

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



MERGERSCORP

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

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

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.

MERGERSCORP

© 2026 MergersCorp M&A International. All rights reserved.

© 2026 MergersCorp M&A International. MergersCorp™ M&A International is the collective brand name of independent affiliates of MergersCorp M&A International. For more details on the nature of our affiliation, please visit us on our website <https://www.mergerscorp.com/disclaimer>. MergersCorp M&A International is not a registered broker-dealer under the U.S. securities laws. MergersCorp M&A International does not offer or sell securities or provide investment advice or underwriting services. The articles or publications contained in this presentation are not intended to provide specific business or investment advice. The author or MergersCorp M&A International shall not be liable for any errors or omissions, or for any loss suffered by any person or organization acting or refraining from acting as a result of the content of this website. It is recommended that specific independent advice be sought before making any business or investment decision.

MERGERSCORP

WWW.MERGERSCORP.COM