

# Omnichannel Customer Experience Solutions





## Omnichannel Customer Experience Solutions

The company is a leading global provider of omnichannel customer experience (CX) solutions, specialising in improving digital interactions between brands and their customers. As a Public Benefit Corporation the company focuses on empowering impact- making organisations and delivering data driven customer experience solutions across various industries. The company applies a scientific approach to experimentation, encompassing data collection, hypothesis formulation, success criteria definition, experiment deployment and rigorous statistical analysis. This method ensured that decision are grounded in data, minimising risk and maximising returns on marketing investments.

The company also fosters strong partnerships with trusted providers to offer a comprehensive suite of digital services, extending beyond its core expertise in customer experience. This collaborative model allows the company to deliver high quality consultative solutions without diluting its specialisation. As a public Benefit Corporation, the company is dedicated to working with entrepreneurs and organisations that aim to create a positive impact. Their mission is to help purpose driven entities amplify their contributions to society, the economy, and the environment.

With a strategic global footprint, data driven practices, and a deep commitment to meaningful impact, the company is well positioned for continued growth and leadership in the customer experience sector.

### Industries Served:

Business-to-Consumer (B2C), Business-to-Business (B2B), Education (EDU), Non-Profit Organizations (NPO), Digital Agencies, Sustainability-focused Organizations, Telecommunications,

### Services Offered:

Omnichannel Customer Experience Solutions, User Research and Insights, Digital Experimentation, Conversion Rate Optimization (CRO), Tech Support

### Geography:

Global operations with strategic presence in LATAM and the Philippines

### Headcount:

2000 FTEs

### Revenue:

\$50 M

### EBITDA:

\$8 M

### TARGET PRICE

\$56,000,000

### GROSS REVENUE

\$50,000,000

### EBITDA

\$8,000,000

### BUSINESS TYPE

Call Center

### COUNTRY

Philippines

### BUSINESS ID

L#20250905

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