

Líder em soluções MX unificadas em CX, EX, UX e DX



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A empresa é líder reconhecida no fornecimento de soluções integradas de experiência, unindo Employee Experience (EX), Customer Experience (CX), User Experience (UX) e Digital Experience (DX) em um modelo coeso de Multi-Experience (MX). Indo além dos serviços tradicionais de call center, a empresa oferece uma ampla gama de soluções inovadoras com base em talentos de primeira linha, plataformas de tecnologia avançada e análises profundas, otimizando cada interação nas jornadas de clientes e funcionários.

O que diferencia a empresa é sua estrutura de propriedade de 100% dos funcionários, que alinha estreitamente o desempenho da empresa com o bem-estar dos funcionários. Esse modelo de propriedade promove uma cultura de responsabilidade, qualidade e investimento de longo prazo. Com mais de 90% das funções de liderança preenchidas internamente, a empresa garante que seus agentes representem não apenas a marca do cliente, mas também a sua própria marca com autenticidade e comprometimento.

A organização mantém relacionamentos de longa data com clientes importantes, especialmente no setor de telecomunicações, sendo que seu principal cliente contribui com 40% da receita total. Tecnicamente, a empresa está na vanguarda da inovação com ferramentas baseadas em IA, como simulação de conversação, tradução de sotaque em tempo real e garantia de qualidade automatizada. Sua estratégia de crescimento está centrada no aprofundamento da presença em setores verticais essenciais, na manutenção da eficiência operacional e no dimensionamento por meio de um modelo de entrega global que combina recursos onshore, nearshore e offshore. Com esses pontos fortes, a empresa está bem posicionada para entrar em sua próxima fase de crescimento sob nova direção.

Setores atendidos:

- Automotivo, Finanças, Bancos e Gestão de Patrimônio, Educação e Empréstimos a Estudantes, Saúde, Mídia e Entretenimento, Setor Público, Varejo, Tecnologia, Telecomunicações, Viagens e Transporte, Turismo.

Serviços oferecidos:

- Atendimento ao cliente
- Serviços de vendas
- Gerenciamento de fraudes e disputas
- Suporte administrativo
- Recursos omnichannel

Número de participantes:

- 10000 FTEs

Geografia:

- Sede nos EUA, escritórios na Jamaica, África do Sul e América Latina

Finanças:

- Receita: US\$ 400 milhões
- EBITDA: \$50M

TARGET PRICE

\$ 300,000,000

GROSS REVENUE

\$ 0

EBITDA

\$ 0

BUSINESS TYPE

Central de atendimento

COUNTRY

Estados Unidos

BUSINESS ID

L#20250907

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