

Provedor de BPO bem estabelecido no Caribe





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Uma plataforma de KPO/BPO bem estabelecida e de alto desempenho localizada no Caribe, com um histórico comprovado de fornecimento de serviços multilíngues premium para uma base de clientes prestigiada e de longa data.

Destaques

- **Localização:** Centro de operações com base no Caribe, com recursos nearshore e offshore.
- **Equipe:** Mais de 1.100 funcionários com capacidade de expansão para 400 estações de trabalho adicionais.
- **Liderança:** Administração experiente com mais de 20 anos de experiência no setor de BPO.
- **Idiomas:** Serviços prestados em inglês, espanhol e francês.

Serviços prestados

- Suporte de voz Tier 2+
- Processamento de back-office
- Comunicação por e-mail, bate-papo e SMS
- Especializado em atendimento ao cliente, retenção, cobranças e vendas

Portfólio de clientes

- Contratos de longa duração (4-11 anos)
- Clientes de primeira linha com rankings de satisfação de alto nível
- #Classificação de desempenho nº 1 para cada cliente atendido

Distribuição de serviços

- Vendas: 48%

TARGET PRICE

\$ 10,000,000

GROSS REVENUE

\$ 22,000,000

EBITDA

\$ 1,700,000

BUSINESS TYPE

Central de atendimento

COUNTRY

Bahamas

BUSINESS ID

L#20250928

- Atendimento ao cliente: 43%
- Retenção: 7%
- Coleções: 2%

Exposição ao setor

- Capital humano
- Telecom
- Finanças
- Mídia (entrada e saída)

Panorama financeiro (projeções para o ano de 2025)

- Lucro bruto: US\$ 11,4 milhões
- EBITDA estimado: \$1.7M
- Margem EBITDA: ~15% com margens incrementais potenciais acima de 35%

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