

GUILFORD COUNTY ECONOMIC DEVELOPMENT ALLIANCE

A collaboration among Guilford County, City of High Point, City of Greensboro, Greensboro Chamber of Commerce, and High Point Economic Development Corporation

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Expert Global Solutions, an Alorica company, to add 800 jobs to its Greensboro-High Point workforce

GREENSBORO-HIGH POINT, NC – Expert Global Solutions (EGS), an Alorica company, announced today that it is adding more than 800 jobs at its customer engagement service office at 4336 Federal Drive in High Point’s Piedmont Centre office/industrial park. The company is currently High Point’s 9th largest employer.

Alorica completed its acquisition of EGS in June of this year, becoming the largest provider of customer service solutions to the U.S. market – and the third largest globally. Now, with 102 customer experience centers in the United States, the company operates the largest domestic delivery network in the industry, helping the world’s most valuable brands serve even more U.S. consumers. Dedicated to creating insanely great customer experiences, Alorica executes innovative solutions across an omni-channel platform, including voice, online, mobile and social media.

High Point Mayor Bill Bencini said, “They’re an impressive company that clearly demonstrates a commitment to their workers and to the overall community. Their expansion is amazing – 800 jobs being added at one time is certainly among the largest job announcements ever in our region.”

Greensboro Mayor Nancy Vaughan said, “We are so proud that the company has chosen Greensboro-High Point for this major expansion. The whole community will work with and support this excellent corporate citizen.”

Making lives better and building careers

As the leading provider of customer experiences to the U.S. market, Alorica understands it is in the people-to-people business. It creates insanely great customer experiences because it hires amazing people who are outgoing, passionate and embrace the company’s vision of making lives better, one interaction at time. It’s also why Alorica has made training and developing its team members a cornerstone initiative – and why it often promotes from within. In fact, 70 percent of the company’s supervisors, managers, directors and senior leaders began as Alorica customer engagement experts. Persons interested in working for the company should apply online at www.egscorp.com/careers

Empowering people where they live and work

As a company with a forward-thinking culture, Alorica has turned corporate philanthropy on its head, empowering local teams at the grass roots level to change the world where it matters most to them — at home and work.

In Greensboro-High Point, and at every Alorica customer engagement center in the U.S., you'll find a local [Making Lives Better with Alorica](#) (MLBA) chapter. Each chapter is an independent, self-sustaining organization with boards of directors comprised of employees at the local site. At every chapter, month after month, boards decide which non-profit organizations to volunteer for, and raise money for, in their local communities.

On the rare occasion when a devastating, widespread natural disaster hits a city or region, this loose affiliation of chapters pull together to help those in need. MLBA chapters also award grants to fellow team members and individuals in their communities who find themselves in the middle of a personal or family crisis. You'll find many heartfelt, compelling stories on MLBA's website: www.livesbetter.org

About Alorica

At Alorica, we only do one thing — we make lives better. How? By creating insanely great experiences for customers — online, on the phone and through social media. From acquisition and sales to customer care and support, Alorica provides a host of world-class services, including customer relationship management and back office support. We're proud to passionately serve clients as diverse as we are — including communications, financial services, healthcare, retail and tech companies, many in the Fortune 500. We call the OC home, headquartered in Irvine, CA, with more than 100,000 employees in 147 locations across 16 countries around the globe.