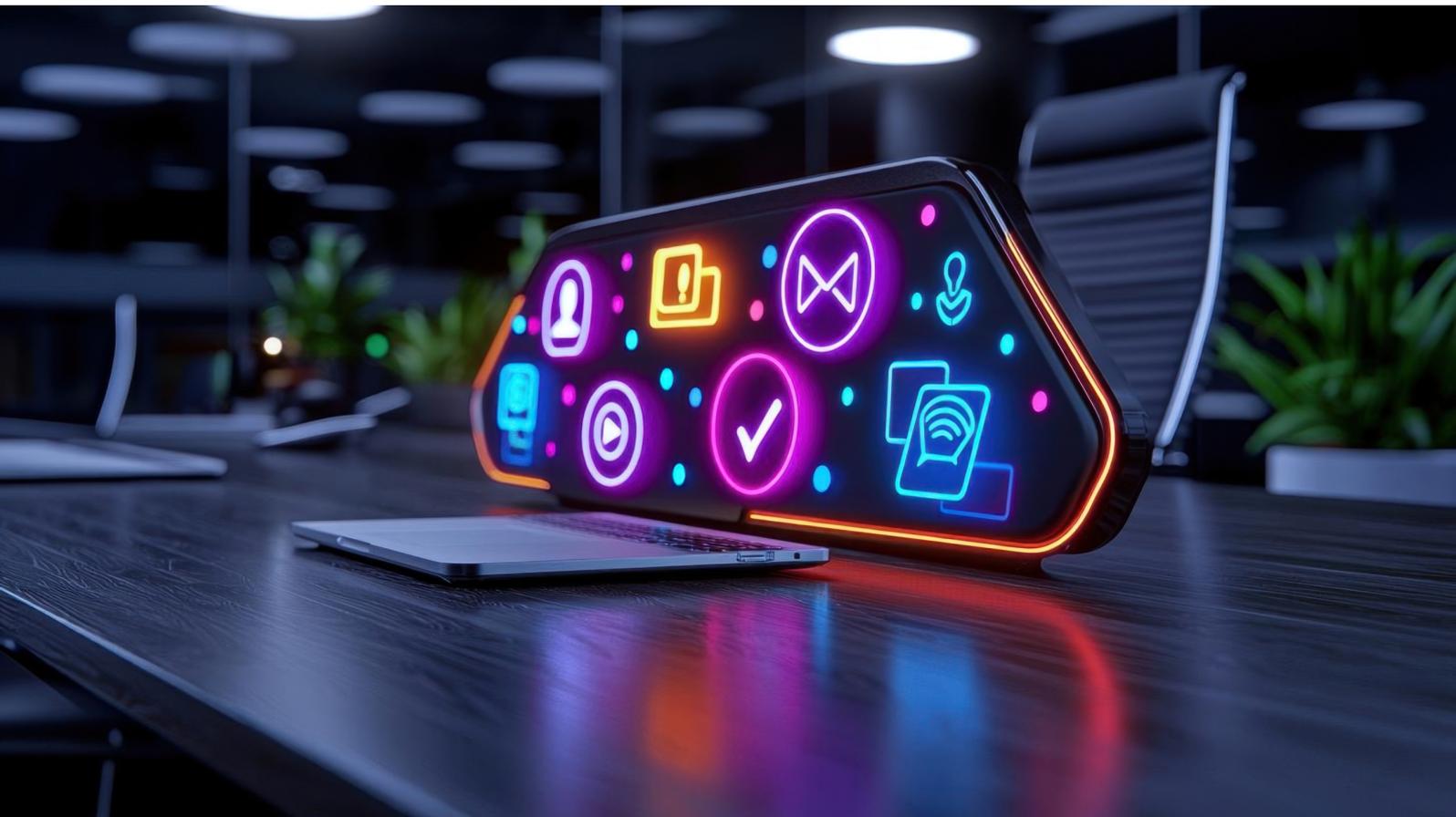


オムニチャンネル・カスタ



MERGERSCORP

BPM

規模が拡大し、収益性の高いインドのカスタマーエクスペリエンス（CX）およびビジネスプロセスマネジメント（BPM）企業と提携するチャンスです。

当社は以前、上場提案に関連してDRHPを提出し、制度的なガバナンス基準と運営の透明性を実証している。

インドの大企業、インドに進出している多国籍企業、国内の中堅ブランドにサービスを提供している。

ビジネス・スナップショット

- 地理的収益ミックス100% インド（国内）
- 事業拠点：12都市に24の配送センター
- 言語能力:13以上のインド言語
- 対象業界10以上のセクター
- 契約期間1～3年
- クライアント・プロフィール
大企業、インドで事業を展開する多国籍企業、インドの老舗企業

コア能力

- インバウンド・アウトバウンド・コンタクトセンター業務
- 音声および非音声カスタマーサポート
- Eメール、チャット、デジタルエンゲージメント
- 技術サポートと顧客ライフサイクル管理

GROSS REVENUE

\$ 50,000,000

BUSINESS TYPE

コールセンター

COUNTRY

インド

BUSINESS ID

L#20261009

- プロセス・アウトソーシング
 - データ管理
 - 顧客獲得・維持プログラム
 - 業界別サポート・サービス
-
- 24拠点でインド全土をカバー
 - 複数都市の冗長性と拡張可能なキャパシティ
 - 多様な人材プールへのアクセス
 - 強い地域言語能力（13以上のインド言語）
-
- 1～3年契約の長期的関係
 - 10業種以上の業界を網羅
 - 強力な経常収益基盤
-
- 複数年にわたる事業拡大
 - 大企業との取引経験
 - 機関のガバナンスの準備（上場前のプロセス）

当社は今、戦略的転換期を迎えている：

- 米国を拠点とする顧客への積極的な売り込み
- インドをコスト効率の高いグローバル・デリバリー・ハブとして位置づける
- 国際的なブランドにサービスを提供するための実行力

- より価値の高いデジタルCXの提供を拡大
- 自動化と技術統合の強化
- 従来のBPOを超えるバリューチェーンへ

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