

Fournisseur de BPO virtuel





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Une société d'externalisation des processus d'affaires (BPO) 100 % virtuelle étudie les possibilités de croissance stratégique. Spécialisée dans les services d'assistants virtuels, l'entreprise propose des solutions évolutives et rentables conçues pour rationaliser les opérations et soutenir la croissance des entreprises dans de nombreux secteurs. Avec une structure légère et une équipe entièrement à distance, elle fournit un service personnalisé de haute qualité sans les limites des bureaux physiques.

Faits marquants

- L'accent est mis sur l'industrie: Services professionnels, PME, commerce électronique, immobilier, technologie
- Services de base:
 - Services d'assistante virtuelle
 - Soutien à la clientèle et opérations de back-office
 - Aide à la vente et engagement omni-canal (voix, chat, e-mail)
- Modèle de prestation: Main-d'œuvre 100 % virtuelle, direction basée aux États-Unis, VAs situés aux Philippines.
- Taille de l'équipe: 84 assistants virtuels

Résumé financier

- 2023 Chiffre d'affaires: 1,3 million de dollars | EBITDA: \$380,000
- 2024 Chiffre d'affaires: 1,3 million de dollars | EBITDA: \$332,000
- Prévisions de recettes pour 2025: 1,3 million de dollars

Faits marquants de l'investissement

- Opérations entièrement virtuelles: Permet la flexibilité, l'évolutivité et la réduction des frais généraux.
- Gestion centrée sur le client: Les relations directes avec les grands comptes favorisent la fidélisation et la rétention

TARGET PRICE

\$ 2,100,000

GROSS REVENUE

\$ 1,300,000

EBITDA

\$ 380,000

BUSINESS TYPE

Centre d'appel

COUNTRY

États-Unis

BUSINESS ID

L#20250906

- Capacités centrées sur le téléphone: Plus de 50 % des services impliquent des interactions vocales, ce qui favorise les ventes et l'engagement des clients.
- Revenus stables: Des performances financières constantes avec un potentiel d'amélioration des marges et d'élargissement de la base de clientèle
- Une portée mondiale: Servir des clients dans le monde entier à partir d'un centre administratif aux États-Unis.

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