

25-Year-Old Premier Latin American BPO Call Center Opportunity



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An exceptional opportunity to acquire a high-performing, **debt-free** Contact Center with a 25-year legacy of excellence in Argentina and Latin America. This operation is a rare find in the BPO sector, boasting industry-defying retention rates, a “Big Four” audited financial history, and a sophisticated infrastructure designed for 24/7 mission-critical operations.

Operational Excellence & Human Capital

- **Scale:** 900 production positions operating 24/7, supported by a dedicated team of **1,100 agents** and 200 administrative staff.
- **Unrivaled Stability:** In an industry known for “revolving door” staffing, this firm maintains an average agent turnover of **6 years** and administrative turnover of **12 years**.
- **Clean Legal Slate:** Zero active labor lawsuits—a testament to superior management and a healthy corporate culture.
- **Expert Leadership:** Managed by three partners with over two decades of experience in the LatAm and North American markets.

Financial Highlights

- **Performance:** Consistent **EBITDA of 8–10%**.
- **Transparency:** Audited by a **Big Four firm** through 2024; international tax reports are fully compliant.
- **Fiscal Health:** 100% debt-free with a clean tax status (ARCA compliant).
- **Revenue Diversification:** Strong portfolio featuring two major telecommunications giants, diversified across six distinct contract types.

Infrastructure & Innovation

- **Technical Resilience:** Features a diversified fiber optic network and **duplicated backup power** (on-site battery banks + generators). Fire protection and security systems meet rigorous international standards.

TARGET PRICE
\$9,750,000

BUSINESS TYPE
Call Center

COUNTRY
Argentina

BUSINESS ID
L#20261038

- **Future-Proofed:** Includes a dedicated **Innovation Lab** currently developing proprietary AI solutions for chatbots, ensuring the business stays ahead of the automation curve.
- **Market Strategy:** While the firm has 20 years of experience with North American clients, it is currently optimized for the local market, where current exchange rates maximize profitability.

Strategic Upside

Beyond the core business, there is an immediate opportunity for **scale through integration**. A second, complementary Contact Center is available for a joint acquisition, allowing a buyer to consolidate market share and diversify service offerings instantly.

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