



ARCADE, NY, Feb. 21, 2025 – Pioneer Credit Recovery, LLC and Pioneer Customer Experience, LLC today announce their acquisition by Gallant Capital Partners (“Gallant”), a Los Angeles-based private equity firm. The acquisition is effective immediately.

The Pioneer organizations provide technology-enabled outsourced business processing and customer experience (CX) solutions for government agencies at the federal, state, and local levels. Pioneer Customer Experience, LLC is the new name for the entity previously known as Navient BPO, LLC.

“We are excited to join the Gallant family,” said Chad Wilson, President, Pioneer. “Our new ownership structure will enable us to expand on our core capabilities and enhance the experiences we deliver to our clients and the millions of constituents they serve. It also will allow us to accelerate our rate of CX innovation while continuing to attract and develop our industry’s top talent.”

“Through its innovation, performance, and deep commitment to customer service, Pioneer has established itself as an industry leader,” said Anthony Guagliano, Partner at Gallant. “We look forward to supporting the company along its continued evolution.”

About Pioneer

Pioneer Credit Recovery provides outsourced business processing and collection solutions for federal, state, and local government agencies. Pioneer Customer Experience provides outsourced CX solutions for federal and state government agencies. For more information, visit www.pioneercreditrecovery.com.

About Gallant

Gallant Capital Partners is a private equity firm that invests in technology, business services, and industrial companies. Gallant executes an operationally focused investment strategy with a priority on partnering closely with companies that can benefit from its extensive industry relationships and operating expertise. The firm partners with owners, founders, and management teams to maximize value and drive long-term, sustainable growth for its portfolio companies. Gallant was founded in 2018 and is headquartered in Los Angeles. For more information, visit www.gallantcapital.com.

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