

# Global CX and Contact Center Platform



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## Global CX and Contact Center Platform

The company is a leading provider of customer experience (CX) and contact centre services, specialising in omnichannel customer care solutions. With a tech powered platform and over 4,000 agents worldwide, the company delivers innovative customer experience solutions across various industries, focusing primarily on Telecommunications, Government, Financial Services, and Healthcare sectors. The company maintains strong relationships with key clients, particular in the telecommunication sector, with its top client representing 40% of Revenue. The company's technological capabilities include AI powered solutions such as AI Conversation Simulation, Real Time Accent Translation, and Automated QA, positioning it as an innovative player in the customer experience industry. The company's current growth strategy focuses on expanding within its core verticals while maintaining operational efficiency and leveraging its global delivery model combining onshore, nearshore, and offshore capabilities. Furthermore, the company is well positioned for its next phase of growth under new ownership.

### Industries served:

- Telecommunications
- Government
- Healthcare
- Other Industries

### Service Offered:

- Customer Care
- Technical Support
- Sales Support
- Back Office Operations
- AI Powered Solutions
- Omnichannel Support (Voice, Chat, Email, Social Media)
- Digital and Self Service Solutions
- Conversational AI Solutions Platform

### Geography:

- Headquarters in the US
- Operations in 10 countries

### Headcount:

- 4,000+ Agents

### Revenue:

- \$191 Million

### EBITDA:

- 11.5% of Revenue

### GROSS REVENUE

\$191,000,000

### EBITDA

\$21,965,000

### BUSINESS TYPE

Call Center

### COUNTRY

United States

### BUSINESS ID

L#20250903

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