

# Oplossingen op maat voor meer operationele efficiëntie BPO Call Center





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Dit bedrijf is een toonaangevende leverancier van BPO-services (Business Process Outsourcing) en biedt oplossingen op maat om de operationele efficiëntie in verschillende sectoren te verbeteren. Met een sterke aanwezigheid in meerdere landen en een focus op flexibiliteit levert het bedrijf innovatieve outsourcingstrategieën en geavanceerde technologische oplossingen om de unieke uitdagingen van haar klanten aan te gaan.

Onlangs lanceerde het bedrijf een proefprogramma voor incassocontracten in Austin, waarmee het bedrijf benadrukt dat het zijn dienstenaanbod wil uitbreiden. Het operationele model omvat een mix van onshore, offshore en hybride oplossingen, waardoor klanten op maat gemaakte uitbestedingsscenario's kunnen creëren die voldoen aan hun specifieke behoeften. Deze flexibiliteit, gecombineerd met 24/7 wereldwijde services, positioneert het bedrijf als een veelzijdige partner voor bedrijven die hun activiteiten willen optimaliseren.

Met een focus op operationele efficiëntie, geavanceerde oplossingen zoals de Image Processing Engine en een bewezen staat van dienst in verschillende sectoren, is het bedrijf klaar voor verdere groei en uitbreiding in de BPO-sector. De voortdurende due diligence en strategische service-uitbreidingen, zoals de pilot met incasso's, laten zien dat het bedrijf zich wil aanpassen aan de eisen van de markt en de veranderende behoeften van klanten.

Bedrijfstakken:

Onderwijs, Telecommunicatie, Olie en Gas, Tolheffing, Incasso's van de eerste partij

Aangeboden diensten:

- Uitbesteding van bedrijfsprocessen (BPO)
- Oplossingen voor operationele efficiëntie
- Beeldverwerkingsengine (IPE)
- 24/7 Wereldwijde diensten
- Aangepaste uitbestedingsscenario's

Geografie:

Hoofdkantoor in de VS met kantoren in Azië

Aantal medewerkers:

1.100 medewerkers verspreid over drie verschillende landen

Inkomsten:

\$17 miljoen per jaar

Inkomstenraming:

2025 – \$20 M

BUSINESS TYPE

Callcenter

COUNTRY

Verenigde Staten

BUSINESS ID

L#20250860

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