

# 领先的业务流程服务公司





一家成熟的业务流程服务（BPS）提供商，为能源行业的知名客户群提供服务，现欲收购。该公司拥有 19 年的经验，通过在巴西多个州提供以技术为驱动的高质量流程管理解决方案，建立了良好的市场声誉。公司在美国 10 个州设有 433 个服务网点，业务遍及全国，并拥有多元化的收入基础。

- 持续增长：年均复合增长率为3.5%（2021-2024年）
- 净收入（百万美元）：
  - 2021:\$15.0M
  - 2022:\$18.5M
  - 2023:\$16.8M
  - 2024E:\$16.7M
- EBITDA 利润率：
  - 介于13.7% 和 18.5% 之间，显示出稳定的盈利能力。

公司通过三种核心模式提供端到端业务流程管理解决方案：

1. 上门服务– 直接与客户接触并提供现场支持。
2. 呼叫中心运营– 处理客户咨询、技术支持和投诉管理。
3. 行政支持– 后台处理、审计和合规监督。

其产品组合包括

- 流程管理：劳动力协调和系统整合。
- 流程监控：审计和合规审查，确保提供卓越服务。
- 客户服务管理：咨询处理、订单处理和技术支持。
- 投诉解决：系统地处理客户投诉，提高服务质量。
- 综合服务管理：实时性能监控和效率跟踪。

该公司在巴西全国 10 个州开展业务，收入分布广泛。创收最多的地区包括

- 塞阿拉州（CE）– 占 2024 年总收入的 28.3
- 巴伊亚州 (BA)– 17.5%

#### TARGET PRICE

\$ 25,000,000

#### GROSS REVENUE

\$ 16,800,000

#### EBITDA

\$ 3,000,000

#### BUSINESS TYPE

服务

#### COUNTRY

巴西

#### BUSINESS ID

L#20250819

- 伯南布哥州 (PE) – 15.0
- 圣埃斯皮里图 (ES) – 11.0
- 戈亚斯州 (GO) – 9.6
- 马拉尼昂州 (MA) – 5.9
- 北里奥格兰德州 (RN) – 5.3
- 里约热内卢 (RJ) – 3.2
- 马托格罗索州 (MT) – 2.2
- 南马托格罗索州 (MS) – 2.0

- 强大的市场影响力：能源行业公认的BPS 领导者。
- 提供多样化的服务：涵盖业务流程外包的多个方面。
- 完善的基础设施：433 个服务网点，2,870 名员工，遍布10 个州。
- 技术驱动型方法：利用先进的数字化解决方案提高服务效率。
- 可扩展性和扩张潜力：具备向新行业和地区发展的良好条件。

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