

근거리 콜센터 아웃소싱 및 BPO 서비스





BPO

2013년에 설립된 Contact Center는 근거리 컨택 센터 서비스를 원하는 미국 기업을 위한 맞춤형 고객 서비스 솔루션을 제공합니다. 1,000석 이상의 좌석을 수용할 수 있으며 연중무휴로 운영됩니다.

주요 정보

금융 서비스, 통신, 호텔, 의료 등 다양한 산업에 서비스를 제공하고 있습니다.

이 회사의 주요 강점으로는 비용 효율성(미국 국내 서비스보다 50% 이상 비용 효율적), 미국과의 강력한 문화적 연계성, 능숙한 영어 구사 인력, 강력한 비즈니스 연속성 계획을 갖춘 무재해 지역이 있습니다.

ISO 9001 및 PCI 인증을 획득하여 품질 관리 및 보안 표준을 보장합니다.

또한 이 패키지의 일부로 멕시코에 있는 700석 규모의 공실 콜센터 시설도 포함되어 있습니다. 이 최첨단 시설에는 이중화 기술, UPS, 발전기, 여러 인터넷 제공업체, 교육실, 회의실 및 직원을 위한 다양한 편의시설이 포함되어 있습니다. 이 시설은 최근 리노베이션을 마쳤으며 15년 임대로 제공되므로 멕시코에서 톱콜센터 솔루션을 찾는 기업에게 매력적인 투자 기회가 될 것입니다.

TARGET PRICE

\$12,000,000

GROSS REVENUE

\$7,400,000

EBITDA

\$1,600,000

BUSINESS TYPE

콜 센터

COUNTRY

멕시코

BUSINESS ID

L#20240794

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