

# 25-Year-Old Premier Latin American BPO Call Center Opportunity



**MERGERSCORP**

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An exceptional opportunity to acquire a high-performing, **debt-free** Contact Center with a 25-year legacy of excellence in Argentina and Latin America. This operation is a rare find in the BPO sector, boasting industry-defying retention rates, a “Big Four” audited financial history, and a sophisticated infrastructure designed for 24/7 mission-critical operations.

### Operational Excellence & Human Capital

- **Scale:** 900 production positions operating 24/7, supported by a dedicated team of **1,100 agents** and 200 administrative staff.
- **Unrivaled Stability:** In an industry known for “revolving door” staffing, this firm maintains an average agent turnover of **6 years** and administrative turnover of **12 years**.
- **Clean Legal Slate:** Zero active labor lawsuits—a testament to superior management and a healthy corporate culture.
- **Expert Leadership:** Managed by three partners with over two decades of experience in the LatAm and North American markets.

### Financial Highlights

- **Performance:** Consistent **EBITDA of 8–10%**.
- **Transparency:** Audited by a **Big Four firm** through 2024; international tax reports are fully compliant.
- **Fiscal Health:** 100% debt-free with a clean tax status (ARCA compliant).
- **Revenue Diversification:** Strong portfolio featuring two major telecommunications giants, diversified across six distinct contract types.

### Infrastructure & Innovation

- **Technical Resilience:** Features a diversified fiber optic network and **duplicated backup power** (on-site battery banks + generators). Fire protection and security systems meet rigorous international standards.

TARGET PRICE  
\$9,750,000

BUSINESS TYPE  
Call Center

COUNTRY  
Argentina

BUSINESS ID  
L#20261038

- **Future-Proofed:** Includes a dedicated **Innovation Lab** currently developing proprietary AI solutions for chatbots, ensuring the business stays ahead of the automation curve.
- **Market Strategy:** While the firm has 20 years of experience with North American clients, it is currently optimized for the local market, where current exchange rates maximize profitability.

## Strategic Upside

Beyond the core business, there is an immediate opportunity for **scale through integration**. A second, complementary Contact Center is available for a joint acquisition, allowing a buyer to consolidate market share and diversify service offerings instantly.

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