

Plate-forme mondiale de centres de contact et de relations publiques



MERGERSCORP

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L'entreprise est un fournisseur de premier plan de services d'expérience client (CX) et de centres de contact, spécialisé dans les solutions omnicanales d'assistance à la clientèle. Avec une plateforme technologique et plus de 4 000 agents dans le monde, l'entreprise fournit des solutions innovantes en matière d'expérience client dans divers secteurs, en se concentrant principalement sur les télécommunications, le gouvernement, les services financiers et les secteurs de la santé. La société entretient des relations étroites avec ses clients, en particulier dans le secteur des télécommunications, son principal client représentant 40 % de son chiffre d'affaires. Les capacités technologiques de l'entreprise comprennent des solutions basées sur l'IA telles que la simulation de conversation, la traduction des accents en temps réel et l'assurance qualité automatisée, ce qui la positionne comme un acteur innovant dans le secteur de l'expérience client. La stratégie de croissance actuelle de l'entreprise se concentre sur l'expansion dans ses principaux secteurs verticaux tout en maintenant l'efficacité opérationnelle et en tirant parti de son modèle de prestation global combinant des capacités onshore, nearshore et offshore. En outre, l'entreprise est bien positionnée pour sa prochaine phase de croissance sous l'égide d'un nouveau propriétaire.

Industries desservies :

- Télécommunications
- Gouvernement
- Soins de santé
- Autres industries

Service offert :

- Service clientèle
- Support technique
- Aide à la vente
- Opérations de back-office
- Solutions basées sur l'IA
- Support omnicanal (voix, chat, courriel, médias sociaux)
- Solutions numériques et en libre-service
- Plateforme de solutions d'IA conversationnelle

Géographie :

- Siège aux États-Unis
- Des opérations dans 10 pays

Effectifs :

- 4 000+ agents

Les recettes :

- 191 millions de dollars

EBITDA :

GROSS REVENUE

\$ 191,000,000

EBITDA

\$ 21,965,000

BUSINESS TYPE

Centre d'appel

COUNTRY

États-Unis

BUSINESS ID

L#20250903

- 11,5 % des recettes

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