

Empowering
Human
Connection
with Alvaria

Alvaria in Brief

Powered by innovative technology and a human-forward mission, companies that use Alvaria see greater returns, find efficiencies, and report an increase in employee and customer retention.

Alvaria is paving a new path in customer experience – offering proactive outreach and workforce engagement software, AI and automation intelligence tools, all with an open interface for any enterprise integration needed.

We're empowering teams and agents to stay in touch with your customer's side of the story.

Our Mission

Help emerging and enterprise brands create productive, effective and engaged experience organizations.

Redefining Outbound Engagement for a Proactive Future

Proactive Outreach

Alvaria is redefining customer engagement with a transformative approach to outbound. According to Gartner, by 2025, the very fabric of customer engagement will be rewoven, with proactive interactions outnumbering their reactive counterparts. We're at the helm.

- Embracing proactivity and engaging beyond needs
- Preventing delinquency while nurturing loyalty
- Finding the harmony in compliance and empathy
- Elevating the agent experience

The outbound industry is evolving, and we're leading the charge. Join us in this movement where customer engagement is a graceful, intentional connection between your brand and its customers. Embrace a transformation that not only redefines success but also creates a world where your customers are heard, valued, and cherished like never before.



Shaping the Future of Workforce Engagement

Workforce Engagement Management

Alvaria is all about better, more meaningful engagement. This means we are continuously innovating as we lead the charge for transformative Workforce Engagement.

- Embracing engagement; the heart of productivity
- Championing employee experience and addressing the evolution
- Elevating with AI assistance and enabling excellence
- The unveiling of purpose, curbing disengagement

We're your partner in empowering your teams, shaping the new era, creating better experiences, and helping you manage meaningful engagement.

“As our customers continue to navigate the evolving landscape of digital transformation and automation, our focus remains clear: leveraging digital channels and harnessing the power of artificial intelligence to elevate both customer and employee engagement. Moreover, within the dynamic realm of the CX industry’s rapid consolidation and the ascent of hyperscale’s and major CCaaS and UCaaS players, Alvaria stands unwavering. Our robust partner ecosystem drives excellence, fueling platforms with unparalleled workforce engagement and proactive outbound capabilities.”

- JEFF COTTEN, CEO OF ALVARIA



Leadership

Jeff Cotten
CHIEF EXECUTIVE OFFICER

Jacques Greyling
CHIEF OPERATIONS OFFICER

Jeff Laretti
CHIEF CUSTOMER OFFICER

Jim Pafford
SVP, R&D

Christie Babalis
SVP, GENERAL COUNSEL

Michael Gruet
CHIEF FINANCIAL OFFICE

Gary Levy
SVP, GLOBAL CHANNELS &
ALLIANCES

COLLEEN SHELEY
SVP OF GLOBAL MARKETING

Frank Ciccone
CHIEF REVENUE OFFICER

Darryl Kelly
CHIEF STRATEGY OFFICER



Customer Success

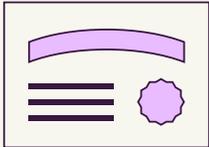
Our Customers are the Heart of Every Experience

Collaborating closely with our customers, we shape experiences that transcend the spectrum of customer interactions. From the on-going development and innovation of a product to the intricacies of customer and technical support, Alvaria orchestrates seamless experiences that resonate with all.

Together, we bridge connections and foster relationships that truly matter.



Professional Services
Implementation, Integration
and Optimization Services



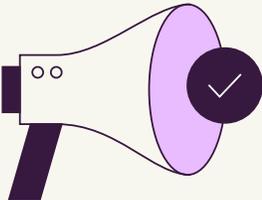
Education Services
Certifications, Learning,
and Enablement



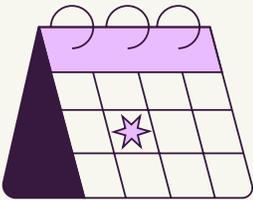
Global Support
24x7x365
Worldwide



Security Governance
People, Process,
and Technology



Alvaria Community
Forums, Announcements,
Knowledgebase
and Self-Service



Customer Relationship Management
Commitment to
Customer Success



Product/R&D
Product Roadmap, Ideas
Portal, and UI/UX Innovation



Renewals & Finance
Transparency, Accuracy
and Partnership

Company Highlights

2021

Alvaria Launch Date

1973

Originally Founded

1,350

Employees

55+

Ecosystem Partners

2+ million

Agents Worldwide

80+

Countries

100+ million

Customer Interactions Handled

30+ billion

Customer Interactions Per Year

10%+

Investment in R&D Annually

700+

Worldwide Patents or Patents Pending

Building Contact Center Tools and Creating Better Experiences for Everyone Involved

We've created tools that power your team's potential and support the impact they can have. Our products are designed to create better experiences for all sides of the conversations so your business can grow.

- Connects travelers with customer service agents representing the world's largest airlines.
- Allows financial institutions, from retail banking to mortgage lenders, to provide customer experience while maintaining compliance and addressing market challenges.
- Empowers healthcare teams to put patients first with stronger connections, simplified processes, and improved experiences.
- Provides worldwide support for enterprise contact centers with pools of over 50,000 live agents and sophisticated self-service automation.
- Consistently earns recognition from industry analysts and other independent experts, including Gartner, Forrester, TMC, Customer Magazine, Frost & Sullivan and more.



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About Alvaria™ Alvaria helps organizations efficiently manage and engage the modern workforce and connect compliantly with customers and prospects. Our open, innovative multi-platform is purpose built for two core competencies; a feature-rich, intuitive, and intelligent workforce engagement management platform, and a multichannel proactive compliant outreach platform. Alvaria, the product of the merger of world leaders - Aspect Software and Noble Systems - is proudly celebrating 50 years in business reshaping customer and employee experience. ALVARIA. Reshaping Customer Experience™. © Copyright 2023 Alvaria, Inc. All Rights Reserved. 9001US-Q 9/23