

Plataforma global de CX y Contact Center





MERGERSCORP

The Leader In Business Sales Mergers & Acquisitions

Plataforma global de CX y Contact Center

La empresa es un proveedor líder de servicios de experiencia del cliente (CX) y centros de contacto, especializado en soluciones omnicanal de atención al cliente. Con una plataforma impulsada por la tecnología y más de 4.000 agentes en todo el mundo, la empresa ofrece soluciones innovadoras de experiencia del cliente en diversos sectores, centrándose principalmente en los de Telecomunicaciones, Administración Pública, Servicios Financieros y Sanidad. La empresa mantiene sólidas relaciones con sus principales clientes, sobre todo en el sector de las telecomunicaciones, y su principal cliente representa el 40% de los ingresos. Las capacidades tecnológicas de la empresa incluyen soluciones basadas en IA, como la Simulación de Conversaciones con IA, la Traducción de Acentos en Tiempo Real y el Control de Calidad Automatizado, que la posicionan como un actor innovador en el sector de la experiencia del cliente. La estrategia de crecimiento actual de la empresa se centra en la expansión dentro de sus verticales principales, manteniendo al mismo tiempo la eficiencia operativa y aprovechando su modelo de entrega global que combina capacidades onshore, nearshore y offshore. Además, la empresa está bien posicionada para su próxima fase de crecimiento bajo la nueva propiedad.

Industrias atendidas:

- Telecomunicaciones
- Gobierno
- Sanidad
- Otras industrias

Servicio ofrecido:

- Atención al cliente
- Soporte técnico
- Apoyo a las ventas
- Operaciones de Back Office
- Soluciones basadas en IA
- Soporte Omnicanal (Voz, Chat, Email, Redes Sociales)
- Soluciones digitales y de autoservicio
- Plataforma de soluciones de IA conversacional

Geografía:

- Sede en EE.UU.
- Operaciones en 10 países

Personal:

- Más de 4.000 agentes

Ingresos:

- 191 millones de dólares

EBITDA:

- 11,5% de los ingresos

GROSS REVENUE
\$ 191,000,000

EBITDA
\$ 21,965,000

BUSINESS TYPE
Centro de llamadas

COUNTRY
Estados Unidos

BUSINESS ID
L#20250903

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



MERGERSCORP

The Leader In Business Sales Mergers & Acquisitions

WWW.MERGERSCORP.COM