

Empresa líder en servicios de procesos empresariales



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Un proveedor de Servicios de Procesos Empresariales (BPS) bien establecido, que atiende a una destacada base de clientes del sector energético, está disponible para su adquisición. Con 19 años de experiencia, esta empresa se ha forjado una sólida reputación en el mercado ofreciendo soluciones de gestión de procesos de alta calidad e impulsadas por la tecnología en varios estados de Brasil. La empresa, que opera en 10 estados con 433 centros de servicio, tiene alcance nacional y una base de ingresos diversificada.

Principales datos financieros

- Crecimiento constante: CAGR del 3,5% (2021-2024E)
- Ingresos netos (millones de USD):
 - 2021:\$15.0M
 - 2022:\$18.5M
 - 2023:\$16.8M
 - 2024E:\$16.7M
- Margen EBITDA:
 - Oscila entre el 13,7% y el 18,5%, lo que demuestra una rentabilidad estable.

Cartera de servicios

La empresa ofrece soluciones integrales de gestión de procesos empresariales en tres modalidades principales:

1. Servicio presencial – Compromiso directo con el cliente y asistencia in situ.
2. Operaciones del centro de llamadas – Gestión de las consultas de los clientes, asistencia técnica y gestión de reclamaciones.
3. Apoyo administrativo – Procesamiento administrativo, auditoría y control del cumplimiento.

Su cartera incluye:

- Gestión de procesos: Coordinación de personal e integración de sistemas.
- Supervisión de procesos: Auditoría y revisión del cumplimiento para garantizar la excelencia del servicio.
- Gestión del Servicio de Atención al Cliente: Gestión de consultas, tramitación de pedidos y asistencia técnica.
- Resolución de reclamaciones: Tratamiento sistemático de las reclamaciones de los clientes para mejorar la calidad del servicio.
- Gestión integrada de servicios: Supervisión del rendimiento y seguimiento de la eficacia en tiempo real.

Presencia geográfica

La empresa opera en 10 estados de Brasil, con una base de ingresos bien distribuida. Las principales regiones generadoras de ingresos son:

- Ceará (CE) – 28,3% de los ingresos brutos de 2024
- Bahía (BA) – 17,5
- Pernambuco (PE) – 15,0

TARGET PRICE
\$ 25,000,000

GROSS REVENUE
\$ 16,800,000

EBITDA
\$ 3,000,000

BUSINESS TYPE
Servicios

COUNTRY
Brasil

BUSINESS ID
L#20250819

- Espírito Santo (ES) – 11,0
- Goiás (GO) – 9,6
- Maranhão (MA) – 5,9
- Rio Grande do Norte (RN) – 5,3%
- Río de Janeiro (RJ) – 3,2
- Mato Grosso (MT) – 2,2
- Mato Grosso do Sul (MS) – 2,0

Ventajas competitivas

- Fuerte presencia en el mercado: Líder reconocido en BPS para el sector energético.
- Ofertas de servicios diversificadas: Cubriendo múltiples aspectos de la externalización de procesos empresariales.
- Infraestructura establecida: 433 centros de servicio y 2.870 empleados en 10 estados.
- Enfoque tecnológico: Utilización de soluciones digitales avanzadas para mejorar la eficacia del servicio.
- Escalabilidad y potencial de expansión: Bien posicionada para crecer en nuevos sectores y zonas geográficas.

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