

# 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 eersteklas 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

• 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% Page 2 of 2

• Klantenservice: 43%

• Behoud: 7%



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