

加勒比历史悠久的业务流



MERGERSCORP

这是一个位于加勒比地区的成熟、高绩效的 KPO/BPO 平台，在为著名的长期客户群提供优质多语种服务方面有着良好的记录。

亮点

- 地点：位于加勒比海的运营中心，同时具备近岸和离岸能力。
- 团队：1 100 多名员工，可扩建 400 个工作站。
- 领导能力：经验丰富的管理层，在业务流程外包领域拥有 20 多年的经验。
- 语言服务语言：英语、西班牙语和法语。

提供的服务

- 2 级以上语音支持
- 后台处理
- 电子邮件、聊天和短信通信
- 专门从事客户服务、客户挽留、收款和销售工作

客户组合

- 长期合同 (4-11 年)
- 满意度排名第一的蓝筹客户
- #为每个客户提供的服务业绩排名第一

服务分布

TARGET PRICE

\$ 10,000,000

GROSS REVENUE

\$ 22,000,000

EBITDA

\$ 1,700,000

BUSINESS TYPE

呼叫中心

COUNTRY

巴哈马

BUSINESS ID

L#20250928

- 销售额: 48
- 客户服务: 43%
- 保留率: 7%
- 收藏: 2%

行业信息

- 人力资本
- 电信
- 财务
- 媒体 (进站和出站)

财务概况 (2025 财年预测值)

- 毛利润: 1140 万美元
- 估计 EBITDA: \$1.7M
- 息税折旧摊销前利润率: 约 15%, 潜在增量利润率超过 35

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