

La trentennale potenza BPO omnichannel dell'America Latina



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Questa entità è molto apprezzata per le sue profonde capacità di coinvolgimento dei clienti e per l'offerta costante di un'esperienza cliente (CX) eccezionale in diversi mercati globali.

I principali punti di forza operativi includono:

- Soluzioni complete per il coinvolgimento dei clienti end-to-end che comprendono canali vocali, e-mail, chat e social media.
- Un centro operativo strategicamente situato in Argentina, che sfrutta un pool di talenti bilingue altamente qualificati.
- Uno stack tecnologico proprietario, con applicazioni basate su PHP sviluppate internamente e un'architettura PostgreSQL robusta e scalabile.
- Un solido portafoglio clienti: 88% latino-americano, 12% internazionale.
- Un'infrastruttura resiliente, multi-sito e pronta all'uso in remoto, sostenuta da un piano di continuità aziendale completo.

Questo BPO è strategicamente posizionato come partner CX full-funnel per marchi importanti e rappresenta un'acquisizione ideale per le organizzazioni che cercano un'attività scalabile e tecnologicamente avanzata con flussi di entrate ricorrenti stabili e un sostanziale potenziale di crescita globale.

TARGET PRICE

\$ 6,500,000

GROSS REVENUE

\$ 6,000,000

EBITDA

\$ 1,300,000

BUSINESS TYPE

Call Center

COUNTRY

Argentina

BUSINESS ID

L#20250939

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