

LATEM 콜센터(BPO)

설립



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LATEM (BPO)

프로젝트 콜센터는 파나마(본사)와 콜롬비아 전역에서 운영되는, 확고한 입지를 갖춘 비즈니스 프로세스 아웃소싱(BPO) 및 옴니채널 컨택 센터 플랫폼입니다.

이 회사는 240명 이상의 정규직 직원을 두고 있는 두 곳의 생산 시설을 운영하고 있으며, 당장 부동산 자본 지출 없이도 인원을 확대할 수 있는 여력을 갖추고 있습니다.

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이 회사는 금융 서비스, 통신, 소매/공공 서비스, 기술 등 4대 핵심 업종에 걸쳐 채권 추심, 고객 관리, 영업 및 기술 지원 서비스를 제공합니다.

- 10건의 유효한 고객 계약으로, 지원 ~~하며~~, 계약 잔여 기간은 1년에서 5년 사이입니다.

2024년에 326만 달러로 정점을 찍은 급격한 매출 성장에 이어, 2025년에는 영업 마진 축소와 함께 실적도 위축세를 보였습니다.

미터법	2021	2022	2023	2024	2025년 (경영진 결정)
	0.37M US\$	219만 달러	296만 달러	326만 달러	249만 달러
EBITDA	N/A	-0.14M US\$	-0.60M US\$	0.15M US\$	-0.64M US\$
EBITDA	N/A	-6.4%	-20.2%	4.6%	-25.5%

과거 수치는 감사받은 재무제표(2021년), 집계 보고서(2024년), 그리고 정산 절차가 진행 중인 내부 월별 관리 수치가 혼합되어 반영되어 있습니다.

- 2026년부터 2036년까지 단계적으로 만료되는 계약을 통해 약 150석 규모의 핵심 좌석 수는 계속 보장됩니다.
- 2030 경영진위 사업 계획에 따르면 2030 확대할 ~~계획~~입니다.
- 파나마와 콜롬비아에 있는 기존 물리적 시설은 단기적인 임대 공간 확충 없이도 예상되는 좌석 수 증가분을 흡수할 수 있는 여유 용량을 갖추고 있다.

TARGET PRICE

\$ 3,200,000

GROSS REVENUE

\$ 3,260,000

EBITDA

\$ 0

BUSINESS TYPE

콜 센터

COUNTRY

파나마

BUSINESS ID

L#20261175

- 파나마에서 보기 드문 규제 승인을 획득함(법 제42호 콜센터 지위 및 장기 ASEP 운영권).
 - 두 국가를 아우르는 사업 기반을 통해 달러화 기반 파나마 계약과 콜롬비아의 비용 효율적인 인재 풀을 결합.
 - 1급 지역 금융 및 통신 기업에 서비스를 제공해 온 검증된 실적.
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- ITS 계열사(파나마 + 콜롬비아)가 2026년 예상 매출의 68%를 차지함.
 - 운영 규율을 통해 2025년 매출 감소(-23%, 전년 대비) 및 EBITDA 마진 축소(-25.5%)를 반전시키기.
 - 2030년 목표 달성에 필요한 350석 규모의 미계약 파이프라인에 대한 상업적 타당성 검증.

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The projected financial information contained in the Memorandum is based on judgmental estimates and assumptions made by the management of the target Company, about circumstances and events that have not yet taken place. Accordingly, there can be no assurance that the projected results will be attained. In particular, but without prejudice to the generality of the foregoing, no representation or warranty whatsoever is given in relation to the reasonableness or achievability of the projections contained in the Memorandum or in relation to the bases and assumptions underlying such projections and you must satisfy yourself in relation to the reasonableness, achievability and accuracy thereof.

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