

Aanbieder van contactcentrumdiensten



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Een contact Center Service Provider die actief is in de hele EU staat te koop. Het bedrijf biedt uitgebreide klantenserviceoplossingen, waaronder inkomende, uitgaande en gemengde contactcenteractiviteiten, met een sterke focus op spraakgebaseerde diensten. Het bedrijf handhaaft hoge operationele normen met ISO 9001 en ISO/IEC 27001 certificeringen. De bedrijfsontwikkelingsstrategie van het bedrijf is voornamelijk gebaseerd op verwijzingen en inkomende leads en bedient 4 grote klanten in de telecommunicatie-, IT- en outsourcingsectoren. Hun activiteiten zijn uitsluitend gericht op telefoongerelateerd werk, met opvallende kenmerken zoals 2 campagnes met hoge beloningen en een gespecialiseerd gemengd projectteam van 30 agenten. Deze operationele structuur stelt hen in staat om een hoge servicekwaliteit te handhaven en tegelijkertijd te voldoen aan de uiteenlopende behoeften van klanten in hun doelmarkt.

Bedrijfstakken:

Telecommunicatie, informatietechnologie, uitbesteding van bedrijfsprocessen

Aangeboden diensten:

- Inkomende Klantenservice
- Uitgaande gesprekken
- Blended Contact Center-activiteiten
- Ondersteuning via spraak/Chat
- Ondersteuning per e-mail
- Back Office

Geografie:

Twee kantoren in de EU

Aantal medewerkers:

520 werknemers

Inkomsten:

\$4,504,752.49

EBITDA:

\$1,100,000.00

Inkomstenraming:

\$7,700,000.00

TARGET PRICE

\$ 7,700,000

GROSS REVENUE

\$ 4,500,000

EBITDA

\$ 1,100,000

BUSINESS TYPE

Callcenter

COUNTRY

Slowakije

BUSINESS ID

L#20250902

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