Established LATEM Call Center (BPO)

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Established LATEM Call Center (BPO)

Project Call Center represents an established Business Process Outsourcing (BPO) and omnichannel contact center platform operating across Panama (headquarters) and Colombia.

Platform & Infrastructure Footprint

The company operates two production facilities with over 240 direct employees and built-in capacity to expand headcount without immediate real estate capital expenditure:

- **Panama City (Headquarters)**
- **Colombia**

Client Portfolio & Commercial Concentration

The company provides collections, customer care, sales, and technical support across four core verticals: Financial Services, Telecommunications, Retail/Utilities, and Technology.

- **Current Scale:** 10 active client contracts supporting **154 contracted billable seats** with 1 to 5 years of remaining contract duration.

Financial Performance & Outlook

Following rapid revenue growth peaking at US$3.26M in 2024, performance experienced a contraction in 2025 alongside operating margin compression.

Metric	2021	2022	2023	2024	2025 (Mgmt. Close)
Revenue	US$0.37M	US$2.19M	US$2.96M	US$3.26M	US$2.49M
EBITDA	N/A	-US$0.14M	-US$0.60M	US$0.15M	-US$0.64M
EBITDA Margin	N/A	-6.4%	-20.2%	4.6%	-25.5%

Historical figures reflect a mix of audited financial statements (2021), compiled reports (2024), and internal monthly management figures pending reconciliation.

Expansion Strategy & Scaling Roadmap

- **Contracted Baseline:** The core ~150-seat base remains protected via staggered contract expirations spanning 2026 through 2036.
- **2030 Capacity Expansion:** Management's commercial pipeline aims to expand capacity to **504 total billable seats by 2030**.
- **Operating Leverage:** Existing physical facilities in Panama and Colombia possess surplus capacity to absorb projected seat growth without requiring near-term lease additions.

Investment Merits vs. Key Due Diligence Areas

Core Merits

- **Fully Licensed Turnkey Asset:** Possesses rare regulatory clearances in Panama (Law 42 call center status and long-term ASEP concession).

TARGET PRICE
$3,200,000

GROSS REVENUE
$3,260,000

EBITDA
$0

BUSINESS TYPE
Call Center

COUNTRY
Panama

BUSINESS ID
L#20261175

- **Regional Arbitrage:** Bi-country footprint pairs dollarized Panamanian contracting with Colombia's cost-efficient talent pool.
- **Blue-Chip Validation:** Proven delivery track record serving tier-1 regional financial and telecommunication enterprises.

Key Due Diligence Areas

- **Client Concentration:** ITS entities (Panama + Colombia) represent 68% of projected 2026 billings.
- **Turnaround Execution:** Reversing the 2025 revenue decline (-23% YoY) and EBITDA margin compression (-25.5%) via operating discipline.
- **Pipeline Conversion:** Validating the commercial feasibility of the 350-seat uncontracted pipeline required to reach 2030 targets.

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