

# Toonaangevend bedrijf in diensten voor bedrijfsprocessen



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Een gevestigde leverancier van Business Process Services (BPS), die een prominente klantenkring in de energiesector bedient, is beschikbaar voor overname. Met 19 jaar ervaring heeft dit bedrijf een sterke marktreputatie opgebouwd door technologiegedreven procesbeheeroplossingen van hoge kwaliteit te leveren in meerdere staten van Brazilië. Het bedrijf is actief in 10 staten met 433 servicelocaties, heeft een nationaal bereik en een gediversifieerde inkomstenbasis.

### Financiële hoofdpunten

- Consistente groei: CAGR van 3,5% (2021-2024E)
- Netto-inkomsten (miljoen USD):
  - 2021:\$15.0M
  - 2022:\$18.5M
  - 2023:\$16.8M
  - 2024E:\$16.7M
- EBITDA-marge:
  - Variërend tussen 13,7% en 18,5%, waaruit een stabiele winstgevendheid blijkt.

### Serviceportfolio

Het bedrijf biedt end-to-end oplossingen voor het beheer van bedrijfsprocessen in drie kernmodaliteiten:

1. Persoonlijke service – Directe klantenbetrokkenheid en ondersteuning op locatie.
2. Call Center Operations – Afhandelen van vragen van klanten, technische ondersteuning en klachtenafhandeling.
3. Administratieve ondersteuning – Back-office verwerking, audits en toezicht op naleving.

Het portfolio omvat:

- Procesmanagement: Coördinatie van personeel en systeemintegratie.
- Procesbewaking: Auditing en nalevingscontrole om uitmuntende service te garanderen.
- Beheer van klantenservice: Afhandeling van vragen, orderverwerking en technische ondersteuning.
- Klachtenafhandeling: Systematische afhandeling van klachten van klanten om de kwaliteit van de dienstverlening te verbeteren.
- Geïntegreerd servicebeheer: Real-time prestatiebewaking en efficiëntie bijhouden.

### Geografische aanwezigheid

Het bedrijf is actief in 10 staten in Brazilië, met een goed gespreide omzetbasis. De regio's die de meeste inkomsten genereren zijn onder andere:

- Ceará (CE) – 28,3% van 2024 Bruto-inkomsten
- Bahia (BA) – 17,5%

#### TARGET PRICE

\$ 25,000,000

#### GROSS REVENUE

\$ 16,800,000

#### EBITDA

\$ 3,000,000

#### BUSINESS TYPE

Diensten

#### COUNTRY

Brazilië

#### BUSINESS ID

L#20250819

- Pernambuco (PE) – 15,0%
- Espírito Santo (ES) – 11,0%
- Goiás (GO) – 9,6%
- Maranhão (MA) – 5,9%
- Rio Grande do Norte (RN) – 5,3%
- Rio de Janeiro (RJ) – 3,2%
- Mato Grosso (MT) – 2,2%
- Mato Grosso do Sul (MS) – 2,0%

## Concurrentievoordelen

- Sterke aanwezigheid in de markt: Een erkend leider in BPS voor de energiesector.
- Gediversifieerd dienstenaanbod: Omvat meerdere aspecten van uitbesteding van bedrijfsprocessen.
- Gevestigde infrastructuur: 433 servicelocaties en 2.870 medewerkers verspreid over 10 staten.
- Technologiegedreven aanpak: Gebruikmaken van geavanceerde digitale oplossingen om de efficiëntie van de dienstverlening te verbeteren.
- Schaalbaarheid en uitbreidingspotentieel: Goed gepositioneerd voor groei in nieuwe sectoren en regio's.

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