

Leader in Unified MX Solutions Across CX, EX, UX & DX



MERGERSCORP

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The company is a recognized leader in delivering integrated experience solutions by uniting Employee Experience (EX), Customer Experience (CX), User Experience (UX), and Digital Experience (DX) into a cohesive Multi-Experience (MX) model. Moving beyond traditional call center services, it offers a wide range of innovative solutions powered by top-tier talent, advanced technology platforms, and deep analytics—optimizing every interaction across both the customer and employee journeys.

What sets the company apart is its 100% employee-owned structure, which closely aligns company performance with employee well-being. This ownership model fosters a culture of accountability, quality, and long-term investment. With over 90% of leadership roles filled internally, the company ensures that its agents represent not just the client's brand, but also their own with authenticity and commitment.

The organization maintains long-standing relationships with key clients, particularly in the telecommunications sector, with its top client contributing 40% of total revenue. Technologically, the company is at the forefront of innovation with AI-powered tools such as conversation simulation, real-time accent translation, and automated quality assurance. Its growth strategy centers on deepening presence in core verticals, maintaining operational efficiency, and scaling through a global delivery model that blends onshore, nearshore, and offshore capabilities. With these strengths, the company is well-positioned to enter its next phase of growth under new ownership.

Industries Served:

- Automotive, Finance, Banking and Wealth Management, Education and Student Lending, Healthcare, Media and Entertainment, Public Sector, Retail, Technology, Telecommunications, Travel and Transportation, Tourism.

Services Offered:

- Customer Care
- Sales Services
- Fraud and Dispute Management
- Back Office Support
- Omnichannel Capabilities

Head Count:

- 10000 FTEs

Geography:

- HQ in the US, offices in Jamaica, South Africa and LATAM

Financials:

- Revenue: \$400M
- EBITDA: \$50M

TARGET PRICE

\$300,000,000

GROSS REVENUE

\$0

EBITDA

\$0

BUSINESS TYPE

Call Center

COUNTRY

United States

BUSINESS ID

L#20250907

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