

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
- #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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