

# Call Center Unternehmen - BPO



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Dieses top bewertete und preisgekrönte BPO-Unternehmen ist seit 2017 auf Telefondienste spezialisiert.

Das Unternehmen betreibt Call Center in Mexiko, Kalifornien und Florida um große Verträge erfüllen zu können – welche die Verträge und Ausschreibungen des US-Regierung erfordern – was es ihnen möglich macht, Premiumdienste für Unternehmen jeder Größe am Call-Center-Sektor anzubieten.

Mit einem starken Fokus auf den ROI (Kapitalrendite) zielt das Unternehmen darauf ab, maßgeschneiderte Lösungen zu liefern, die auf die Bedürfnisse von Unternehmen für Erweiterungs- und Wachstumspläne zugeschnitten sind.

Das Unternehmen hat folgende Zertifizierungen erhalten: ISO 9001: 2015 und ISO 31000.

### Dienstleistungen

- Kundenbetreuung
- Unterstützung des Back Office
- Chat Support
- Outsourcing-Lösungen
- technischer Support
- virtuelle Assistenten
- Lead-Generierung
- Digitales Marketing
- Suchmaschinenoptimierung

### Technologien

- Automatisiertes Wählsystem – welches manuelles wählen ersetzt.
- Betriebsüberwachungsportal, das unseren Kunden einen transparenten Zugriff in Echtzeit auf die vertraglich vereinbarten Prozesse ermöglicht.
- KI (Künstliche Intelligenz), die bei der Optimierung der Personalressourcen hilft und die Servicequalität erhöht.
- Erweiterte Informationssicherheitsprotokolle, die alle durch den Betrieb generierten vertraulichen Daten schützen.

### TARGET PRICE

\$25,000,000

### GROSS REVENUE

\$11,697,000

### EBITDA

\$5,132,616

### BUSINESS TYPE

Call Center

### FF&E

2250000

### COMPETITION

Genpact, Alorica, Blue Cross Blue Shield, Verizon, Citigroup, Conduent, Convergys

### SUPPORT & TRAINING

12 Monate

### REASON FOR SELLING

Ruhestand

### COUNTRY

USA

### BUSINESS ID

L#20230489

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