

Omnichannel Customer Experience & BPM Platform



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An opportunity to partner with a scaled, profitable Indian customer experience (CX) and business process management (BPM) company with strong domestic market presence and growing international ambitions.

The Company has previously filed a DRHP in connection with a proposed public listing, demonstrating institutional governance standards and operational transparency.

The business serves large Indian enterprises, multinational corporations operating in India, and mid-sized domestic brands.

GROSS REVENUE

\$50,000,000

BUSINESS TYPE

Call Center

COUNTRY

India

BUSINESS ID

L#20261009

Business Snapshot

- Geographic Revenue Mix: 100% India (domestic)
- Operational Footprint: 24 delivery centers across 12 cities
- Language Capability: 13+ Indian languages
- Industries Served: 10+ sectors
- Contract Tenure: 1–3 years
- Client Profile: Large corporates, MNCs with India operations, and established Indian enterprises

Core Capabilities

- Inbound & outbound contact center operations
- Voice and non-voice customer support
- Email, chat, and digital engagement
- Technical support & customer lifecycle management

BPM & Back-Office Solutions

- Process outsourcing
- Data management

- Customer acquisition & retention programs
- Industry-specific support services

Deep India Platform

- PAN-India delivery presence across 24 sites
- Multi-city redundancy and scalable capacity
- Access to diverse talent pools
- Strong regional language capabilities (13+ Indian languages)

Established Domestic Client Base

- Long-term relationships with 1–3 year contracts
- Exposure across more than 10 industries
- Strong recurring revenue base

Proven Execution Track Record

- Scaled operations over multiple years
- Experience working with large enterprise accounts
- Institutional governance readiness (prior public listing process)

The Company is entering a strategic inflection point focused on:

International Expansion

- Actively pitching to US-based clients
- Positioning India as a cost-efficient global delivery hub
- Leveraging execution strength to service international brands

Service Diversification

- Expanding higher-value digital CX offerings
- Enhancing automation and technology integration

- Moving up the value chain beyond traditional BPO

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