

Etablierter BPO- Anbieter in der Karibik



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Eine gut etablierte, leistungsstarke KPO/BPO-Plattform in der Karibik mit einer nachweislichen Erfolgsbilanz bei der Bereitstellung erstklassiger mehrsprachiger Dienstleistungen für einen renommierten, langjährigen Kundenstamm.

Höhepunkte

- Standort: Einsatzzentrale in der Karibik mit Nearshore- und Offshore-Fähigkeiten.
- Team: 1.100+ Mitarbeiter mit Erweiterungskapazität für 400 zusätzliche Arbeitsplätze.
- Führungsqualitäten: Erfahrenes Management mit über 20 Jahren Erfahrung im BPO-Sektor.
- Sprachen: Die Dienstleistungen werden auf Englisch, Spanisch und Französisch angeboten.

Erbrachte Dienstleistungen

- Tier 2+ Sprachunterstützung
- Back-Office-Verarbeitung
- E-Mail-, Chat- und SMS-Kommunikation
- Spezialisiert auf Kundenbetreuung, Kundenbindung, Inkasso und Verkauf

Kundenportfolio

- Langfristige Verträge (4-11 Jahre)
- Erstklassige Kunden mit erstklassigen Zufriedenheitsbewertungen
- #Platz 1 der Performance-Rangliste für jeden betreuten Kunden

Service Distribution

- Verkäufe: 48%

TARGET PRICE

\$ 10,000,000

GROSS REVENUE

\$ 22,000,000

EBITDA

\$ 1,700,000

BUSINESS TYPE

Call Center

COUNTRY

Bahamas

BUSINESS ID

L#20250928

- Kundenbetreuung: 43%
- Beibehaltung: 7%
- Sammlungen: 2%

Exposition gegenüber der Industrie

- Humankapital
- Telekommunikation
- Finanzen
- Medien (Inbound & Outbound)

Finanzielle Momentaufnahme (CY 2025 Projektionen)

- Bruttogewinn: \$11.4M
- Geschätztes EBITDA: \$1.7M
- EBITDA-Marge: ~15% mit potenziellen zusätzlichen Margen von über 35%

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