

Caraïbische gevestigde BPO-provider



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Een gerenommeerd, goed presterend KPO/BPO-platform in het Caraïbisch gebied, met een bewezen staat van dienst in het leveren van eerste klas meertalige diensten aan een prestigieuze, langdurige klantenkring.

Hoogtepunten

- Locatie: Operationeel centrum in het Caribisch gebied met zowel nearshore als offshore mogelijkheden.
- Team: 1.100+ medewerkers met uitbreidingscapaciteit voor 400 extra werkplekken.
- Leiderschap: Doorgewinterd management met meer dan 20 jaar ervaring in de BPO-sector.
- Talen: Diensten worden geleverd in het Engels, Spaans en Frans.

Geleverde diensten

- Tier 2+ spraakondersteuning
- Back-office verwerking
- Communicatie via e-mail, chat en sms
- Gespecialiseerd in klantenservice, retentie, incasso en verkoop

Klantenportefeuille

- Langlopende contracten (4-11 jaar)
- Blue-chip klanten met topposities in tevredenheid
- #nr. 1 op de ranglijst van prestaties voor elke klant

Servicedistributie

- Verkoop: 48%

TARGET PRICE

\$ 10,000,000

GROSS REVENUE

\$ 22,000,000

EBITDA

\$ 1,700,000

BUSINESS TYPE

Callcenter

COUNTRY

Bahama's

BUSINESS ID

L#20250928

- Klantenservice: 43%
- Behoud: 7%
- Collecties: 2%

Blootstelling aan de industrie

- Menselijk kapitaal
- Telecom
- Financiën
- Media (inkomend en uitgaand)

Financiële momentopname (CY 2025 projecties)

- Brutowinst: \$11,4M
- Geschatte EBITDA: \$1.7M
- EBITDA-marge: ~15% met potentiële incrementele marges van meer dan 35%

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