Customer Experience & Business Process Outsourcing

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An established Argentina-based, technology-enabled CX/BPO platform founded in 1999 and headquartered in Córdoba, Argentina. The Company provides customer care, collections, back-office support, and AI-enhanced CX solutions to clients across financial services, insurance, healthcare, and public-sector markets.

Key Investment Highlights

- 26 years of operating history with strong brand recognition in Argentina
- 20M+ annual customer interactions
- 97% client recommendation index
- 80%+ of clients have been with the Company for more than 10 years
- Certified under ISO 9001, ISO 27001, and COPC
- Technology-enabled delivery incorporating AI bots, speech analytics, WebRTC, WhatsApp integrations, and self-service tools
- Strong expertise in highly regulated sectors, including financial services, insurance, healthcare, and citizen services
- Established operating platform providing immediate entry into the Argentine and Southern Cone markets

Financial Profile

For CY 2025, the Company projects:

- Revenue: US$13.37M
- Gross Profit: US$3.03M
- EBITDA: US$1.65M
- EBITDA Margin: 12%

Services & Technology

The platform provides multichannel customer service, collections and delinquency management, CX monitoring and analytics, video-call assistance, sales support, fraud prevention, back-office services, and AI-enabled applications. Its technology stack includes generative AI chatbots and voice bots, speech analytics, WebRTC, proprietary automation infrastructure, WhatsApp integrations, and digital CX channels.

Growth Opportunity

The Company offers an attractive platform for buyers seeking to establish or expand a nearshore CX/BPO presence in Argentina and the Southern Cone. Growth opportunities include expanding into new geographies, cross-selling adjacent CX and back-office services, increasing AI and automation capabilities, and leveraging Argentina's talent base and time-zone alignment for broader Americas coverage.

Transaction Opportunity

The shareholders are evaluating strategic alternatives and are seeking a strategic partner capable of supporting expansion beyond Argentina, while leveraging the Company's established client relationships, technology infrastructure, certifications, and experienced management team.

TARGET PRICE
$9,500,000

GROSS REVENUE
$3,030,000

EBITDA
$1,650,000

BUSINESS TYPE
Call Center

COUNTRY
Argentina

BUSINESS ID
L#20261120

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