

Contact Center- Dienstleister



MERGERSCORP

Contact Center-Dienstleister

Ein EU-weit tätiger Contact Center Service Provider ist zu verkaufen. Das Unternehmen bietet umfassende Lösungen für den Kundenservice an, darunter Inbound-, Outbound- und gemischte Contact-Center-Aktivitäten, wobei der Schwerpunkt auf sprachbasierten Diensten liegt. Das Unternehmen verfügt über hohe Betriebsstandards und ist nach ISO 9001 und ISO/IEC 27001 zertifiziert. Die Geschäftsentwicklungsstrategie des Unternehmens beruht in erster Linie auf Empfehlungen und Inbound-Kontakten. Das Unternehmen betreut 4 Großkunden aus den Bereichen Telekommunikation, IT und Outsourcing. Das Unternehmen konzentriert sich ausschließlich auf die Arbeit am Telefon. Zu den bemerkenswerten Merkmalen gehören 2 hoch dotierte Kampagnen und ein spezialisiertes gemischtes Projektteam mit 30 Mitarbeitern. Diese operative Struktur ermöglicht es ihnen, eine hohe Servicequalität aufrechtzuerhalten und gleichzeitig die unterschiedlichen Kundenbedürfnisse in ihrem Zielmarkt zu erfüllen.

Bediente Branchen:

Telekommunikation, Informationstechnologie, Outsourcing von Geschäftsprozessen

Angeborene Dienstleistungen:

- Inbound-Kundendienst
- Ausgehende Anrufe
- Gemischter Contact Center Betrieb
- Sprach-/Chat-Unterstützung
- E-Mail-Unterstützung
- Back Office Operationen

Geographie:

Zwei Büros in der EU

Anzahl der Mitarbeiter:

520 Mitarbeiter

Einnahmen:

\$4,504,752.49

EBITDA:

\$1,100,000.00

Umsatzprognose:

\$7,700,000.00

TARGET PRICE

\$ 7,700,000

GROSS REVENUE

\$ 4,500,000

EBITDA

\$ 1,100,000

BUSINESS TYPE

Call Center

COUNTRY

Slowakei

BUSINESS ID

L#20250902

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