

カリブ海の老舗BPOプロ





BPO

カリブ海に位置する老舗の高業績KPO/BPOプラットフォームで、一流かつ長年の顧客ベースにプレミアムな多言語サービスを提供してきた実績があります。

ハイライト

- 場所
カリブ海を拠点とし、ニアショアとオフショアの両方に対応するオペレーション・センター。
- チーム：
1,100人以上の従業員、400台のワークステーションを追加できる拡張能力を持つ。
- リーダーシップBPO部門で20年以上の経験を持つベテラン経営陣。
- 言語英語、スペイン語、フランス語。

提供サービス

- ティア2+音声サポート
- バックオフィス処理
- Eメール、チャット、SMSによるコミュニケーション
- 顧客サービス、顧客維持、回収、販売に特化

顧客ポートフォリオ

- 長期契約（4～11年）
- トップクラスの満足度を誇る優良顧客

TARGET PRICE

\$ 10,000,000

GROSS REVENUE

\$ 22,000,000

EBITDA

\$ 1,700,000

BUSINESS TYPE

コールセンター

COUNTRY

バハマ

BUSINESS ID

L#20250928

- #全顧客の業績ランキング1位

サービス配分

- 売上高：48
- カスタマーサービス43%
- リテンション：7%
- コレクション：2%

業界への露出

- 人的資本
- テレコム
- ファイナンス
- メディア（インバウンド・アウトバウンド）

財務スナップショット（CY 2025予測）

- 売上総利益：1140万ドル
- 推定EBITDA：\$1.7M
- EBITDAマージン：～15%、35%以上の潜在的マージン増を見込む

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