Fournisseur de services d'externalisation des processus (BPO) bien établi dans les Caraïbes

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TARGET PRICE
$ 10,000,000

GROSS REVENUE
$ 22,000,000

EBITDA
$ 1,700,000

BUSINESS TYPE
Call Center

COUNTRY
Bahamas

BUSINESS ID
L#20250928

Une plateforme KPO/BPO bien établie et très performante, située dans les Caraïbes, qui a fait ses preuves en matière de fourniture de services multilingues de qualité à une clientèle prestigieuse et de longue date.

Points forts

- Localisation : Centre d'opérations basé dans les Caraïbes, avec des capacités à la fois proches et en mer.
- L'équipe : Plus de 1 100 employés avec une capacité d'expansion de 400 postes de travail supplémentaires.
- Leadership : Une direction expérimentée avec plus de 20 ans d'expérience dans le secteur de l'externalisation des processus administratifs.
- Langues : Les services sont offerts en anglais, en espagnol et en français.

Services fournis

- Support vocal de niveau 2
- Traitement en arrière-plan
- Communication par courrier électronique, chat et SMS
- Spécialisé dans le service à la clientèle, la fidélisation, le recouvrement et les ventes.

Portefeuille de clients

- Contrats de longue durée (4-11 ans)
- Des clients de premier ordre avec des classements de satisfaction de premier ordre
- #Classement en tête des performances pour chaque client servi

Distribution des services

- Ventes : 48
- Service à la clientèle : 43%
- Rétention : 7%
- Collections : 2%

Exposition à l'industrie

- Le capital humain
- Télécommunications
- Finances
- Médias (entrants et sortants)

Aperçu financier (projections CY 2025)

- Bénéfice brut : 11,4 millions de dollars
- EBITDA estimé : $1.7M
- Marge EBITDA : ~15% avec des marges incrémentales potentielles supérieures à 35%.

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