拥有20年历史的基于近岸

MERGERSCORP

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一家由创始人领导、依托技术驱动的近岸服务平台，成立于2002年，由两个互补的业务部门组成：一个是业务流程外包（BPO）和客户互动业务部门，另一个是专注于电信、系统集成、云计算和IT服务的业务部门。

该公司主要在墨西哥开展业务，凭借其毗邻美国的地理位置、与美国中部时区同步的优势，以及能够获取高性价比的多语言和技术人才，提供近岸交付服务。

- 20余年的运营历史
- 两个部门共计200多名员工
- 业务覆盖24个国家的客户，已在40个国家完成项目
- 位于墨西哥的近岸交付平台，在美国市场拥有强大的商业覆盖能力
- 融合人工智能、云计算、自动化、分析、网络安全及电信集成等技术的运营模式
- 业务范围涵盖BPO/CX、电信、IT、云服务和托管服务等多个领域
- 支持英语、西班牙语、法语和葡萄牙语等多语言功能
- 已在电信、企业、政府及客户服务等终端市场建立了业务关系

2024年，该公司实现营收517万美元，息税折旧及摊销前利润（EBITDA）为98万美元，EBITDA利润率为19.0%。 预计2026年的收入约为548万美元。

2024年分区概况：

- 业务流程外包（BPO）/客户互动：营收268万美元；息税折旧及摊销前利润（EBITDA）55万美元
- 电信与IT服务：营收249万美元；息税折旧及摊销前利润（EBITDA）43万美元

业务流程外包（BPO）与客户互动
一个服务于24个国家、拥有约179名员工且具备多语言服务能力的多渠道客户服务与技术支持平台。
该部门还提供基于人工智能的质量监控、报告、服务水平协议（SLA）管理以及BOT解决方案，帮助客户在墨西哥建立并最终转移专属运营业务。

电信与信息技术服务
一家专业技术服务公司，拥有55名员工，其中包括38名开发人员。

TARGET PRICE
$ 8,500,000

GROSS REVENUE
$ 5,170,000

EBITDA
$ 980,000

BUSINESS TYPE
呼叫中心

COUNTRY
墨西哥

BUSINESS ID
L#20261121

业务能力涵盖系统集成、云解决方案、网络安全、托管服务、数据处理以及私有5G网络，并依托在电信、企业及政府领域建立的长期合作关系。

潜在的增长举措包括：扩大直销规模、交叉销售客户服务和技术服务、扩大BOT服务范围，以及增加管理运营、云服务、网络安全和人工智能解决方案等高价值经常性服务的占比。

股东们愿意考虑出售整个平台或单独出售任一业务部门，这为寻求多元化技术驱动型服务平台，或专注于BPO/CX或电信/IT领域并购机会的战略及财务投资者提供了灵活性。

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