experience services provider** for North American healthcare companies
- **50% of Fortune 50 healthcare companies** are our clients
- **2019 BPO of the Year** for our global footprint, agile approach and ability to scale rapidly
- **Our U.S. presence spans coast-to-coast, with 40,000 employees** in-center and at-home
- **Many contact tracers speak multiple languages** and have a healthcare background
- **Security and compliance protocols ensure patient privacy**; critical when tracers work from home
- **With 600+ million interactions a year**, our service-oriented professionals are experts in empathy and advocacy

The Bottom Line

There's no time to waste in the fight against COVID-19—and Alorica is ready to leverage our talented, motivated workforce to keep Americans safe and healthy.

Let's roll up our sleeves, make a plan, wash our hands!...and get the job done.

ABOUT ALORICA

Alorica is a global leader in customer experience solutions. We are made up of 100,000 passionate problem solvers who make lives better through positive customer interactions—at every touchpoint—across voice, chat and social. Leveraging innovative technologies—including intelligent automation and a comprehensive analytics suite—we support the world's most respected brands with the best talent and resources necessary to create insanely great experiences. Alorica provides a host of world-class services—from customer care to financial solutions and digital services—to clients across industries of all kinds, many of whom are on the Fortune 500. Alorica contact centers and operation hubs span the globe with locations in 14 countries. To learn more, visit www.alorica.com.

1. Kates, Jennifer. "Is Contact Tracing Getting Enough Attention in U.S. Coronavirus Response?" KFF, 3 Apr. 2020, www.kff.org/coronavirus-policy-watch/is-contact-tracing-getting-enough-attention-in-u-s-coronavirus-response/.

