

OPERATIONAL VALUE CREATION FOR PRIVATE EQUITY PORTFOLIOS

Margin Expansion | Workforce Optimization | Scalable Infrastructure

WHAT WE DO

Call Center Services International (CCSI) specializes in nearshore staff augmentation and AI automation solutions designed to reduce labor costs, increase operational efficiency, and boost EBITDA results. This provides U.S. companies with a scalable model for customer-facing and back-office functions utilizing a bilingual and professional Mexico-based workforce.

BENEFITS TO PRIVATE EQUITY FIRMS

Private Equity firms can strategically help their portfolio companies convert high-cost domestic support functions into cost-efficient and scalable nearshore operations. Typical savings of \$1 million in labor are gained per 50 FTE transferred to the Mexico center. CCSI becomes a seamless partner with “ready-to-go” centers and staffing. We are legally and financially responsible for the workforce, making doing business in Mexico simple and easy.



THE FINANCIAL IMPACT

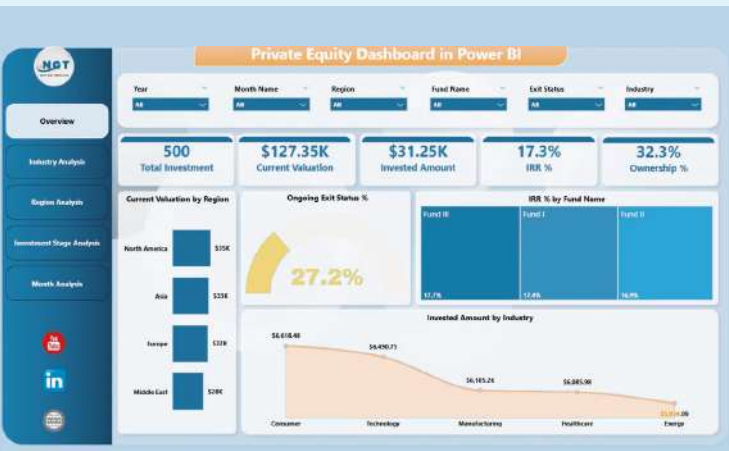
Across scaled portfolio environments, CCSI typically identifies:

25%–50%
support cost efficiency
opportunity

60–90 day
structured implementation
window

EBITDA
improvement visible within
two quarters

A \$2M–\$5M EBITDA improvement can generate \$16M–\$60M in incremental enterprise value at typical 8x–12x valuation multiples. Financial impact driven by lower hourly rate, no indirect fixed overhead, no insurance costs, no employee separation costs, no recruiting costs, full service solution requiring less managerial time and attention.



OUR APPROACH

We convert support functions into scalable operating leverage through:

- Flexible nearshore deployment models
- Workforce cost-structure redesign
- Dedicated operational teams
- KPI and performance standardization
- Automation-enabled workflow integration
- AI-enabled workflow automation

This allows your portfolio companies to **match workforce structure to investment stage** and **strategic priorities**.

GET A PORTFOLIO OPERATIONAL ASSESSMENT

Our Portfolio Operational Assessment is designed to quantify the potential EBITDA opportunity and implementation risk before any commitment is made.



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OUR 4-PILLAR VALUE CREATION FRAMEWORK

INCREASE REVENUE + REDUCE COSTS + OPTIMIZE WORKFORCE = EBITDA EXPANSION

1. INCREASE REVENUE

We **support growth through structured revenue enablement and operational support**. This includes leveraging customer service agents to improve cross-selling, reduce customer churn, and increase customer satisfaction.

Other workforce resources such as *sales agents* are focused on lead generation, converting leads, and otherwise driving increased sales.

2. REDUCE COSTS AND EXPAND MARGINS

We improve margin performance by reducing both customer service and customer acquisition costs as well as providing experienced, lower cost professional solutions. This approach helps **optimize operating cost structures**.

This includes labor reorganization, process standardization, automation enablement, and flexible deployment models designed to convert fixed SG&A into scalable cost structures with enhanced operating leverage.

3. OPTIMIZE YOUR WORKFORCE

Our flexible workforce model allows portfolio companies to scale during growth, integrate acquisitions efficiently, manage seasonality, and protect margins during downturns. We work as an extension of the portfolio company team to define the appropriate support workforce design. Our model allows you to staff at levels appropriate for your current and future business needs.

The result is **scalable capacity without expanding fixed overhead**.

4. OPERATIONAL VISIBILITY

You require performance transparency across your portfolio and the tools for your management teams to execute on their business plans.

We implement executive dashboards, KPI standardization, and productivity analytics to align workforce performance with margin targets and growth objectives.

This **strengthens performance and eliminates operational blind spots**.



With nearly 20 years delivering workforce solutions, we are a **\$100M USD** organization with more than **3,500 bilingual English and Spanish professionals** across five delivery centers in **three strategic locations in Mexico**.

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