

BPO en Amérique latine : un bilan solide





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Forte d'une solide expérience de plus de 15 ans, cette société s'est imposée comme un pilier du secteur de l'externalisation des processus d'entreprise (BPO). Elle est spécialisée dans la fourniture d'une gamme complète de services d'externalisation et de services nearshore, avec un accent particulier sur les soins de santé. Leur expertise ne se limite toutefois pas à ce secteur, ils s'adressent à une multitude d'industries en proposant des solutions sur mesure qui stimulent l'efficacité et favorisent la croissance.

Connus pour leur engagement en faveur de la qualité et de l'innovation, ils sont le partenaire privilégié des entreprises qui cherchent à optimiser leurs opérations et à acquérir un avantage concurrentiel.

Industries desservies : Soins de santé, services publics, services financiers, assurances, technologie, vente au détail, sans fil, recouvrement, fournisseurs d'accès Internet, voyages et commerce électronique.

Services offerts : Télémarketing et ventes, assistance à la clientèle, services d'assistance informatique, services de back-office, systèmes téléphoniques, recouvrement, services de chat.

Géographie : Les bureaux sont situés dans plusieurs pays d'Amérique latine.

Effectifs : Plus de 1200 ETP

EBITDA : \$4,985,000

Prévisions de recettes

2024 : \$25,872,602.7

2025 : \$29,269,591.04

Informations complémentaires

Leur engagement en faveur de la qualité est notamment souligné par de multiples certifications telles que ISO, HIPAA, PCI et Soc 2, qui témoignent de leur attachement à la sécurité et à l'excellence du service. Tout en continuant à se développer, l'entreprise se concentre sur la mise à disposition d'agents certifiés de haute qualité, prêts à répondre aux divers besoins des clients, ce qui en fait un partenaire convaincant pour les entreprises qui cherchent à externaliser leurs opérations de manière efficace et efficiente.

TARGET PRICE

\$35,000,000

GROSS REVENUE

\$25,872,602

EBITDA

\$4,985,000

BUSINESS TYPE

Centre d'appel

COUNTRY

États-Unis

BUSINESS ID

L#20240739

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