

一级业务流程外包 (BPO)



MERGERSCORP

BPO

有机会收购位于阿根廷布宜诺斯艾利斯的一级业务流程外包 (BPO) 和呼叫中心平台，该平台拥有 30 多年的运营历史，客户保有量大，通过与一级电信运营商的深度整合，收入基础非常稳固。公司作为关键任务服务提供商，嵌入客户基础设施，提供全方位客户体验解决方案和先进的技术支持工作流程。

业务概览

- 拥有约 750 名员工的一级业务流程外包提供商
- 业务集中在布宜诺斯艾利斯，并设有双站点冗余
- 为领先的电信、医疗保健和大型企业客户提供服务
- 提供复杂的多流程服务环境（技术、商业和后台服务）

战略定位

在不断整合的拉美业务流程外包市场中，公司是一个具有高度防御能力的一级平台，其竞争优势越来越多地由技术集成和人工智能驱动，而不是纯粹的劳动力套利。

它与电信基础设施的深度整合使其成为一个准内部运营商，而不是传统的外部供应商，这就造成了巨大的转换成本和较高的进入壁垒。

主要投资亮点

1. 长期客户关系和收入可见性
 - ~60% 的客户组合保留了 10 多年
 - 锚定电信客户占长期服务水平协议收入的约 2/3
 - 嵌入式运营模式带来高转换成本和强流失保护
2. 差异化的人工智能就绪平台
 - 专有全渠道平台（基于云技术）
 - 从传统的业务流程外包过渡到人工智能客户体验服务
 - 接触价值更高的非语音流程（技术工作流程、后台服务）
3. 久经考验的运营复原力
 - 具有完全冗余（连接和供电）的双站点基础设施

TARGET PRICE

\$ 20,000,000

GROSS REVENUE

\$ 10,100,000

EBITDA

\$ 3,800,000

BUSINESS TYPE

呼叫中心

COUNTRY

阿根廷

BUSINESS ID

L#20261037

- 在阿根廷最动荡的宏观环境中，其业绩经受住了危机考验
- 实时电信集成（光纤网络级连接）

4. 具有吸引力的财务状况和上升空间

- 收入：~约 1 000 万美元
- 报告的 EBITDA：8-10%，正常化
EBITDA：15+%（希望在调整后）：15+%（调整后，希望如此）
- 通过约 100 万美元的 NWC 正常化增加隐藏价值

5. 机构级透明度

- 经全面审计的财务数据（DFK International）
- 100% 账内操作（无非正式接触）
- 法律和劳动方面的突发事件较少

交易理由

- 立即获得稳定、经常性的现金流
- 拉丁美洲和加勒比地区购建战略平台
- 通过自动化和人工智能部署扩大利润的机会
- 非常适合：
 - 战略性业务流程外包运营商
 - 电信集成服务提供商
 - 私募股权投资者瞄准平台游戏

交易结构

正在考虑灵活的交易结构：

多数收购（80%），管理层留任（36 个月内认沽/认购）

- 促进地区扩展的战略伙伴关系

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