

Oportunidad para un centro de llamadas BPO latinoamericano de primer nivel con 25 años de antigüedad



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Una oportunidad excepcional para adquirir un Contact Center de alto rendimiento, **libre de deudas** y con un legado de 25 años de excelencia en Argentina y Latinoamérica. Esta operación es un hallazgo raro en el sector de BPO, ya que cuenta con tasas de retención que desafían a la industria, un historial financiero auditado por las "Cuatro Grandes" y una sofisticada infraestructura diseñada para operaciones de misión crítica 24/7.

Excelencia operativa y capital humano

- **Escala:** 900 puestos de producción que operan 24 horas al día, 7 días a la semana, apoyados por un equipo especializado de **1.100 agentes** y 200 administrativos.
- **Estabilidad sin rival:** En un sector conocido por la "puerta giratoria" de personal, esta empresa mantiene una rotación media de agentes de **6 años** y de personal administrativo **de 12 años**.
- **Pizarra legal limpia:** Cero demandas laborales activas, testimonio de una gestión superior y una cultura corporativa saludable.
- **Liderazgo experto:** Dirigida por tres socios con más de dos décadas de experiencia en los mercados de Latinoamérica y Norteamérica.

Aspectos financieros destacados

- **Rendimiento:EBITDA** constante **del 8-10%**.
- **Transparencia:** Auditado por una **empresa de las Cuatro Grandes** hasta 2024; los informes fiscales internacionales son totalmente conformes.
- **Salud fiscal:** 100% libre de deudas con un estatus fiscal limpio (conforme a ARCA).
- **Diversificación de los ingresos:** Sólida cartera con dos grandes gigantes de las telecomunicaciones, diversificada en seis tipos de contratos distintos.

Infraestructuras e innovación

TARGET PRICE

\$ 9,750,000

BUSINESS TYPE

Centro de llamadas

COUNTRY

Argentina

BUSINESS ID

L#20261038

- **Resistencia técnica:** Cuenta con una red de fibra óptica diversificada y **energía de reserva duplicada** (bancos de baterías in situ + generadores). Los sistemas de protección contra incendios y seguridad cumplen rigurosas normas internacionales.
- **A prueba de futuro:** Incluye un **Laboratorio de Innovación** dedicado que actualmente desarrolla soluciones de IA propias para chatbots, garantizando que la empresa se mantiene a la vanguardia de la curva de automatización.
- **Estrategia de mercado:** Aunque la empresa tiene 20 años de experiencia con clientes norteamericanos, actualmente está optimizada para el mercado local, donde los tipos de cambio actuales maximizan la rentabilidad.

Ventaja estratégica

Más allá del negocio principal, existe una oportunidad inmediata de **ampliación mediante la integración**. Un segundo Centro de Contacto complementario está disponible para una adquisición conjunta, lo que permite al comprador consolidar su cuota de mercado y diversificar su oferta de servicios al instante.

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