

成熟的联络中心与业务流



MERGERSCORP

BUSINESS TYPE

呼叫中心

COUNTRY

阿根廷

BUSINESS ID

L#20261087

一家领先的阿根廷联络中心及客户体验平台，拥有25年的成功运营记录。

该公司兼具与蓝筹客户建立的长期合作关系、高度稳定的员工队伍、先进的技术基础设施以及强劲的财务表现，使其成为战略投资者和财务投资者进军不断增长的客户互动与外包领域的极具吸引力的平台。

该公司运营着一个可扩展的、全天候运行的服务平台，该平台拥有约900个服务岗位，员工总数超过1,300人，其中包括1,100多名客服专员和200名行政人员。

该企业拥有极佳的员工稳定性，员工平均在职年限远高于行业基准。

投资亮点

- 在客户体验和联络中心运营领域拥有25年的成功经验。
- 管理团队实力雄厚、经验丰富，在阿根廷和拉丁美洲拥有20至25年的行业专业经验，包括为北美公司提供服务的丰富经验。
- 可扩展的7×24小时运营模式，拥有约900个在岗职位。
- 员工队伍非常稳定，客服代表的平均工龄为6年，行政人员的平均工龄为12年。
- 无劳动诉讼记录。
- 无负债的资产负债表和稳健的财务状况。
- 税务和监管状况良好，完全符合阿根廷当局的要求。
- 截至2024年的国际税务申报工作已完成。
- 截至2024年，由一家领先的“四大”会计师事务所进行审计。
- EBITDA利润率稳定维持在约8%至10%之间。
- 得益于多种合同结构以及与长期合作的蓝筹电信客户，公司拥有多元化的收入来源。
- 企业级基础设施，配备多样化的光纤连接、冗余供电系统、现场发电机、电池备用设施，以及符合国际标准的安防和消防系统。
- 一个专注于人工智能驱动的客户互动解决方案的专用创新实验室，包括聊天机器人开发和自动化技术。

战略机遇

该公司已在国内市场确立了值得信赖的外包合作伙伴地位，目前主要从本地客户处获得收入，并受益于充满活力的市场动态和有利的运营经济效益。

该平台为未来向国际客户服务、数字化外包以及基于人工智能的业务流程服务领域拓展提供了重要机遇。

签署《保密协议》（NDA）后，可获取更多信息。

The information contained herein does not constitute an offer to sell or a solicitation of an offer or a recommendation to purchase securities under the securities laws of any jurisdiction, including the United States Securities Act of 1933, as amended, or any US state securities laws, or a solicitation to enter into any other transaction

The projected financial information contained in the Memorandum is based on judgmental estimates and assumptions made by the management of the target Company, about circumstances and events that have not yet taken place. Accordingly, there can be no assurance that the projected results will be attained. In particular, but without prejudice to the generality of the foregoing, no representation or warranty whatsoever is given in relation to the reasonableness or achievability of the projections contained in the Memorandum or in relation to the bases and assumptions underlying such projections and you must satisfy yourself in relation to the reasonableness, achievability and accuracy thereof.

By delivering this Memorandum, neither MergersUS Inc., nor its authorized agents are making any recommendations regarding the acquisition or strategies outlined herein. Interested parties shall exercise independent judgment in, and have sole responsibility for, determining whether an acquisition of the Company is suitable for them, and neither MergersUS Inc, nor its authorized agents have responsibility to, and will not, monitor the condition of interested parties to determine that an acquisition is or remains suitable for them. Among other things, suitability of an acquisition will depend upon an interested party's investment and business plans and financial situation.

This document is prepared for information purposes only. It is made available on the express understanding that it will be used for the sole purpose of assisting the recipients to decide whether they wish to proceed with a further investigation of the Proposed Transaction.

The recipients realize and agree that this document is not intended to form the basis of any investment decision or any other appraisal or decision regarding the Proposed Transaction, and does not constitute the basis for the contract which may be concluded in relation to the Proposed Transaction.

All information contained in this document may subsequently be updated and adjusted. MergersUS Inc. has not independently verified any of the information contained herein or on which this document is based. Neither the Company, nor its management or shareholders, nor MergersUS Inc. , nor any of their respective directors, partners, officers, employees or affiliates make any representation or warranty (express or implied) or accept or will accept any responsibility or liability regarding or in relation to the accuracy or completeness of the information contained in this document or any other written or oral information made available to any interested party or its advisers. Any liability in respect of any such information or any inaccuracy in or omission from the document is expressly disclaimed.

MERGERSCORP

© 2026 MergersCorp M&A International. All rights reserved.

© 2026 MergersCorp M&A International. MergersCorp™ M&A International is the collective brand name of independent affiliates of MergersCorp M&A International. For more details on the nature of our affiliation, please visit us on our website <https://www.mergerscorp.com/disclaimer>. MergersCorp M&A International is not a registered broker-dealer under the U.S. securities laws. MergersCorp M&A International does not offer or sell securities or provide investment advice or underwriting services. The articles or publications contained in this presentation are not intended to provide specific business or investment advice. The author or MergersCorp M&A International shall not be liable for any errors or omissions, or for any loss suffered by any person or organization acting or refraining from acting as a result of the content of this website. It is recommended that specific independent advice be sought before making any business or investment decision.

MERGERSCORP

WWW.MERGERSCORP.COM