# Externalización Nearshore de Call Center y Servicios BPO

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Fundada en 2013, Contact Center ofrece soluciones de atención al cliente a medida para empresas estadounidenses que buscan servicios de contact center nearshore. Tienen capacidad para más de 1.000 plazas y funcionan 24 horas al día, 7 días a la semana.

Información clave

Prestando servicios a diversas industrias como servicios financieros, telecomunicaciones, hostelería y sanidad.

Entre los principales puntos fuertes de la empresa se encuentran la rentabilidad (más de un 50% más rentable que los servicios nacionales estadounidenses), una fuerte alineación cultural con Estados Unidos, una mano de obra competente de habla inglesa y zonas libres de desastres con sólidos planes de continuidad empresarial.

Tienen las certificaciones ISO 9001 y PCI, que garantizan la gestión de la calidad y las normas de seguridad.

Además, como parte de este paquete se incluye un centro de llamadas vacante de 700 plazas totalmente equipado en México. Estas instalaciones de última generación incluyen tecnología redundante, SAI, generadores de energía, varios proveedores de Internet, salas de formación, salas de reuniones y diversas comodidades para los empleados. Las instalaciones se han renovado recientemente y tienen un contrato de arrendamiento de 15 años, lo que las convierte en una atractiva oportunidad de inversión para las empresas que buscan una solución de centro de llamadas llave en mano en México.

TARGET PRICE
$12,000,000

GROSS REVENUE
$7,400,000

EBITDA
$1,600,000

BUSINESS TYPE
Centro de llamadas

COUNTRY
México

BUSINESS ID
L#20240794

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