MERGERSCORP

AI-Powered Customer Revenue Operations & CX Platform

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AI-Powered Customer Revenue Operations & CX Platform

An opportunity to acquire a long-established, India-based customer revenue operations platform with a 35-year operating history. The Company delivers revenue-generating customer operations — sales, lead generation, support, collections and back-office/KPO services — to enterprise clients in India and internationally, increasingly powered by its own proprietary AI technology. Its 1,100+ workforce, including 850 specialized agents, operates across four delivery centers (~990 seats), with principal centers at 90–100% utilization and built-in capacity for further scale.

Services & Revenue Mix

- Back-office / KPO: ~32.5% of revenue
- Sales & lead generation: ~28%
- Customer support: ~24%
- Collections & compliance: ~15%
- Blended inbound/outbound delivery across voice and digital channels

Client Base

- 60% of revenue from partnerships of 3+ years
- Four legacy enterprise clients (>5 years) ≈ 43% of revenue
- Three rapidly scaling clients (3–5 years) ≈ 17%
- Sectors served: international/KPO, personal care, real estate, consumer goods, fintech/financial services, healthcare

Technology

- Proprietary, in-house AI customer-experience platform
- AI automated calling at scale
- Contact-center workflow automation
- Omnichannel delivery with real-time sentiment and quality intelligence

Growth Levers

- ~50%-utilized domestic center = immediate seat runway
- AI-augmented services and platform licensing
- Enterprise account expansion off a high-retention base

TARGET PRICE
$1,500,000

GROSS REVENUE
$3,800,000

EBITDA
$0

BUSINESS TYPE
Call Center

COUNTRY
India

BUSINESS ID
L#20261197

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