

# Soluzioni di Customer Experience Omnichannel



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## Soluzioni di Customer Experience Omnichannel

L'azienda è un fornitore leader a livello mondiale di soluzioni omnichannel per la customer experience (CX), specializzato nel miglioramento delle interazioni digitali tra i marchi e i loro clienti. In qualità di Public Benefit Corporation, l'azienda si concentra sul potenziamento delle organizzazioni d'impatto e sulla fornitura di soluzioni di customer experience basate sui dati in vari settori. L'azienda applica un approccio scientifico alla sperimentazione, che comprende la raccolta dei dati, la formulazione delle ipotesi, la definizione dei criteri di successo, la realizzazione degli esperimenti e una rigorosa analisi statistica. Questo metodo garantisce che le decisioni siano fondate sui dati, minimizzando i rischi e massimizzando i ritorni sugli investimenti di marketing.

L'azienda promuove inoltre solide partnership con fornitori di fiducia per offrire una suite completa di servizi digitali, che vanno oltre la sua competenza principale nell'esperienza del cliente. Questo modello collaborativo permette all'azienda di fornire soluzioni consulenziali di alta qualità senza diluire la propria specializzazione. In qualità di Public Benefit Corporation, l'azienda si dedica alla collaborazione con imprenditori e organizzazioni che mirano a creare un impatto positivo. La loro missione è quella di aiutare le entità orientate allo scopo ad amplificare il loro contributo alla società, all'economia e all'ambiente.

Grazie a un'impronta strategica globale, a pratiche basate sui dati e a un profondo impegno per un impatto significativo, l'azienda è ben posizionata per una crescita continua e una leadership nel settore della customer experience.

Industrie servite:

Business-to-Consumer (B2C), Business-to-Business (B2B), Istruzione (EDU), Organizzazioni Non-Profit (NPO), Agenzie Digitali, Organizzazioni orientate alla sostenibilità, Telecomunicazioni,

Servizi offerti:

Soluzioni omnicanale per l'esperienza del cliente, ricerca e analisi degli utenti, sperimentazione digitale, ottimizzazione del tasso di conversione (CRO), assistenza tecnica

Geografia:

Operazioni globali con presenza strategica in LATAM e nelle Filippine

Organico:

2000 FTE

Ricavi:

\$50 M

EBITDA:

\$8 M

TARGET PRICE

\$ 56,000,000

GROSS REVENUE

\$ 50,000,000

EBITDA

\$ 8,000,000

BUSINESS TYPE

Call Center

COUNTRY

Filippine

BUSINESS ID

L#20250905

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