

# Soluções sob medida para impulsionar a eficiência operacional Call Center de BPO





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Líder no fornecimento de serviços de terceirização de processos de negócios (BPO), essa empresa oferece soluções personalizadas para aumentar a eficiência operacional em diversos setores. Com uma forte presença em vários países e foco na flexibilidade, a empresa oferece estratégias inovadoras de terceirização e soluções tecnológicas avançadas para lidar com os desafios exclusivos enfrentados por seus clientes.

Recentemente, a empresa lançou um programa piloto para contratos de cobrança em Austin, destacando seu compromisso com a expansão de suas ofertas de serviços. Seu modelo operacional inclui uma combinação de soluções onshore, offshore e híbridas, permitindo que os clientes criem cenários terceirizados personalizados que atendam às suas necessidades específicas. Essa flexibilidade, combinada com serviços globais 24 horas por dia, 7 dias por semana, posiciona a empresa como um parceiro versátil para empresas que buscam otimizar suas operações.

Com foco na eficiência operacional, soluções de ponta, como o Image Processing Engine, e um histórico comprovado em vários setores, a empresa está preparada para o crescimento e a expansão contínuos no setor de BPO. A due diligence contínua e as expansões de serviços estratégicos, como o piloto de cobranças, demonstram sua dedicação à adaptação às demandas do mercado e à evolução das necessidades dos clientes.

Setores atendidos:

Educação, Telecomunicações, Petróleo e gás, Pedágio, Cobranças de terceiros

Serviços oferecidos:

- Terceirização de processos de negócios (BPO)
- Soluções de eficiência operacional
- Mecanismo de processamento de imagens (IPE)
- Serviços globais 24 horas por dia, 7 dias por semana
- Cenários de terceirização personalizados

Geografia:

Sede nos EUA com escritórios na Ásia

Número de funcionários:

1.100 funcionários em três países diferentes

Receita:

US\$ 17 milhões por ano

Previsão de receita:

2025 – US\$ 20 milhões

BUSINESS TYPE

Central de atendimento

COUNTRY

Estados Unidos

BUSINESS ID

L#20250860

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