

# Tier-1 BPO Callcenter (Business Process Outsourcing)



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Mogelijkheid om een Tier-1 Business Process Outsourcing (BPO) en Contact Center platform gevestigd in Buenos Aires, Argentinië, over te nemen met meer dan 30 jaar operationele geschiedenis, sterke klantenbinding en een zeer verdedigbare inkomstenbasis ondersteund door diepe integratie met Tier-1 telecommunicatie-operatoren. Het bedrijf werkt als een bedrijfskritische serviceprovider, ingebed in de infrastructuur van klanten, die oplossingen voor omnichannelklantervaring en geavanceerde technische ondersteuningsworkflows levert.

### Bedrijfsverzicht

- Tier-1 BPO-aanbieder met ~750 werknemers
- Operaties gecentraliseerd in Buenos Aires met redundantie op twee locaties
- Bedient toonaangevende klanten in de telecom, gezondheidszorg en grote bedrijven
- Levert complexe serviceomgevingen met meerdere processen (technisch, commercieel en backoffice)

### Strategische positionering

Het bedrijf vertegenwoordigt een zeer verdedigbaar Tier 1-platform in een consoliderende Latijns-Amerikaanse BPO-markt, waar concurrentievoordeel steeds meer wordt gedreven door technologie-integratie en AI enablement, in plaats van pure arbeidsarbitrage.

De diepgaande integratie met de telecominfrastructuur positioneert het bedrijf als een quasi-interne operator in plaats van een traditionele externe leverancier, wat aanzienlijke overstapkosten en hoge toetredingsdrempels met zich meebrengt.

### Belangrijkste investeringen

1. Langdurige klantrelaties en zicht op inkomsten
  - ~60% van klantenportefeuille meer dan 10 jaar behouden
  - Telecomklant vertegenwoordigt ~2/3 van inkomsten onder langdurige SLA
  - Ingebed operationeel model creëert hoge overstapkosten en sterke bescherming tegen churn
2. Gedifferentieerd, AI-ready platform
  - Eigen omnichannel platform (cloud-gebaseerd)
  - In staat gesteld om over te stappen van traditionele BPO naar AI-enabled customer experience services
  - Blootstelling aan niet-voiceprocessen van hogere waarde (technische workflows, back-office)
3. Bewezen operationele veerkracht
  - Infrastructuur op twee locaties met volledige redundantie (connectiviteit en stroom)
  - Geteste prestaties bij crisis in de meest volatiele macro-omgevingen van Argentinië

### TARGET PRICE

\$ 20,000,000

### GROSS REVENUE

\$ 10,100,000

### EBITDA

\$ 3,800,000

### BUSINESS TYPE

Callcenter

### COUNTRY

Argentinië

### BUSINESS ID

L#20261037

- Real-time telecomintegratie (connectiviteit op glasvezelnetwerkniveau)

#### 4. Aantrekkelijk financieel profiel met upside

- Inkomsten: ~USD 10 miljoen
- Gerapporteerde EBITDA: 8-10% en genormaliseerde EBITDA: 15+% (na aanpassingen, hopelijk)
- Extra verborgen waarde via ~USD 1 miljoen NWC-normalisatie

#### 5. Institutionele transparantie

- Volledig gecontroleerde financiële gegevens (DFK International)
- 100% on-the-books operaties (geen informele blootstelling)
- Lage juridische en arbeidonzekerheid

#### Transactie Reden

- Onmiddellijke toegang tot stabiele, terugkerende kasstromen
- Platform voor regionale buy-and-build strategie in LATAM
- Kansen voor margevergroting door inzet van automatisering en AI
- Geschikt voor:
  - Strategische BPO-operators
  - Aanbieders van geïntegreerde telecomdiensten
  - Private equity-investeerders richten zich op platformspelers

#### Structuur van de overeenkomst

Flexibele transactiestructuren in overweging:

Overname van meerderheid (80%) met behoud van management (Put/Call over 36 maanden)

- Strategisch partnerschap voor regionale uitbreiding

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