

Proveedor de BPO bien establecido en el Caribe



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Una plataforma KPO/BPO bien establecida y de alto rendimiento situada en el Caribe, con un historial probado de prestación de servicios multilingües de primera calidad a una prestigiosa base de clientes de larga trayectoria.

Destacados

- Ubicación: Centro de operaciones con base en el Caribe, con capacidades tanto nearshore como offshore.
- Equipo: Más de 1.100 empleados con capacidad de ampliación para 400 puestos de trabajo adicionales.
- Liderazgo: Dirección experimentada con más de 20 años de experiencia en el sector BPO.
- Idiomas: Servicios prestados en inglés, español y francés.

Servicios prestados

- Soporte de voz de nivel 2+
- Procesamiento interno
- Comunicación por correo electrónico, chat y SMS
- Especializada en atención al cliente, retención, cobros y ventas

Cartera de clientes

- Contratos de larga duración (4-11 años)
- Clientes de primer orden con índices de satisfacción de primer nivel
- #Nº 1 en la clasificación de resultados por cada cliente atendido

Distribución de servicios

- Ventas: 48

TARGET PRICE

\$ 10,000,000

GROSS REVENUE

\$ 22,000,000

EBITDA

\$ 1,700,000

BUSINESS TYPE

Centro de llamadas

COUNTRY

Bahamas

BUSINESS ID

L#20250928

- Atención al cliente: 43%
- Retención: 7%
- Recaudación: 2%

Exposición industrial

- Capital Humano
- Telecom
- Finanzas
- Medios de comunicación (entrantes y salientes)

Instantánea financiera (Proyecciones CY 2025)

- Beneficio bruto: 11,4 millones de dólares
- EBITDA estimado: \$1.7M
- Margen EBITDA: ~15% con márgenes incrementales potenciales superiores al 35%.

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