



Services  
d'externalisation de  
centres d'appel et  
d'externalisation des  
processus de  
production (BPO) dans  
les pays voisins



## Services d'externalisation de centres d'appel et d'externalisation des processus de production (BPO) dans les pays voisins

Fondé en 2013, Contact Center propose des solutions de service client sur mesure pour les entreprises américaines à la recherche de services de centre de contact nearshore. Ils ont une capacité de plus de 1 000 places et fonctionnent 24 heures sur 24 et 7 jours sur 7.

### Informations clés

Fournir des services à diverses industries telles que les services financiers, les télécommunications, l'hôtellerie et les soins de santé

Les principaux atouts de l'entreprise sont la rentabilité (plus de 50 % de plus que les services nationaux américains), un fort alignement culturel avec les États-Unis, une main-d'œuvre anglophone compétente et des zones exemptes de catastrophes avec de solides plans de continuité des activités.

Ils sont certifiés ISO 9001 et PCI, ce qui garantit une gestion de la qualité et des normes de sécurité.

En outre, cette offre comprend un centre d'appel vacant de 700 places, entièrement équipé, situé au Mexique. Ce centre ultramoderne comprend une technologie redondante, des onduleurs, des générateurs d'électricité, plusieurs fournisseurs d'accès à Internet, des salles de formation, des salles de réunion et diverses commodités pour les employés. L'installation a été récemment rénovée et est assortie d'un bail de 15 ans, ce qui en fait une opportunité d'investissement attrayante pour les entreprises à la recherche d'une solution de centre d'appel clé en main au Mexique.

TARGET PRICE

\$ 12,000,000

GROSS REVENUE

\$ 7,400,000

EBITDA

\$ 1,600,000

BUSINESS TYPE

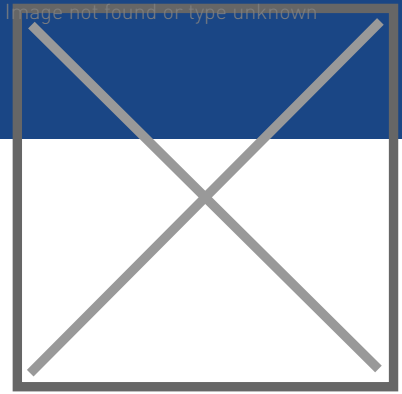
Call Center

COUNTRY

Mexique

BUSINESS ID

L#20240794



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