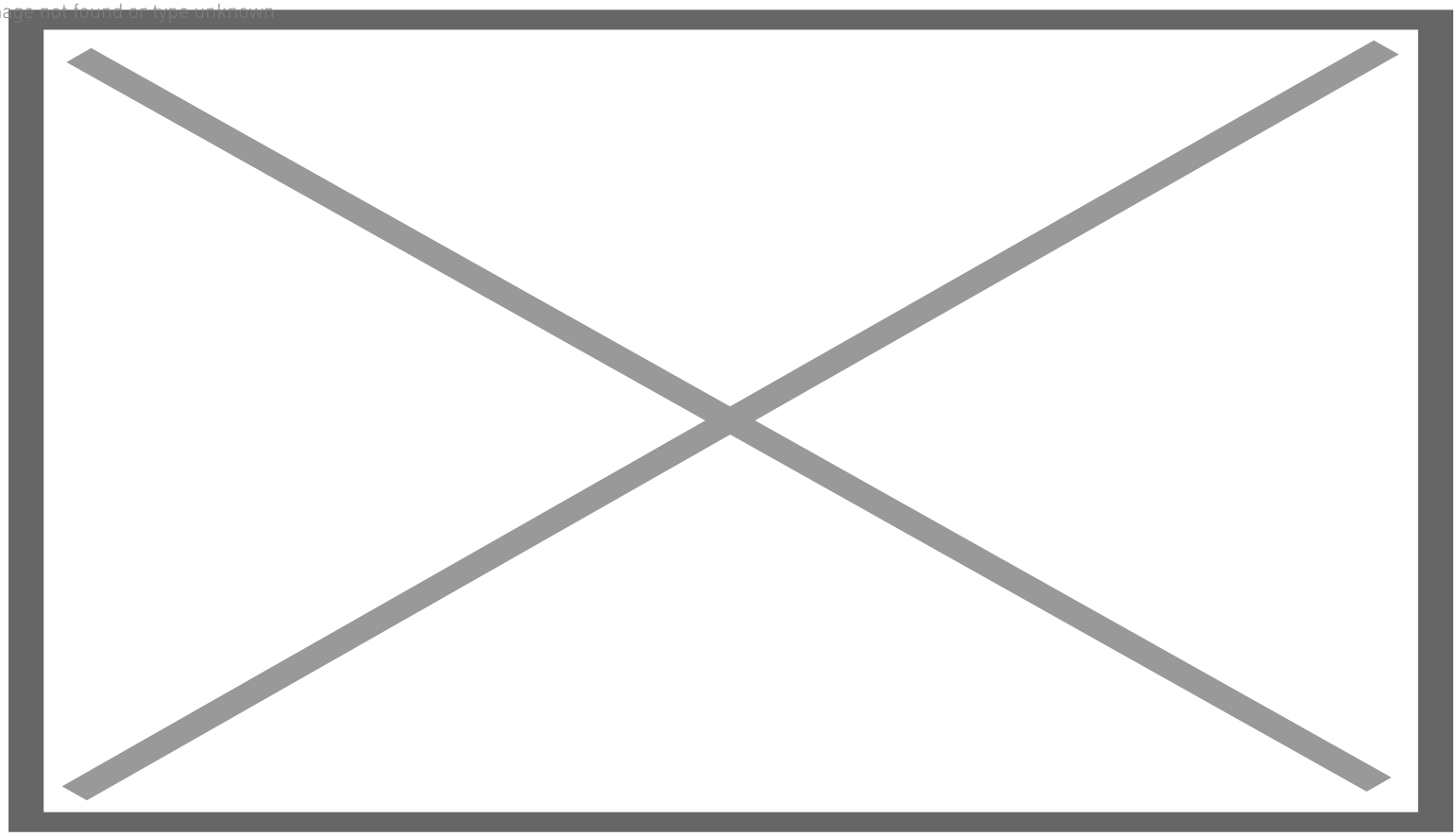
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Fournisseur de services de centre de contact

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Fournisseur de services de centre de contact

TARGET PRICE
$ 7,700,000

GROSS REVENUE
$ 4,500,000

EBITDA
$ 1,100,000

BUSINESS TYPE
Centre d'appel

COUNTRY
Slovaquie

BUSINESS ID
L#20250902

Un fournisseur de services de centre de contact opérant dans toute l'Union européenne est à vendre. L'entreprise propose des solutions complètes de service à la clientèle, notamment des opérations de centres de contact entrants, sortants et mixtes, en mettant l'accent sur les services vocaux. L'entreprise maintient des normes opérationnelles élevées grâce aux certifications ISO 9001 et ISO/IEC 27001. La stratégie de développement commercial de l'entreprise repose principalement sur les recommandations et les contacts entrants. Elle dessert 4 clients majeurs dans les secteurs des télécommunications, de l'informatique et de l'externalisation. Leurs activités sont exclusivement axées sur les travaux liés à la téléphonie, avec notamment deux campagnes à forte récompense et une équipe de projet mixte spécialisée de 30 agents. Cette structure opérationnelle leur permet de maintenir une qualité de service élevée tout en répondant aux divers besoins des clients sur leur marché cible.

Industries desservies :

Télécommunications, technologies de l'information, externalisation des processus d'entreprise

Services offerts :

- Service client entrant
- Appels sortants
- Opérations de centre de contact mixte
- Assistance vocale/par chat
- Soutien par courriel
- Opérations de back-office

Géographie :

Deux bureaux dans l'UE

Effectifs :

520 employés

Les recettes :

$4,504,752.49

EBITDA :

$1,100,000.00

Prévisions de recettes :

$7,700,000.00

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