

A Macedonian company offers business collaboration to companies with outsourcing agreements in telemarketing and call center industry

Summary

Profile type

Business Offer

Company's country

North Macedonia

POD reference

BOMK20250827026

Profile status

PUBLISHED

Type of partnership

Outsourcing agreement

Targeted countries

- Sweden
- Denmark
- Switzerland
- United States
- Finland
- Norway
- Netherlands
- Germany
- Serbia
- Bulgaria
- United Kingdom
- Albania
- Bosnia and Herzegovina
- Croatia
- Montenegro
- Greece

Contact Person

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Term of validity

27 Aug 2025**27 Aug 2026**

Last update

27 Aug 2025

General Information

Short summary

The Macedonian company that is dealing in the field of electrical engineering, is now expanding its business into new one - the telemarketing and call center industry through a newly developed sector. It offers collaboration to companies with outsourcing agreements in call center services.

Full description

The company has expanded their business in delivering professional telemarketing and call center services tailored to meet the communication and customer service needs of modern businesses. The mission of this company with this new business is to empower businesses through reliable, customer-focused communication services that drive growth and build strong relationships, and the vision is to become a trusted call center and telemarketing partner for companies across the globe — known for quality, results, and commitment.

The services that this company will offer include:

- Inbound & outbound calls – Customer services support, order processing, appointment setting,
- Telemarketing campaigns – Lead generation, upselling, cross-selling,
- Customer feedback & surveys – Improve satisfaction and brand loyalty,
- Help desk & technical support – First-line support for software, products, or services,
- Multilingual support – serving clients across Europe and North America.

The company is interested to find a startup or an established company, and their goal is to help the companies to connect, support, and grow — with every call.

Advantages and innovations

The advantages from this company is that it possess experienced agents trained in sales, support, and professional communication; flexible solutions tailored to your industry and business goals; scalable Infrastructure using cloud-based systems and secure data protocols; 24/7 or time zone-aligned availability and cost-effective service with measurable results and performance tracking.

The added-value is that it offers trained agents tailored to the client's business and communication style, GDPR compliance for European clients – ensuring data security, cloud-based systems for call tracking and monitoring, free trial option (e.g. 1 week or 10 working hours) to test service quality and flexible contracts – monthly engagement, no long-term obligations required.

Technical specification or expertise sought

Stage of development

Sustainable Development goals

- **Not relevant**

IPR Status

IPR Notes

IPR Notes

Partner Sought

Expected role of the partner

The company is looking for all types of companies that need tech support and help desk services online. It is expected from them to accept the customer services, confirmations, assistance and inquiries. Potential partnership is outsourcing agreements.

Type of partnership

Outsourcing agreement

Type and size of the partner

- **SME 50 - 249**
- **SME 11-49**
- **SME <=10**

Dissemination

Technology keywords

Market keywords

- **01002001 - Long distance telephone services**
- **01006004 - Communications services**

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Sector groups involved