

Хорошо зарекommenдовавший себя поставщик услуг ВРО в



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BPO

Хорошо зарекомендовавшая себя, высокопроизводительная платформа КРО/ВРО, расположенная в Карибском бассейне, с проверенным опытом предоставления многоязычных услуг премиум-класса престижным, давно работающим клиентам.

Основные моменты

- **Месторасположение:** Операционный центр в Карибском бассейне с возможностью работы как в ближней, так и в дальней зоне.
- **Команда:** 1,100+ сотрудников с возможностью расширения на 400 дополнительных рабочих мест.
- **Лидерство:** Опытные руководители с более чем 20-летним опытом работы в секторе ВРО.
- **Языки:** Услуги предоставляются на английском, испанском и французском языках.

Предоставляемые услуги

- Голосовая поддержка уровня 2+
- Обработка данных в бэк-офисе
- Общение по электронной почте, в чате и SMS.
- Специализировалась на обслуживании клиентов, удержании, сборе и продажах.

Портфолио клиента

- Долгосрочные контракты (4-11 лет)
- Клиенты “голубых фишек” с высочайшим рейтингом удовлетворенности

TARGET PRICE

\$ 10,000,000

GROSS REVENUE

\$ 22,000,000

EBITDA

\$ 1,700,000

BUSINESS TYPE

Колл-центр

COUNTRY

Багамы

BUSINESS ID

L#20250928

- Рейтинг #1 по эффективности для каждого обслуживаемого клиента

Распределение услуг

- **Продажи:** 48%
- **Обслуживание клиентов:** 43%
- **Удержание:** 7%
- **Коллекции:** 2%

Отраслевая экспозиция

- Человеческий капитал
- Telecom
- Финансы
- Средства массовой информации (входящие и исходящие)

Финансовый обзор (прогнозы на 2025 год)

- **Валовая прибыль:** \$11.4M
- **Предполагаемая EBITDA:** \$1.7M
- **Маржа EBITDA:** ~15% с потенциальной дополнительной маржой более 35%.

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