

IDEAL CLIENT PROFILE

FIRMOGRAPHIC

Geo: United States, Canada, Australia, UK

Industries: Mid-Market Healthcare (Provider: Dental, Aesthetic, MSO/DSOs, manufacturing), eCommerce/Retail, EdTech, Private Equity/VC, Legal, FinTech, Technology and Transportation

Business Model: B2C or contractual path to 25+ FTE, Healthcare Industry 15 + locations or 25 doctors or 100+ employees

Funding Performance: Series A-C, \$20M+

BUYER PERSONA

Department: Call Center, Customer Service & Back Office Operations

Management Level: C-Suite, SVP/VP, Director, Manager

Titles: Vendor Manager/Management, Customer Care/Service, Operations, CX

QUALIFYING QUESTIONS:

- What is the size of your current call center?
- Are you interested in outsourcing to LATAMs and the Philippines?
- Are you outsourcing inbound CX & relative back office functions?

IDEAL CLIENT PROFILE: HEALTHCARE

FIRMOGRAPHIC

Geo: United States

Business Model: B2C or contractual path to 15+ FTE

Company Type: Public, Private Non-Profit

Meet at least one of these conditions:

- Revenue: \$100m+
- Headcount: 500+
- Number of Locations: 15+
- Number of Physicians: 25+

BUYER PERSONA

Management Level: C-Suite, SVP/VP, Director, Manager

Functions:

- | | |
|----------------------|-------------------------|
| • Operations | • CX / Customer Support |
| • Patient Services | • Finance |
| • Patient Experience | • Procurement |

HEALTHCARE SUB-INDUSTRIES

- | | |
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| <ul style="list-style-type: none"> • Medical Providers <ul style="list-style-type: none"> ◦ Medical Specialists & Clinics ◦ Dental Support Orgs/Medical Services Orgs ◦ Dental ◦ Hospitals/Health Systems | <ul style="list-style-type: none"> • Lab & Imaging • Medical Supply • Health System/Hospital • Pharmacies • Other |
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