

# Fornitore di BPO consolidato nei Caraibi



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Una piattaforma KPO/BPO consolidata e ad alte prestazioni situata nei Caraibi, con una comprovata esperienza nella fornitura di servizi multilingue di alto livello a una prestigiosa base di clienti di lunga data.

### Punti salienti

- Sede: Centro operativo con sede nei Caraibi con capacità sia nearshore che offshore.
- Team: Oltre 1.100 dipendenti con capacità di espansione per altre 400 postazioni di lavoro.
- Leadership: Un management esperto con oltre 20 anni di esperienza nel settore BPO.
- Lingue: I servizi vengono erogati in inglese, spagnolo e francese.

### Servizi offerti

- Supporto vocale di livello 2+
- Elaborazione del back-office
- Comunicazione via e-mail, chat e SMS
- Specializzata nel servizio clienti, nella fidelizzazione, nelle riscossioni e nelle vendite.

### Portafoglio clienti

- Contratti di lunga durata (4-11 anni)
- Clienti di prim'ordine con classifiche di soddisfazione ai massimi livelli
- #1 il primo posto nella classifica delle prestazioni per ogni cliente servito

### Distribuzione del servizio

- Vendite: 48%

#### TARGET PRICE

\$ 10,000,000

#### GROSS REVENUE

\$ 22,000,000

#### EBITDA

\$ 1,700,000

#### BUSINESS TYPE

Call Center

#### COUNTRY

Bahamas

#### BUSINESS ID

L#20250928

- Servizio clienti: 43%
- Ritenzione: 7%
- Collezioni: 2%

#### Esposizione al settore

- Capitale umano
- Telecom
- Finanza
- Media (in entrata e in uscita)

#### Istantanea finanziaria (proiezioni CY 2025)

- Profitto lordo: 11,4 milioni di dollari
- EBITDA stimato: \$1.7M
- Margine EBITDA: ~15% con margini incrementali potenziali superiori al 35%.

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