

# 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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