

# Azienda leader nei servizi per i processi aziendali



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Un fornitore di servizi di processo aziendale (BPS) ben avviato, che serve un'importante base di clienti nel settore dell'energia, è disponibile per l'acquisizione. Con 19 anni di esperienza, questa azienda ha costruito una solida reputazione sul mercato fornendo soluzioni di gestione dei processi di alta qualità e basate sulla tecnologia in diversi stati del Brasile. Operando in 10 stati con 433 sedi di servizio, l'azienda ha una portata nazionale e una base di ricavi diversificata.

### Principali dati finanziari

- Crescita costante: CAGR del 3,5% (2021-2024E)
- Fatturato netto (milioni di dollari):
  - 2021:\$15.0M
  - 2022:\$18.5M
  - 2023:\$16.8M
  - 2024E:\$16.7M
- Margine EBITDA:
  - Varia tra il 13,7% e il 18,5%, a dimostrazione di una redditività stabile.

### Portafoglio di servizi

L'azienda fornisce soluzioni di gestione dei processi aziendali end-to-end attraverso tre modalità principali:

1. Servizio di persona – Coinvolgimento diretto del cliente e assistenza in loco.
2. Operazioni di call center – Gestione delle richieste dei clienti, assistenza tecnica e gestione dei reclami.
3. Supporto amministrativo – Elaborazione del back-office, audit e monitoraggio della conformità.

Il suo portafoglio comprende:

- Gestione dei processi: Coordinamento della forza lavoro e integrazione dei sistemi.
- Monitoraggio dei processi: Audit e revisione della conformità per garantire l'eccellenza del servizio.
- Gestione del servizio clienti: Gestione delle richieste, elaborazione degli ordini e assistenza tecnica.
- Risoluzione dei reclami: Gestione sistematica dei reclami dei clienti per migliorare la qualità del servizio.
- Gestione integrata dei servizi: Monitoraggio delle prestazioni e monitoraggio dell'efficienza in tempo reale.

### Presenza geografica

L'azienda opera in 10 stati del Brasile, con una base di ricavi ben distribuita. Le regioni che generano i maggiori ricavi includono:

- Ceará (CE) – 28,3% del reddito lordo 2024
- Bahia (BA) – 17,5%
- Pernambuco (PE) – 15,0%
- Espírito Santo (ES) – 11,0%.

TARGET PRICE  
\$ 25,000,000

GROSS REVENUE  
\$ 16,800,000

EBITDA  
\$ 3,000,000

BUSINESS TYPE  
Servizi

COUNTRY  
Brasile

BUSINESS ID  
L#20250819

- Goiás (GO) – 9,6%
- Maranhão (MA) – 5,9%
- Rio Grande do Norte (RN) – 5,3%.
- Rio de Janeiro (RJ) – 3,2%.
- Mato Grosso (MT) – 2,2%.
- Mato Grosso do Sul (MS) – 2,0%

## Vantaggi competitivi

- Forte presenza sul mercato: Leader riconosciuto nel settore BPS per il settore energetico.
- Offerta di servizi diversificata: Copre diversi aspetti dell'outsourcing dei processi aziendali.
- Infrastruttura consolidata: 433 sedi di servizio e 2.870 dipendenti in 10 stati.
- Approccio guidato dalla tecnologia: Utilizzo di soluzioni digitali avanzate per migliorare l'efficienza del servizio.
- Scalabilità e potenziale di espansione: Ben posizionata per crescere in nuovi settori e aree geografiche.

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