20-Year-Old Nearshore Technology-Enabled Services Platform

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20-Year-Old Nearshore Technology-Enabled Services Platform

A founder-led, technology-enabled nearshore services platform founded in 2002, combining two complementary operating divisions: a BPO and customer engagement business and a specialized telecom, systems integration, cloud, and IT services division.

The Company operates primarily from Mexico, providing nearshore delivery capabilities with U.S. proximity, Central Time alignment, and access to cost-efficient multilingual and technical talent.

Key Investment Highlights

- 20+ years of operating history
- 200+ employees across both divisions
- Operations serving customers across 24 countries, with projects completed across 40 countries
- Nearshore delivery platform in Mexico with strong U.S. commercial reach
- Technology-enabled operations incorporating AI, cloud, automation, analytics, cybersecurity, and telecom integration
- Diversified exposure across BPO/CX, telecom, IT, cloud, and managed services
- Multilingual capabilities across English, Spanish, French, and Portuguese
- Established relationships across telecom, enterprise, government, and customer-care end markets

Financial Profile

The Company generated $5.17M of revenue and $0.98M of EBITDA in 2024, representing a 19.0% EBITDA margin. Revenue is projected at approximately $5.48M for 2026.

2024 Division Breakdown:

- BPO / Customer Engagement: $2.68M revenue; $0.55M EBITDA
- Telecom & IT Services: $2.49M revenue; $0.43M EBITDA

Business Divisions

BPO & Customer Engagement
A multi-channel customer care and technical support platform serving 24 countries, with approximately 179 employees and multilingual capabilities. The division also offers AI-enabled quality monitoring, reporting, SLA management, and BOT solutions allowing clients to establish and eventually transfer captive operations in Mexico.

Telecom & IT Services
A specialized technical services business with 55 employees, including 38 developers. Capabilities include systems integration, cloud solutions, cybersecurity, managed services, data processing, and private 5G networks, supported by long-standing relationships across telecom, enterprise, and government environments.

Growth Opportunities

TARGET PRICE
$8,500,000

GROSS REVENUE
$5,170,000

EBITDA
$980,000

BUSINESS TYPE
Call Center

COUNTRY
Mexico

BUSINESS ID
L#20261121

Potential growth initiatives include expanding direct sales, cross-selling customer care and technical services, scaling BOT offerings, and increasing the mix of recurring higher-value services such as managed operations, cloud, cybersecurity, and AI-enabled solutions.

Transaction Opportunity

The shareholders are open to evaluating a sale of the full platform or either operating division separately, providing flexibility for strategic and financial buyers seeking either a diversified technology-enabled services platform or a focused BPO/CX or telecom/IT acquisition opportunity.

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