

Contact Center Service Provider



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Contact Center Service Provider

A contact Center Service Provider which operates across EU is for sale. The company provides comprehensive customer service solutions including inbound, outbound, and blended contact centre operations, with a strong focus on voice based services. The company maintains high operational standards with ISO 9001 and ISO/IEC 27001 certifications. The company's business development strategy relies primarily on referrals and inbound leads, servicing 4 major clients across telecommunications, IT and outsourcing sectors. Their operations are exclusively focused on phone related work, with notable features including 2 high reward campaigns and a specialised 30 agent blended project team. This operational structure allows them to maintain high service quality while meeting diverse client needs across their target market.

Industries Served:

Telecommunications, Information Technology, Business Process Outsourcing

Services Offered:

- Inbound Customer Service
- Outbound Calling
- Blended Contact Center Operations
- Voice/Chat Support
- Email Support
- Back Office Operations

Geography:

Two offices in EU

Headcount:

520 employees

Revenue:

\$4,504,752.49

EBITDA:

\$1,100,000.00

Revenue Forecast:

\$7,700,000.00

TARGET PRICE

\$7,700,000

GROSS REVENUE

\$4,500,000

EBITDA

\$1,100,000

BUSINESS TYPE

Call Center

COUNTRY

Slovakia

BUSINESS ID

L#20250902

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