

Leading Business Process Services Company





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A well established Business Process Services (BPS) provider, serving a prominent client base in the energy sector, is available for acquisition. With 19 years of experience, this company has built a strong market reputation by delivering high quality, technology driven process management solutions across multiple states in Brazil. Operating in 10 states with 433 service locations, the company has a national reach and a diversified revenue base.

Key Financial Highlights

- Consistent Growth: CAGR of 3.5% (2021-2024E)
- Net Revenue (USD Million):
 - 2021:\$15.0M
 - 2022:\$18.5M
 - 2023:\$16.8M
 - 2024E:\$16.7M
- EBITDA Margin:
 - Ranging between 13.7% and 18.5%, demonstrating stable profitability.

TARGET PRICE
\$25,000,000

GROSS REVENUE
\$16,800,000

EBITDA
\$3,000,000

BUSINESS TYPE
Services

COUNTRY
Brazil

BUSINESS ID
L#20250819

Service Portfolio

The company provides end-to-end business process management solutions across three core modalities:

1. In-Person Service – Direct customer engagement and on-site support.
2. Call Center Operations – Handling customer inquiries, technical support, and complaint management.
3. Administrative Support – Back-office processing, auditing, and compliance monitoring.

Its portfolio includes:

- Process Management: Workforce coordination and system integration.
- Process Monitoring: Auditing and compliance review to ensure service excellence.
- Customer Service Management: Inquiry handling, order processing, and technical support.
- Complaint Resolution: Systematic handling of customer complaints to enhance service quality.
- Integrated Service Management: Real-time performance monitoring and efficiency tracking.

Geographical Presence

The company operates in 10 states across Brazil, with a well-distributed revenue base. The top revenue-generating regions include:

- Ceará (CE) – 28.3% of 2024 Gross Revenue
- Bahia (BA) – 17.5%
- Pernambuco (PE) – 15.0%
- Espírito Santo (ES) – 11.0%
- Goiás (GO) – 9.6%

- Maranhão (MA) – 5.9%
- Rio Grande do Norte (RN) – 5.3%
- Rio de Janeiro (RJ) – 3.2%
- Mato Grosso (MT) – 2.2%
- Mato Grosso do Sul (MS) – 2.0%

Competitive Advantages

- Strong Market Presence: A recognized leader in BPS for the energy sector.
- Diversified Service Offerings: Covering multiple aspects of business process outsourcing.
- Established Infrastructure: 433 service locations and 2,870 employees across 10 states.
- Technology-Driven Approach: Utilizing advanced digital solutions to enhance service efficiency.
- Scalability & Expansion Potential: Well-positioned for growth into new industries and geographies.

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