

# Caribbean well-established BPO provider



**MERGERSCORP**

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A well-established, high-performing KPO/BPO platform located in the Caribbean, with a proven track record of delivering premium multilingual services to a prestigious, long-standing client base.

### Highlights

- Location: Caribbean-based operations center with both nearshore and offshore capabilities.
- Team: 1,100+ employees with expansion capacity for 400 additional workstations.
- Leadership: Seasoned management with over 20 years of experience in the BPO sector.
- Languages: Services delivered in English, Spanish, and French.

### Services Provided

- Tier 2+ voice support
- Back-office processing
- Email, chat, and SMS communication
- Specialized in customer service, retention, collections, and sales

### Client Portfolio

- Longstanding contracts (4–11 years)
- Blue-chip clients with top-tier satisfaction rankings
- #1 performance ranking for every client served

### Service Distribution

- Sales: 48%

#### TARGET PRICE

\$10,000,000

#### GROSS REVENUE

\$22,000,000

#### EBITDA

\$1,700,000

#### BUSINESS TYPE

Call Center

#### COUNTRY

Bahamas

#### BUSINESS ID

L#20250928

- Customer Service: 43%
- Retention: 7%
- Collections: 2%

#### Industry Exposure

- Human Capital
- Telecom
- Finance
- Media (Inbound & Outbound)

#### Financial Snapshot (CY 2025 Projections)

- Gross Profit: \$11.4M
- Estimated EBITDA: \$1.7M
- EBITDA Margin: ~15% with potential incremental margins over 35%

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