

Tailored Solutions to Drive Operational Efficiency BPO Call Center





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A leading provider of Business Process Outsourcing (BPO) services, this company offers tailored solutions to enhance operational efficiency across a variety of industries. With a strong presence in multiple countries and a focus on flexibility, the company delivers innovative outsourcing strategies and advanced technological solutions to address the unique challenges faced by its clients.

Recently, the company launched a pilot program for collections contracts in Austin, highlighting its commitment to expanding its service offerings. Its operational model includes a mix of onshore, offshore, and hybrid solutions, allowing clients to create customized outsourced scenarios that meet their specific needs. This flexibility, combined with 24/7 global services, positions the company as a versatile partner for businesses seeking to optimize their operations.

With a focus on operational efficiency, cutting-edge solutions like the Image Processing Engine, and a proven track record across various industries, the company is poised for continued growth and expansion in the BPO sector. Its ongoing due diligence and strategic service expansions, such as the collections pilot, showcase its dedication to adapting to market demands and evolving client needs.

Industries Served:

Education, Telecommunications, Oil and Gas, Tolling, First-party Collections

Services Offered:

- Business Process Outsourcing (BPO)
- Operational Efficiency Solutions
- Image Processing Engine (IPE)
- 24/7 Global Services
- Customized Outsourcing Scenarios

Geography:

HQ in the US with offices in Asia

Headcount:

1,100 employees across three different countries

Revenue:

\$17 million annually

Revenue Forecast:

2025 – \$20 M

BUSINESS TYPE

Call Center

COUNTRY

United States

BUSINESS ID

L#20250860

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