

# 카리브해의 확고한 BPO 제공업체



**MERGERSCORP**

## BPO

카리브해에 위치한 잘 정립된 고성능 KPO/BPO 플랫폼으로, 오랜 기간 명망 있는 고객층에 프리미엄 다국어 서비스를 제공한 검증된 실적을 보유하고 있습니다.

### 하이라이트

- 위치: 카리브해에 위치한 운영 센터로 근해 및 역외 역량을 모두 갖추고 있습니다.
- 팀: 1,100명 이상의 직원과 400개의 워크스테이션을 추가로 확장할 수 있는 용량.
- 리더십: BPO 분야에서 20년 이상 경력을 쌓은 노련한 경영진.
- 언어: 서비스 제공 언어: 영어, 스페인어, 프랑스어로 제공됩니다.

### 제공되는 서비스

- 티어 2+ 음성 지원
- 백오피스 처리
- 이메일, 채팅 및 SMS 커뮤니케이션
- 고객 서비스, 고객 유지, 수금 및 판매 전문

### 고객 포트폴리오

- 장기 계약(4~11년)
- 만족도 순위가 최상위권인 블루칩 클라이언트
- #서비스하는 모든 고객에 대한 성능 순위 1위

### 서비스 배포

#### TARGET PRICE

\$ 10,000,000

#### GROSS REVENUE

\$ 22,000,000

#### EBITDA

\$ 1,700,000

#### BUSINESS TYPE

콜 센터

#### COUNTRY

바하마

#### BUSINESS ID

L#20250928

- 매출: 48%
- 고객 서비스: 43%
- 리텐션: 7%
- 컬렉션: 2%

#### 업계 노출

- 인적 자본
- 텔레콤
- 금융
- 미디어(인바운드 및 아웃바운드)

#### 재무 스냅샷(CY 2025 예상)

- 총 수익: \$11.4M
- 예상 EBITDA: \$1.7M
- EBITDA 마진: ~15%, 잠재적 마진 증가율 35% 이상

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