

Tier-1 Business Process Outsourcing (BPO) Call Center



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Opportunity to acquire a Tier-1 Business Process Outsourcing (BPO) and Contact Center platform based in Buenos Aires, Argentina, with over 30 years of operating history, strong client retention, and a highly defensible revenue base supported by deep integration with tier-one telecommunications operators. The Company operates as a mission-critical service provider, embedded within client infrastructure, delivering omnichannel customer experience solutions and advanced technical support workflows.

Business Overview

- Tier-1 BPO provider with ~750 employees
- Operations centralized in Buenos Aires with dual-site redundancy
- Serves leading telecom, healthcare, and large corporate clients
- Delivers complex, multi-process service environments (technical, commercial, and back-office)

Strategic Positioning

The Company represents a highly defensible, Tier-1 platform in a consolidating Latin American BPO market, where competitive advantage is increasingly driven by technology integration and AI enablement, rather than pure labor arbitrage.

Its deep integration with telecom infrastructure positions it as a quasi-internal operator, rather than a traditional external vendor—creating significant switching costs and high barriers to entry.

Key Investment Highlights

1. Long-Term Client Relationships & Revenue Visibility

- ~60% of client portfolio retained for over 10 years
- Anchor telecom client represents ~2/3 of revenues under long-standing SLA
- Embedded operational model creates high switching costs and strong churn protection

2. Differentiated, AI-Ready Platform

- Proprietary omnichannel platform (cloud-based)
- Enabled to transition from traditional BPO to AI-enabled customer experience services
- Exposure to higher-value non-voice processes (technical workflows, back-office)

3. Proven Operational Resilience

- Dual-site infrastructure with full redundancy (connectivity and power)
- Crisis-tested performance in Argentina's most volatile macro environments
- Real-time telecom integration (fiber network-level connectivity)

4. Attractive Financial Profile with Upside

- Revenue: ~USD 10 million

TARGET PRICE

\$20,000,000

GROSS REVENUE

\$10,100,000

EBITDA

\$3,800,000

BUSINESS TYPE

Call Center

COUNTRY

Argentina

BUSINESS ID

L#20261037

- Reported EBITDA: 8–10% and Normalized EBITDA: 15+% (post adjustments, hopefully)
- Additional hidden value via ~USD 1 million NWC normalization

5. Institutional-Grade Transparency

- Fully audited financials (DFK International)
- 100% on-the-books operations (no informal exposure)
- Low legal and labor contingencies

Transaction Rationale

- Immediate access to stable, recurring cash flows
- Platform for regional buy-and-build strategy in LATAM
- Opportunity for margin expansion through automation and AI deployment
- Strong fit for:
 - Strategic BPO operators
 - Telecom-integrated service providers
 - Private equity investors targeting platform plays

Deal Structure

Flexible transaction structures under consideration:

Majority Acquisition (80%) with Management Retention (Put/Call over 36 months)

- Strategic partnership for regional expansion

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