

Empresa líder em serviços de processos de negócios

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Um provedor de serviços de processos de negócios (BPS) bem estabelecido, que atende a uma importante base de clientes no setor de energia, está disponível para aquisição. Com 19 anos de experiência, essa empresa construiu uma sólida reputação no mercado ao fornecer soluções de gerenciamento de processos de alta qualidade e orientadas por tecnologia em vários estados do Brasil. Operando em 10 estados com 433 locais de atendimento, a empresa tem alcance nacional e uma base de receita diversificada.

Principais destaques financeiros

- Crescimento consistente: CAGR de 3,5% (2021-2024E)
- Receita líquida (milhões de dólares):
 - 2021:\$15.0M
 - 2022:\$18.5M
 - 2023:\$16.8M
 - 2024E:\$16.7M
- Margem EBITDA:
 - Variando entre 13,7% e 18,5%, demonstrando uma lucratividade estável.

Portfólio de serviços

A empresa fornece soluções de gerenciamento de processos de negócios de ponta a ponta em três modalidades principais:

1. Serviço presencial – envolvimento direto com o cliente e suporte no local.
2. Operações de call center – Tratamento de consultas de clientes, suporte técnico e gerenciamento de reclamações.
3. Suporte administrativo – processamento de back-office, auditoria e monitoramento de conformidade.

Seu portfólio inclui:

- Gerenciamento de processos: Coordenação da força de trabalho e integração do sistema.
- Monitoramento de processos: Auditoria e análise de conformidade para garantir a excelência do serviço.
- Gerenciamento do atendimento ao cliente: Tratamento de consultas, processamento de pedidos e suporte técnico.
- Resolução de reclamações: Tratamento sistemático das reclamações dos clientes para melhorar a qualidade do serviço.
- Gerenciamento integrado de serviços: Monitoramento de desempenho em tempo real e acompanhamento da eficiência.

Presença geográfica

A empresa opera em 10 estados do Brasil, com uma base de receita bem distribuída. As principais regiões geradoras de receita incluem:

- Ceará (CE) – 28,3% da receita bruta de 2024
- Bahia (BA) – 17,5%
- Pernambuco (PE) – 15,0%

TARGET PRICE

\$ 25,000,000

GROSS REVENUE

\$ 16,800,000

EBITDA

\$ 3,000,000

BUSINESS TYPE

Serviços

COUNTRY

Brasil

BUSINESS ID

L#20250819

- Espírito Santo (ES) – 11,0%
- Goiás (GO) – 9,6%
- Maranhão (MA) – 5,9%
- Rio Grande do Norte (RN) – 5,3%
- Rio de Janeiro (RJ) – 3,2%
- Mato Grosso (MT) – 2,2%
- Mato Grosso do Sul (MS) – 2,0%

Vantagens competitivas

- Forte presença no mercado: Um líder reconhecido em BPS para o setor de energia.
- Ofertas de serviços diversificadas: Abrangendo vários aspectos da terceirização de processos de negócios.
- Infraestrutura estabelecida: 433 locais de atendimento e 2.870 funcionários em 10 estados.
- Abordagem orientada pela tecnologia: Utilizando soluções digitais avançadas para aumentar a eficiência dos serviços.
- Escalabilidade e potencial de expansão: Bem posicionado para crescer em novos setores e regiões geográficas.

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