

Entreprise leader dans le domaine des services de processus d'affaires



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Un fournisseur bien établi de services de processus d'affaires (BPS), au service d'une clientèle de premier plan dans le secteur de l'énergie, est disponible pour une acquisition. Forte de 19 ans d'expérience, cette société s'est forgé une solide réputation sur le marché en fournissant des solutions de gestion des processus de haute qualité et axées sur la technologie dans plusieurs États du Brésil. Présente dans 10 États avec 433 points de service, l'entreprise a une portée nationale et une base de revenus diversifiée.

Principales données financières

- Une croissance constante : TCAC de 3,5 % (2021-2024E)
- Recettes nettes (millions d'USD) :
 - 2021 :\$15.0M
 - 2022 :\$18.5M
 - 2023 :\$16.8M
 - 2024E :\$16.7M
- Marge EBITDA :
 - La fourchette est comprise entre 13,7 % et 18,5 %, ce qui témoigne d'une rentabilité stable.

Portefeuille de services

L'entreprise propose des solutions de gestion des processus d'entreprise de bout en bout, selon trois modalités principales :

1. Service en personne – Engagement direct du client et assistance sur place.
2. Opérations du centre d'appel – Traitement des demandes de renseignements des clients, assistance technique et gestion des plaintes.
3. Soutien administratif – Traitement des dossiers, audit et contrôle de la conformité.

Son portefeuille comprend

- Gestion des processus : Coordination du personnel et intégration des systèmes.
- Contrôle des processus : Audit et examen de la conformité pour garantir l'excellence du service.
- Gestion du service à la clientèle : Traitement des demandes, traitement des commandes et assistance technique.
- Résolution des plaintes : Traitement systématique des réclamations des clients afin d'améliorer la qualité du service.
- Gestion intégrée des services : Contrôle des performances en temps réel et suivi de l'efficacité.

Présence géographique

L'entreprise opère dans dix États du Brésil, avec une base de revenus bien répartie. Les principales régions génératrices de revenus sont les suivantes

- Ceará (CE) – 28,3 % du revenu brut en 2024
- Bahia (BA) – 17,5

TARGET PRICE

\$ 25,000,000

GROSS REVENUE

\$ 16,800,000

EBITDA

\$ 3,000,000

BUSINESS TYPE

Services

COUNTRY

Brésil

BUSINESS ID

L#20250819

- Pernambuco (PE) – 15,0 %.
- Espírito Santo (ES) – 11,0
- Goiás (GO) – 9.6
- Maranhão (MA) – 5,9
- Rio Grande do Norte (RN) – 5.3
- Rio de Janeiro (RJ) – 3,2
- Mato Grosso (MT) – 2,2
- Mato Grosso do Sul (MS) – 2,0 %.

Avantages concurrentiels

- Forte présence sur le marché : Un leader reconnu en matière de BPS pour le secteur de l'énergie.
- Des offres de services diversifiées : Couvrant de multiples aspects de l'externalisation des processus d'affaires.
- Infrastructure établie : 433 points de service et 2 870 employés dans 10 États.
- Une approche axée sur la technologie : Utilisation de solutions numériques avancées pour améliorer l'efficacité des services.
- Évolutivité et potentiel d'expansion : Bien positionné pour croître dans de nouveaux secteurs et de nouvelles zones géographiques.

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