

CCAAS INTEGRATORS AND CONSULTANCIES

Overview

A highly regarded Boston-based private equity firm is seeking to invest in or acquire a company that provides consulting, implementation, and integration of CCaaS (Contact Center as a Service) solutions.

Companies should have expertise working with one or more leading CCaaS vendors, such as Genesys, Cisco, CXOne, Five9, or others. Companies may provide services such as software resale, consulting and advisory work, implementation, managed services, analytics and support.

Companies may have origins in legacy on premise call center systems & solutions, but should be transitioned largely toward the implementation and support for next generation cloud solutions, including cloud migration strategy.

Our client intends to accelerate the company's growth through strategic support and investment of capital to support acquisitions in addition to organic growth.

The seller may choose to continue to work at the company or exit and may also choose to retain equity in the company. Companies may be founder-owned or have prior investment capital from venture or private equity firms.

Investment Criteria

Specific criteria for investment are as follows:

- Customer Profile
 - Companies that provide services in the CCaaS ecosystem
 - Software
 - Consulting & Advisory
 - Implementation
 - Managed Services
 - Emphasis on partnerships with best-in class CCaaS vendors:
 - Genesys
 - Cisco
 - CXOne
 - Five9
 - NICE
 - TTEC
 - Talkdesk
- Geography
 - North America HQ
 - Companies with near-shore or off-shore capabilities are also of interest
- Size
 - Greater than \$20M in Revenue

Transaction Structure

- Buyout or majority recapitalization



- Material ongoing economic participation by existing owners or management, if desired

Contact

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