

グローバルCXおよびコン



MERGERSCORP

CX

同社はカスタマー・エクスペリエンス（CX）とコンタクトセンター・サービスのリーディング・プロバイダーであり、オムニチャネル・カスタマー・ケア・ソリューションを専門としている。

テクノロジーを駆使したプラットフォームと世界中に4,000人以上のエージェントを擁する同社は、主に電気通信、政府機関、金融サービス、ヘルスケア分野を中心に、さまざまな業界に革新的なカスタマー・エクスペリエンス・ソリューションを提供している。

同社は、特にテレコミュニケーション・セクターの主要顧客と強固な関係を維持しており、そのトップクライアントは売上高の40%を占めている。

同社の技術力には、AI会話シミュレーション、リアルタイムアクセント翻訳、自動QAなどのAIを活用したソリューションがあり、カスタマー・エクスペリエンス業界の革新的なプレーヤーとして位置づけられている。

同社の現在の成長戦略は、オンショア、ニアショア、オフショアの能力を組み合わせたグローバル・デリバリー・モデルを活用し、業務効率を維持しながら、中核となる垂直分野での拡大に重点を置いている。

さらに、新たな所有者の下、次の成長段階に向けた体制も整っている。

サービスを提供する業界

- 電気通信
- 政府
- ヘルスケア
- その他の産業

提供するサービス

- カスタマーケア
- テクニカルサポート
- 営業サポート
- バックオフィス業務
- AI搭載ソリューション
- オムニチャネルサポート（音声、チャット、電子メール、ソーシャルメディア）
- デジタル&セルフサービス・ソリューション
- 会話AIソリューション・プラットフォーム

ジオグラフィー

TARGET PRICE

\$ 0

GROSS REVENUE

\$ 191,000,000

EBITDA

\$ 21,965,000

BUSINESS TYPE

コールセンター

COUNTRY

米国

BUSINESS ID

L#20250903

- 米国本社
- 10カ国で事業展開

人数

- 4,000以上のエージェント

収入：

- 1億9100万ドル

EBITDA：

- 売上高の11.5

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