

Omnichannel- Kundenerfahrung & BPM-Plattform



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Sie haben die Möglichkeit, mit einem skalierten, profitablen indischen Unternehmen für Customer Experience (CX) und Business Process Management (BPM) zusammenzuarbeiten, das eine starke Präsenz auf dem heimischen Markt und wachsende internationale Ambitionen hat.

Das Unternehmen hat bereits früher einen DRHP in Verbindung mit einer geplanten Börsennotierung eingereicht und damit institutionelle Governance-Standards und operative Transparenz nachgewiesen.

Das Unternehmen betreut große indische Unternehmen, multinationale Konzerne, die in Indien tätig sind, und mittelgroße inländische Marken.

Business-Schnappschuss

- Geografischer Umsatzmix: 100% Indien (Inland)
- Operativer Fußabdruck: 24 Lieferzentren in 12 Städten
- Sprachfähigkeiten: 13+ indische Sprachen
- Bediente Branchen: 10+ Sektoren
- Vertragslaufzeit: 1-3 Jahre
- Kundenprofil: Großunternehmen, multinationale Konzerne mit Niederlassungen in Indien und etablierte indische Unternehmen

Kernkompetenzen

- Eingehende und ausgehende Contact Center Operationen
- Sprachlicher und nicht-sprachlicher Kundensupport
- E-Mail, Chat und digitales Engagement
- Technischer Support & Management des Kundenlebenszyklus

BPM & Back-Office-Lösungen

- Prozess-Outsourcing

GROSS REVENUE

\$ 50,000,000

BUSINESS TYPE

Call Center

COUNTRY

Indien

BUSINESS ID

L#20261009

- Datenverwaltung
- Programme zur Kundengewinnung und -bindung
- Branchenspezifische Unterstützungsdienste

Plattform Deep India

- PAN-India Lieferpräsenz an 24 Standorten
- Multi-City-Redundanz und skalierbare Kapazität
- Zugang zu verschiedenen Talentpools
- Starke regionale Sprachkenntnisse (13+ indische Sprachen)

Etablierter inländischer Kundenstamm

- Langfristige Beziehungen mit Verträgen über 1-3 Jahre
- Engagement in mehr als 10 Branchen
- Starke Basis wiederkehrender Einnahmen

Nachgewiesene Erfolgsbilanz bei der Ausführung

- Skalierter Betrieb über mehrere Jahre
- Erfahrung in der Arbeit mit großen Unternehmen
- Bereitschaft zur institutionellen Steuerung (vor dem Börsengang)

Das Unternehmen befindet sich an einem strategischen Wendepunkt, der sich auf Folgendes konzentriert:

Internationale Expansion

- Aktive Ansprache von Kunden in den USA
- Positionierung Indiens als kosteneffizientes globales Lieferzentrum
- Nutzung der Ausführungsstärke zur Betreuung internationaler Marken

Diversifizierung der Dienstleistungen

- Ausweitung der höherwertigen digitalen CX-Angebote

- Verbesserte Automatisierung und Technologieintegration
- Aufstieg in der Wertschöpfungskette über das traditionelle BPO hinaus

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