



HJJ274 – Virtual Office, Virtual PA and Telephone Answering Company for Sale – Ireland

Executive Summary

An opportunity has arisen to acquire a well-established, highly reputable personal telephone answering and virtual office service business for SMEs, delivering its range of services through its own trading company and a network of franchises. Based in the Republic of Ireland, the company holds the master franchise. Since 2006, the business has built a handful of franchises, with ample scope for further growth.

The trading entity of the business provides personal telephone answering and virtual office services under an arm's length franchise agreement with the parent company. The company has established a solid and growing client base across the Republic of Ireland serving c.750 customers across 26 counties, ranging from large companies to SMEs and start-ups.

The trading company provides a wide range of outsourced solutions to the business community in the key categories of Inbound Call Answering, Outbound Services and Support Services, delivered from contact centres based in Ireland. Services offered on behalf of client businesses include Telephone Answering and Messaging, Virtual Reception services, Diary Management, Back Office Processing, 24/7 cover, Telemarketing and Database cleansing. The company is also able to provide temporary switchboard cover for lunchtime, holiday, sickness, breaks and out of hours cover.

The business operates with a dedicated team guided by a clearly defined ethos to deliver highly personalised customer service. Team members are well trained to enable them to deliver high-quality service levels, catering to each client's individual requirements. Staff training is carried out to achieve the outcome of seamless integration with client businesses.

The company is highly systemised and benefits from a proprietary software package, which has been designed and developed to seamlessly manage the customer experience, with integrated messaging, CRM and billing functions.

This well-established and stable business presents realistic and attainable opportunities for growth, as the impact of Covid-19 has demonstrated an increasing trend and appetite for SMEs to use remote, outsourced and virtual services. The company is also in the process of developing additional services to build upon the current range on offer and has ample potential to expand the Franchise Network to additional territories across the Republic of Ireland, Northern Ireland and internationally.



Highlights

- Well-established business with 15 years of market expertise.
- Prominent and successful franchise model.
- Proprietary software package with integrated customer management features.
- Thriving base of c.750 customers across 26 counties in Ireland.
- Highly trained team dedicated to delivering bespoke levels of customer service.
- Realistic and attainable opportunities for growth through additional Franchises and service offering.

Financial Overview

Y/E: 31 st May	2017	2018	2019	2020	2021 (F/C)
Sales revenue	€ 746,642	€ 761,120	€ 813,084	€ 745,103	€ 764,389
Gross profit	€ 554,519	€ 557,992	€ 580,576	€ 544,788	€ 544,661
<i>Percentage</i>	74%	73%	71%	73%	71%
Adjusted EBITDA	€ 93,552	€ 100,557	€ 133,124	€ 152,437	€ 218,688
<i>Percentage</i>	13%	13%	16%	20%	29%

The Adjusted EBITDA includes an adjustment for the vendor's current remuneration and replacement cost.

Offers Invited