

# Provedor líder de BPO Call Center de serviços de assistente virtual





## Provedor líder de BPO Call Center de serviços de assistente virtual

Essa empresa é líder no fornecimento de serviços de assistente virtual, especializada em suporte administrativo para clientes jurídicos, médicos, de saúde comportamental e executivos. Fundada em 1997, ela opera de forma totalmente remota, utilizando uma força de trabalho totalmente virtual para oferecer soluções eficientes e personalizadas. Com um forte foco em conformidade, segurança e serviço personalizado, a empresa conquistou uma sólida reputação como um parceiro confiável para profissionais que buscam assistência virtual segura e confiável. Dedicada a se adaptar às necessidades dos clientes, ela mantém consistentemente altos padrões de serviço e excelência operacional.

A reputação da empresa foi construída com base no fornecimento de serviços de assistente virtual de alto nível sem depender de publicidade paga ou de uma equipe de vendas. Todos os leads são gerados organicamente por meio de seu site, destacando a sólida presença on-line e a credibilidade da empresa. Aproximadamente 45% de suas operações envolvem tarefas relacionadas a telefone, e o restante se concentra em e-mail e funções administrativas. A empresa não se envolve em campanhas voltadas para vendas, garantindo que seus recursos estejam totalmente comprometidos com o fornecimento de suporte excepcional a seus clientes.

A segurança e a conformidade são as principais prioridades, com todas as operações realizadas usando software seguro e em conformidade com a HIPAA. Os relacionamentos com os clientes são gerenciados pessoalmente pela equipe de liderança, garantindo uma abordagem prática para a prestação de serviços. Com uma visão clara para o futuro, a empresa está pronta para crescer, empenhada em expandir suas ofertas e sua base de clientes, mantendo sua dedicação à qualidade e à inovação.

Setores atendidos:

Jurídico, médico, saúde comportamental, terapia de aconselhamento, suporte executivo

Serviços oferecidos:

- Suporte administrativo virtual
- Comunicação com o cliente por telefone e e-mail
- Assistência médica e jurídica em conformidade com a HIPAA
- Operações de back-office
- Serviços de suporte executivo

Geografia:

Operações totalmente remotas com um endereço de correspondência nos EUA.

Número de funcionários:

25 assistentes virtuais

Receita:

2024 Receita: US\$ 450.083

Previsão de receita:

2025: \$550.000

2026: \$700,000

BUSINESS TYPE

Central de atendimento

COUNTRY

Estados Unidos

BUSINESS ID

L#20250859

*The information contained herein does not constitute an offer to sell or a solicitation of an offer or a recommendation to purchase securities under the securities laws of any jurisdiction, including the United States Securities Act of 1933, as amended, or any US state securities laws, or a solicitation to enter into any other transaction*

*The projected financial information contained in the Memorandum is based on judgmental estimates and assumptions made by the management of the target Company, about circumstances and events that have not yet taken place. Accordingly, there can be no assurance that the projected results will be attained. In particular, but without prejudice to the generality of the foregoing, no representation or warranty whatsoever is given in relation to the reasonableness or achievability of the projections contained in the Memorandum or in relation to the bases and assumptions underlying such projections and you must satisfy yourself in relation to the reasonableness, achievability and accuracy thereof.*

*By delivering this Memorandum, neither MergersUS Inc., nor its authorized agents are making any recommendations regarding the acquisition or strategies outlined herein. Interested parties shall exercise independent judgment in, and have sole responsibility for, determining whether an acquisition of the Company is suitable for them, and neither MergersUS Inc, nor its authorized agents have responsibility to, and will not, monitor the condition of interested parties to determine that an acquisition is or remains suitable for them. Among other things, suitability of an acquisition will depend upon an interested party's investment and business plans and financial situation.*

*This document is prepared for information purposes only. It is made available on the express understanding that it will be used for the sole purpose of assisting the recipients to decide whether they wish to proceed with a further investigation of the Proposed Transaction.*

*The recipients realize and agree that this document is not intended to form the basis of any investment decision or any other appraisal or decision regarding the Proposed Transaction, and does not constitute the basis for the contract which may be concluded in relation to the Proposed Transaction.*

*All information contained in this document may subsequently be updated and adjusted. MergersUS Inc. has not independently verified any of the information contained herein or on which this document is based. Neither the Company, nor its management or shareholders, nor MergersUS Inc. , nor any of their respective directors, partners, officers, employees or affiliates make any representation or warranty (express or implied) or accept or will accept any responsibility or liability regarding or in relation to the accuracy or completeness of the information contained in this document or any other written or oral information made available to any interested party or its advisers. Any liability in respect of any such information or any inaccuracy in or omission from the document is expressly disclaimed.*

www.mergerscorp.com



© 2024 MergersCorp M&A International. All rights reserved.

*© 2024 MergersCorp M&A International. MergersCorp™ M&A International is the collective brand name of independent affiliates of MergersCorp M&A International. For more details on the nature of our affiliation, please visit us on our website <https://www.mergerscorp.com/disclaimer>. MergersCorp M&A International is not a registered broker-dealer under the U.S. securities laws. MergersCorp M&A International does not offer or sell securities or provide investment advice or underwriting services. The articles or publications contained in this presentation are not intended to provide specific business or investment advice. The author or MergersCorp M&A International shall not be liable for any errors or omissions, or for any loss suffered by any person or organization acting or refraining from acting as a result of the content of this website. It is recommended that specific independent advice be sought before making any business or investment decision.*



[WWW.MERGERSCORP.COM](http://WWW.MERGERSCORP.COM)