

Solutions d'expérience client omnicanale



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L'entreprise est un fournisseur mondial de premier plan de solutions omnicanales d'expérience client (CX), spécialisé dans l'amélioration des interactions numériques entre les marques et leurs clients. En tant qu'entreprise d'utilité publique, la société se concentre sur l'autonomisation des organisations ayant un impact et sur la fourniture de solutions d'expérience client basées sur les données dans divers secteurs.

L'entreprise applique une approche scientifique à l'expérimentation, qui comprend la collecte de données, la formulation d'hypothèses, la définition de critères de réussite, le déploiement de l'expérience et une analyse statistique rigoureuse. Cette méthode garantit que les décisions sont fondées sur des données, ce qui permet de minimiser les risques et de maximiser les retours sur les investissements en marketing.

L'entreprise favorise également des partenariats solides avec des fournisseurs de confiance afin d'offrir une gamme complète de services numériques, allant au-delà de son expertise de base en matière d'expérience client. Ce modèle de collaboration permet à l'entreprise de fournir des solutions consultatives de haute qualité sans diluer sa spécialisation. En tant que société d'utilité publique, l'entreprise s'attache à travailler avec des entrepreneurs et des organisations qui cherchent à avoir un impact positif. Sa mission est d'aider les entités motivées par un objectif à amplifier leur contribution à la société, à l'économie et à l'environnement.

Avec une empreinte stratégique mondiale, des pratiques basées sur les données et un engagement profond pour un impact significatif, l'entreprise est bien positionnée pour une croissance continue et un leadership dans le secteur de l'expérience client.

Industries desservies :

Business-to-Consumer (B2C), Business-to-Business (B2B), Education (EDU), Organisations à but non lucratif (NPO), Agences numériques, Organisations axées sur le développement durable, Télécommunications,

Services offerts :

Solutions d'expérience client omnicanale, recherche et connaissance des utilisateurs, expérimentation numérique, optimisation du taux de conversion (CRO), assistance technique

Géographie :

Activités mondiales avec une présence stratégique dans la région LATAM et aux Philippines

Effectifs :

2000 ETP

Les recettes :

\$50 M

EBITDA :

\$8 M

TARGET PRICE

\$ 56,000,000

GROSS REVENUE

\$ 50,000,000

EBITDA

\$ 8,000,000

BUSINESS TYPE

Centre d'appel

COUNTRY

Philippines

BUSINESS ID

L#20250905

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