

# Líder en soluciones MX unificadas en CX, EX, UX y DX



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La empresa es un líder reconocido en el suministro de soluciones de experiencia integradas mediante la unión de la Experiencia del Empleado (EX), la Experiencia del Cliente (CX), la Experiencia del Usuario (UX) y la Experiencia Digital (DX) en un modelo cohesivo de Multi-Experiencia (MX). Más allá de los servicios tradicionales de centro de llamadas, ofrece una amplia gama de soluciones innovadoras impulsadas por talentos de primer nivel, plataformas tecnológicas avanzadas y análisis profundos, que optimizan cada interacción tanto en el recorrido del cliente como del empleado.

Lo que distingue a la empresa es su estructura 100% propiedad de los empleados, que alinea estrechamente el rendimiento de la empresa con el bienestar de los empleados. Este modelo de propiedad fomenta una cultura de responsabilidad, calidad e inversión a largo plazo. Con más del 90% de los puestos directivos ocupados internamente, la empresa se asegura de que sus agentes representen no sólo la marca del cliente, sino también la suya propia con autenticidad y compromiso.

La organización mantiene relaciones duraderas con clientes clave, sobre todo en el sector de las telecomunicaciones, y su principal cliente aporta el 40% de los ingresos totales. Tecnológicamente, la empresa está a la vanguardia de la innovación con herramientas basadas en IA, como la simulación de conversaciones, la traducción de acentos en tiempo real y el control de calidad automatizado. Su estrategia de crecimiento se centra en aumentar su presencia en los principales mercados verticales, mantener la eficacia operativa y escalar mediante un modelo de entrega global que combina capacidades onshore, nearshore y offshore. Con estos puntos fuertes, la empresa está bien posicionada para entrar en su siguiente fase de crecimiento bajo una nueva propiedad.

Industrias atendidas:

- Automoción, Finanzas, Banca y Gestión de Patrimonios, Educación y Préstamos a Estudiantes, Sanidad, Medios de Comunicación y Entretenimiento, Sector Público, Comercio Minorista, Tecnología, Telecomunicaciones, Viajes y Transportes, Turismo.

Servicios ofrecidos:

- Atención al cliente
- Servicios de venta
- Gestión de fraudes y litigios
- Apoyo administrativo
- Capacidades omnicanal

Recuento de cabezas:

- 10000 ETC

Geografía:

- Sede central en EE.UU., oficinas en Jamaica, Sudáfrica y LATAM

Financieros:

- Ingresos: 400 millones de dólares
- EBITDA: \$50M

TARGET PRICE

\$ 300,000,000

GROSS REVENUE

\$ 0

EBITDA

\$ 0

BUSINESS TYPE

Centro de llamadas

COUNTRY

Estados Unidos

BUSINESS ID

L#20250907

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