基于人工智能的业务流程

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一家盈利良好、由创始人领导的业务流程外包（BPO）及金融服务平台，业务遍及阿根廷和美国，现正寻求战略或财务投资者，以支持其下一阶段的增长。
该公司成立于2006年，已在客户互动、催收、销售以及人工智能驱动的商业服务等外包领域确立了领先地位，主要服务于一线银行、金融机构和金融科技公司。

该集团通过三个互补的实体开展业务，并已建立起一种高度可扩展的近岸交付模式，该模式由约450名员工、定期服务合同以及专有的人工智能能力提供支持。
凭借其将传统BPO专业知识、持牌的美国催收业务以及人工智能驱动的自动化技术独特结合的优势，该公司在快速发展的客户体验行业中确立了其作为差异化平台的地位。

投资亮点

- 业务流程外包（BPO）、催收及客户互动服务领域的领先服务提供商。
- 业务遍及阿根廷和美国。
- 约有450名员工。
- 服务于各大银行、金融机构以及以数字化为核心的金融科技客户。
- 通过长期、按小时计费的服务协议产生的经常性收入。
- 一家获得美国许可的催收平台，业务覆盖40个司法管辖区，包括加利福尼亚州、得克萨斯州、纽约州和佛罗里达州。
- 一款集语音机器人、聊天机器人、客服辅助及多语言客户互动解决方案于一体的先进对话式人工智能平台的区域分销权。
- 在经过认证的管理和运营团队支持下，在全组织范围内推广人工智能应用。
- 在营收增长和盈利能力提升方面拥有出色的业绩记录。

人工智能驱动的竞争优势

该公司已成功将人工智能融入其各项业务运营中，使客户能够实现催收、客户服务和销售流程的自动化，同时提高回收率并降低运营成本。
与许多仍在评估是否采用人工智能的组织不同，该平台已为多家企业客户部署了可投入生产的AI解决方案，从而立即提升了运营效率，并创造了额外的经常性收入来源。

商业模式

收入来源于多元化的服务组合，包括：

- 业务流程外包（BPO）
- 第一方和第三方数据收集
- 客户体验管理

TARGET PRICE
$ 7,740,000

GROSS REVENUE
$ 6,840,000

EBITDA
$ 1,290,000

BUSINESS TYPE
呼叫中心

COUNTRY
阿根廷

BUSINESS ID
L#20261110

- 保险及金融产品销售
- 基于人工智能的对话自动化
- 美国应收账款管理

定期服务合同、高利润率的催收业务以及基于人工智能的解决方案相结合，构成了一个具有韧性的商业模式，不仅能够产生强劲的现金流，还蕴含着巨大的扩张机遇。

财务概览

该公司展现出了持续的财务增长：

- 2025财年收入：约684万美元
- 2025财年息税折旧及摊销前利润（EBITDA）：约129万美元
- 息税折旧及摊销前利润率：18.9%
- 收入复合年增长率（2023–2025）：28%

过去两年间，该企业的息税折旧及摊销前利润（EBITDA）增长了四倍多，同时通过提升运营效率、整合技术以及提供更高价值的服务，持续扩大利润率。

发展机遇

该公司已做好充分准备，将充分利用多项结构性增长动力，包括：

- 企业对基于人工智能的客户互动解决方案的采用率正在提高。
- 近岸外包业务在北美地区的扩展。
- 对符合美国法规的催收服务的需求日益增长。
- 向现有的顶级金融客户群交叉销售人工智能解决方案。
- 向其他受监管的金融服务市场进行地域扩张。

投资机会

股东们正在寻求战略收购方、私募股权投资者或行业合作伙伴，以支持公司下一阶段的扩张。
该平台具备立即可扩展的规模、强劲的经常性收入、经证实的盈利能力、与领先金融机构的稳固合作关系，以及一种差异化的、基于人工智能的运营模式，这使其能够在拉丁美洲和美国市场实现持续增长。

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