

Поставщик услуг контакт-центра



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Поставщик услуг контакт-центра, работающий на территории ЕС, выставлен на продажу. Компания предлагает комплексные решения по обслуживанию клиентов, включая входящие, исходящие и смешанные операции контакт-центров, уделяя особое внимание голосовым услугам. Компания поддерживает высокие стандарты работы, имея сертификаты ISO 9001 и ISO/IEC 27001. Стратегия развития бизнеса компании основана в основном на привлечении рефералов и входящих ссылок. Компания обслуживает 4 крупных клиента в секторах телекоммуникаций, ИТ и аутсорсинга. Их деятельность сосредоточена исключительно на работе, связанной с телефонами. Среди их особенностей можно отметить 2 кампании с высоким вознаграждением и специализированную проектную группу из 30 сотрудников. Такая структура работы позволяет им поддерживать высокое качество обслуживания, удовлетворяя разнообразные потребности клиентов на целевом рынке.

Обслуживаемые отрасли:

Телекоммуникации, информационные технологии, аутсорсинг бизнес-процессов

Предлагаемые услуги:

- Обслуживание входящих клиентов
- Исходящие звонки
- Смешанные операции контакт-центра
- Голосовая/чатовая поддержка
- Поддержка по электронной почте
- Операции в бэк-офисе

География:

Два офиса в ЕС

Количество человек:

520 сотрудников

Доход:

\$4,504,752.49

EBITDA:

\$1,100,000.00

Прогноз доходов:**TARGET PRICE**

\$ 7,700,000

GROSS REVENUE

\$ 4,500,000

EBITDA

\$ 1,100,000

BUSINESS TYPE

Колл-центр

COUNTRY

Словакия

BUSINESS ID

L#20250902

\$7,700,000.00

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