

The Road to Preferred

Your guide to center excellence. Great partnerships deserve to stand out.

The Alliance Preferred Center Program recognizes partners who consistently deliver exceptional client experiences, operational reliability, and a commitment to excellence.

Consistency

Client experience

Operational excellence

Partnership commitment

Your first steps toward Preferred recognition

ELIGIBILITY



Active partnership. Your center has been active with Alliance for more than 3 months.



Meeting room availability. At least two accurate listings: one large room for 8+ people and one small room for 2+ people.



Good partnership standing. Maintain active status and avoid a high volume of service escalations.



Compliance. Remain compliant with Alliance House Rules, applicable regulations, virtual office industry standards, and USPS requirements where applicable.



Active engagement. Take a proactive part in Alliance initiatives, tools, and partnership activities.

The everyday practices behind excellence

STANDARDS


90%+
Delivered

of days each month, logging mail daily, even on no-mail days


95%
Verified

or more of client registrations accepted the same day


95%+
Client retention

quarterly client retention rate


1 day
Service response

one business day to respond to 95%+ of tickets


Meeting rooms

accurate listings, capacities, and availability

Ready to become a Preferred Center?

Your Partner Success Manager is here to help you build your path.

1

Understand where you stand

Review your center's current practices and strengths.

2

Discover opportunities

Strengthen operations and client experiences.

3

Build your path to Preferred

Create an action plan ahead of the next program review.

Recognition is awarded through our periodic program review, based on each center's fulfillment of Preferred Center requirements.

*Excellence is built every day.
Let's achieve it together.*