

COMPANY OF THE YEAR



Best Practices Criteria for World-Class Performance



Addressing Unmet Needs

Visionary Scenarios Through Mega Trends

Implementation of Best Practices

Leadership Focus

Financial Performance



Price/Performance Value

Customer Purchase Experience

Customer Ownership Experience

Customer Service Experience

Brand Equity

The company demonstrates a strong overall performance



The Central American and Caribbean Company of the Year Award in the customer experience outsourcing services industry is awarded to KM² Solutions.

Previously recognized by Frost & Sullivan in 2015 and 2019, KM² Solutions combines a distinctive customer-centric approach with its deeply-rooted commitment to innovation.

The company prioritizes not simply winning business, but building true partnerships to create better products, processes, and outcomes for its clients.

- Sebastian Menutti, Industry Principal



Best Practices Award Recognition

Best Practices Awards recognize companies demonstrating outstanding achievement and superior performance. The Company of the Year Award is its top honor and recognizes the market participant that exemplifies visionary innovation, market-leading performance, and unmatched customer care.

In the half-century since its founding, Frost & Sullivan has become a widely recognized leader in the growth consulting industry - A Global Growth Partnership Company.