

Established Contact Center & Business Process Outsourcing Platform



MERGERSCORP

Established Contact Center & Business Process Outsourcing Platform

A leading Argentine contact center and customer experience platform with a proven 25-year track record. The business combines long-standing blue-chip customer relationships, a highly stable workforce, advanced technological infrastructure, and strong financial performance, positioning it as a compelling platform for strategic and financial investors seeking exposure to the growing customer engagement and outsourcing sector.

The company operates a scalable, 24/7 service platform with capacity for approximately 900 positions and a workforce of more than 1,300 employees, including over 1,100 customer service agents and 200 administrative professionals. The business benefits from exceptional workforce stability, with average employee tenure significantly above industry benchmarks.

Investment Highlights

- 25-year proven track record in customer experience and contact center operations.
- Strong and experienced management team with 20–25 years of industry expertise across Argentina and Latin America, including extensive experience serving North American companies.
- Scalable 24/7 operating model with approximately 900 active positions.
- Highly stable workforce with average agent tenure of 6 years and administrative staff tenure of 12 years.
- No labor litigation history.
- Debt-free balance sheet and strong financial position.
- Clean tax and regulatory standing, fully compliant with Argentine authorities.
- International tax reporting completed through 2024.
- Audited by a leading Big Four accounting firm through 2024.
- Consistent EBITDA margins of approximately 8–10%.
- Diversified revenue base supported by multiple contract structures and long-standing blue-chip telecommunications customers.
- Enterprise-grade infrastructure featuring diversified fiber-optic connectivity, redundant power systems, on-site generators, battery backup facilities, and international-standard security and fire protection systems.
- Dedicated Innovation Lab focused on AI-driven customer engagement solutions, including chatbot development and automation technologies.

Strategic Opportunity

The company has established itself as a trusted outsourcing partner within the domestic market and currently generates revenue primarily from local clients, benefiting from attractive market dynamics and favorable operating economics. The platform presents significant opportunities for future expansion into international customer service, digital outsourcing, and AI-enabled business process services.

Further information is available upon execution of a Non-Disclosure Agreement (NDA).

BUSINESS TYPE

Call Center

COUNTRY

Argentina

BUSINESS ID

L#20261087

The information contained herein does not constitute an offer to sell or a solicitation of an offer or a recommendation to purchase securities under the securities laws of any jurisdiction, including the United States Securities Act of 1933, as amended, or any US state securities laws, or a solicitation to enter into any other transaction

The projected financial information contained in the Memorandum is based on judgmental estimates and assumptions made by the management of the target Company, about circumstances and events that have not yet taken place. Accordingly, there can be no assurance that the projected results will be attained. In particular, but without prejudice to the generality of the foregoing, no representation or warranty whatsoever is given in relation to the reasonableness or achievability of the projections contained in the Memorandum or in relation to the bases and assumptions underlying such projections and you must satisfy yourself in relation to the reasonableness, achievability and accuracy thereof.

By delivering this Memorandum, neither MergersUS Inc., nor its authorized agents are making any recommendations regarding the acquisition or strategies outlined herein. Interested parties shall exercise independent judgment in, and have sole responsibility for, determining whether an acquisition of the Company is suitable for them, and neither MergersUS Inc, nor its authorized agents have responsibility to, and will not, monitor the condition of interested parties to determine that an acquisition is or remains suitable for them. Among other things, suitability of an acquisition will depend upon an interested party's investment and business plans and financial situation.

This document is prepared for information purposes only. It is made available on the express understanding that it will be used for the sole purpose of assisting the recipients to decide whether they wish to proceed with a further investigation of the Proposed Transaction.

The recipients realize and agree that this document is not intended to form the basis of any investment decision or any other appraisal or decision regarding the Proposed Transaction, and does not constitute the basis for the contract which may be concluded in relation to the Proposed Transaction.

All information contained in this document may subsequently be updated and adjusted. MergersUS Inc. has not independently verified any of the information contained herein or on which this document is based. Neither the Company, nor its management or shareholders, nor MergersUS Inc. , nor any of their respective directors, partners, officers, employees or affiliates make any representation or warranty (express or implied) or accept or will accept any responsibility or liability regarding or in relation to the accuracy or completeness of the information contained in this document or any other written or oral information made available to any interested party or its advisers. Any liability in respect of any such information or any inaccuracy in or omission from the document is expressly disclaimed.

MERGERSCORP

© 2026 MergersCorp M&A International. All rights reserved.

© 2026 MergersCorp M&A International. MergersCorp™ M&A International is the collective brand name of independent affiliates of MergersCorp M&A International. For more details on the nature of our affiliation, please visit us on our website <https://www.mergerscorp.com/disclaimer>. MergersCorp M&A International is not a registered broker-dealer under the U.S. securities laws. MergersCorp M&A International does not offer or sell securities or provide investment advice or underwriting services. The articles or publications contained in this presentation are not intended to provide specific business or investment advice. The author or MergersCorp M&A International shall not be liable for any errors or omissions, or for any loss suffered by any person or organization acting or refraining from acting as a result of the content of this website. It is recommended that specific independent advice be sought before making any business or investment decision.

MERGERSCORP

WWW.MERGERSCORP.COM