

Profile number

110607

Professional service provider in telephone accessibility (B2B)**Located in**

Netherlands

Personal data**Sector**

Service industry

Type of company

Business services

Legal entity:

Other

Type of transaction

To be determined

Life phase enterprise

Growing

Employees in FTE

5 - 10

Type of buyer:

MBI candidate

Financial information**Turnover last financial year**

Confidential

Asking price

To be agreed

Earnings before taxes

€ 100.000 - € 250.000

Company history/background

The organization is active within the market for telephone accessibility and customer contact solutions, with a history dating back to the 1980s. During this period, a solid foundation was built serving primarily the SME segment with professional telephone and answering services. Through years of practical experience and continuous development, a proven concept has emerged that responds to the growing need for accessibility and customer focus.

The organization recently launched a franchise model aimed at further national (and international) expansion.

The company supports organizations in professionally managing their telephone accessibility, enabling them to focus on their core activities. When clients are temporarily unable to answer incoming calls themselves, this is taken over completely.

Within the service, calls are answered under the client's name, resulting in seamless integration as an extension of the organization. Clients determine when and how calls are forwarded and how the handling takes place.

Depending on preferences, calls can be directly forwarded to the appropriate department or employee, or messages can be carefully recorded and reported at a later time. Various reporting and feedback options are available, tailored to the client's needs.

The services can be configured flexibly and align with various business processes and sectors.

Unique selling points

- Proven concept with a long track record: based on decades of experience within the sector.
- Strong brand position: benefiting from national brand awareness and trust in the market
- Full support: central guidance in the areas of ICT, marketing, training, and operational processes
- Structured entrepreneurship: operating independently within a solid and proven formula
- Modern systems and tools: deployment of advanced technology for efficient service delivery
- Scalable and growth-oriented model: opportunity to scale up quickly and build your own client portfolio.
- Recurring revenue streams: subscription- and service-oriented nature ensures stability and continuity
- Growing market: increasing demand for professional customer contact and accessibility solutions

Other

Join the franchise and help build a business with stable, recurring revenue in a continuously growing market. Thanks to the strong brand and central support, you can scale up quickly and retain customers for the long term. Your commitment translates directly into results and regional visibility.