

Plataforma BPM y de Experiencia del Cliente Omnichannel



MERGERSCORP

Plataforma BPM y de Experiencia del Cliente Omnichannel

Una oportunidad para asociarte con una empresa india de experiencia del cliente (CX) y gestión de procesos empresariales (BPM) rentable y a escala, con una fuerte presencia en el mercado nacional y crecientes ambiciones internacionales.

La empresa ha presentado anteriormente un DRHP en relación con una propuesta de cotización pública, demostrando normas de gobernanza institucional y transparencia operativa.

La empresa presta servicios a grandes empresas indias, corporaciones multinacionales que operan en India y marcas nacionales de tamaño medio.

Instantánea de la empresa

- Mezcla geográfica de ingresos: 100% India (nacional)
- Huella operativa: 24 centros de entrega en 12 ciudades
- Capacidad lingüística: más de 13 lenguas indias
- Sectores atendidos: Más de 10 sectores
- Duración del contrato: 1-3 años
- Perfil del cliente: Grandes empresas, multinacionales con operaciones en la India y empresas indias establecidas.

Capacidades básicas

- Operaciones del centro de contacto de entrada y salida
- Atención al cliente con y sin voz
- Correo electrónico, chat y compromiso digital
- Asistencia técnica y gestión del ciclo de vida del cliente

Soluciones BPM y Back-Office

- Externalización de procesos

GROSS REVENUE

\$ 50,000,000

BUSINESS TYPE

Centro de llamadas

COUNTRY

India

BUSINESS ID

L#20261009

- Gestión de datos
- Programas de captación y fidelización de clientes
- Servicios de apoyo específicos del sector

Plataforma India Profunda

- Presencia de entrega en toda la India a través de 24 centros
- Redundancia en varias ciudades y capacidad escalable
- Acceso a diversas fuentes de talento
- Sólidas capacidades lingüísticas regionales (más de 13 lenguas indias)

Base de clientes nacionales establecida

- Relaciones a largo plazo con contratos de 1 a 3 años
- Exposición en más de 10 sectores
- Fuerte base de ingresos recurrentes

Historial de ejecución probado

- Operaciones a escala durante varios años
- Experiencia trabajando con grandes cuentas empresariales
- Preparación de la gobernanza institucional (proceso previo de cotización pública)

La empresa está entrando en un punto de inflexión estratégico centrado en:

Expansión internacional

- Dirigirse activamente a clientes con sede en EE.UU.
- Posicionamiento de la India como centro de distribución mundial rentable
- Aprovechar la fuerza de ejecución para dar servicio a marcas internacionales

Diversificación de servicios

- Ampliar las ofertas digitales de CX de mayor valor

- Mejorar la automatización y la integración tecnológica
- Ascendiendo en la cadena de valor más allá del BPO tradicional

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