

ニアショアコールセンター





BPO

2013年に設立されたコンタクトセンターは、ニアショア・コンタクトセンター・サービスを求める米国企業向けに、カスタムメイドのカスタマーサービス・ソリューションを提供している。座席数は1,000を超え、年中無休で営業している。

主要情報

金融サービス、テレコミュニケーション、ホスピタリティ、ヘルスケアなど様々な業界にサービスを提供。

同社の主な強みは、費用対効果の高さ（米国内のサービスより50%以上費用対効果が高い）、米国との文化的な強い整合性、堪能な英語を話す労働力のプール、堅牢な事業継続計画を備えた災害のないゾーンなどである。

ISO9001とPCI認証を取得しており、品質管理とセキュリティ基準を保証している。

さらに、このパッケージの一部として、メキシコに700席のコールセンター施設が完備されている。この最新鋭の施設には、冗長技術、UPS、発電機、複数のインターネット・プロバイダー、トレーニング・ルーム、会議室、従業員用の各種設備が含まれています。この施設は最近改装され、15年間のリース契約が付いているため、メキシコでターンキー・コールセンター・ソリューションを求める企業にとって魅力的な投資機会となっている。

TARGET PRICE

\$12,000,000

GROSS REVENUE

\$7,400,000

EBITDA

\$1,600,000

BUSINESS TYPE

コールセンター

COUNTRY

メキシコ

BUSINESS ID

L#20240794

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