

Fornitore di servizi di contact center





Fornitore di servizi di contact center

Un fornitore di servizi di contact center che opera in tutta l'UE è in vendita. L'azienda fornisce soluzioni complete per il servizio clienti che comprendono operazioni di contact center inbound, outbound e blended, con una forte attenzione ai servizi basati sulla voce. L'azienda mantiene elevati standard operativi con le certificazioni ISO 9001 e ISO/IEC 27001. La strategia di sviluppo commerciale dell'azienda si basa principalmente su referral e lead inbound, servendo 4 grandi clienti nei settori delle telecomunicazioni, dell'IT e dell'outsourcing. Le loro attività si concentrano esclusivamente sul lavoro legato alla telefonia, con caratteristiche degne di nota come 2 campagne ad alta remunerazione e un team di progetto specializzato composto da 30 agenti. Questa struttura operativa consente di mantenere un'elevata qualità del servizio e di soddisfare le diverse esigenze dei clienti nel loro mercato di riferimento.

Industrie servite:

Telecomunicazioni, tecnologia dell'informazione, outsourcing di processi aziendali

Servizi offerti:

- Servizio clienti in entrata
- Chiamate in uscita
- Operazioni di Contact Center miste
- Supporto vocale/chat
- Assistenza via e-mail
- Operazioni di back office

Geografia:

Due uffici nell'UE

Organico:

520 dipendenti

Ricavi:

\$4,504,752.49

EBITDA:

\$1,100,000.00

Previsione dei ricavi:

\$7,700,000.00

TARGET PRICE

\$ 7,700,000

GROSS REVENUE

\$ 4,500,000

EBITDA

\$ 1,100,000

BUSINESS TYPE

Call Center

COUNTRY

Slovacchia

BUSINESS ID

L#20250902

The information contained herein does not constitute an offer to sell or a solicitation of an offer or a recommendation to purchase securities under the securities laws of any jurisdiction, including the United States Securities Act of 1933, as amended, or any US state securities laws, or a solicitation to enter into any other transaction.

The projected financial information contained in the Memorandum is based on judgmental estimates and assumptions made by the management of the target Company, about circumstances and events that have not yet taken place. Accordingly, there can be no assurance that the projected results will be attained. In particular, but without prejudice to the generality of the foregoing, no representation or warranty whatsoever is given in relation to the reasonableness or achievability of the projections contained in the Memorandum or in relation to the bases and assumptions underlying such projections and you must satisfy yourself in relation to the reasonableness, achievability and accuracy thereof.

By delivering this Memorandum, neither MergersUS Inc., nor its authorized agents are making any recommendations regarding the acquisition or strategies outlined herein. Interested parties shall exercise independent judgment in, and have sole responsibility for, determining whether an acquisition of the Company is suitable for them, and neither MergersUS Inc, nor its authorized agents have responsibility to, and will not, monitor the condition of interested parties to determine that an acquisition is or remains suitable for them. Among other things, suitability of an acquisition will depend upon an interested party's investment and business plans and financial situation.

This document is prepared for information purposes only. It is made available on the express understanding that it will be used for the sole purpose of assisting the recipients to decide whether they wish to proceed with a further investigation of the Proposed Transaction.

The recipients realize and agree that this document is not intended to form the basis of any investment decision or any other appraisal or decision regarding the Proposed Transaction, and does not constitute the basis for the contract which may be concluded in relation to the Proposed Transaction.

All information contained in this document may subsequently be updated and adjusted. MergersUS Inc. has not independently verified any of the information contained herein or on which this document is based. Neither the Company, nor its management or shareholders, nor MergersUS Inc. , nor any of their respective directors, partners, officers, employees or affiliates make any representation or warranty (express or implied) or accept or will accept any responsibility or liability regarding or in relation to the accuracy or completeness of the information contained in this document or any other written or oral information made available to any interested party or its advisers. Any liability in respect of any such information or any inaccuracy in or omission from the document is expressly disclaimed.

www.mergerscorp.com



WWW.MERGERSCORP.COM