

30 Jahre altes lateinamerikanisches Omnichannel-BPO- Powerhouse



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Das Unternehmen genießt hohes Ansehen für seine profunden Fähigkeiten im Bereich der Kundenbindung und die konsistente Bereitstellung außergewöhnlicher Kundenerfahrungen (CX) in verschiedenen globalen Märkten.

Zu den wichtigsten operativen Highlights gehören:

- Umfassende End-to-End-Lösungen für das Kundenengagement, die Sprach-, E-Mail-, Chat- und Social-Media-Kanäle umfassen.
- Ein strategisch günstig gelegenes operatives Zentrum in Argentinien, das einen hochqualifizierten zweisprachigen Talentpool nutzt.
- Ein proprietärer Technologie-Stack mit intern entwickelten PHP-basierten Anwendungen und einer robusten, skalierbaren PostgreSQL-Architektur.
- Ein starkes Kundenportfolio: 88% Lateinamerika, 12% international.
- Eine robuste, standortübergreifende und standortunabhängige Infrastruktur, die durch einen umfassenden Business Continuity Plan gestützt wird.

Dieses BPO ist strategisch als Full-Funnel-CX-Partner für prominente Marken positioniert und stellt eine ideale Akquisition für Unternehmen dar, die ein skalierbares, technologisch fortschrittliches Unternehmen mit stabilen, wiederkehrenden Einnahmen und einem erheblichen globalen Wachstumspotenzial suchen.

TARGET PRICE

\$ 6,500,000

GROSS REVENUE

\$ 6,000,000

EBITDA

\$ 1,300,000

BUSINESS TYPE

Call Center

COUNTRY

Argentinien

BUSINESS ID

L#20250939

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