



Company Name	City	County	Service	Employment*
Chase Card Services	Heathrow	Seminole	Inbound customer service/Collections	2,000
AT&T	Lake Mary	Seminole	Inbound customer service	1,800
Convergys**	Heathrow	Seminole	Inbound customer service/Back office processing	1,800
SunTrust Bank	Orlando	Orange	Back office processing	1,635
Central FL Investments (Westgate Resorts)	Ocoee	Orange	Outbound telemarketing	1,600
Connexions, Inc.**	Orlando	Orange	Inbound customer service/Inbound sales	1,500
Oracle Corporation	Orlando	Orange	Technical support	918
Charles Schwab & Co., Inc.	Orlando	Orange	Back office processing	900
Liberty Mutual	Heathrow	Seminole	Claims/Inbound Sales	825
Sprint Nextel	Altamonte Springs	Seminole	Inbound customer service/Inside sales (B2B)	755
Hewitt Associates	Orlando	Orange	Inbound customer service	750
Kaplan University	Orlando	Orange	Inbound customer service	700
Walt Disney World Reservation Center	Orlando	Orange	Inbound Customer Service/Reservations	675
Mariott Vacation Club International	Orlando	Orange	Reservations	673
Bright House Networks	Maitland	Orange	Inside sales (B2B)/Inbound customer service/Inside sales (B2B)/Tech support	608
The Hartford Financial Services Group	Maitland	Orange	Claims	600
Sears Home Improvement Products	Longwood	Seminole	Inbound customer service/Consumer sales (B2C)	500
21st Century	Lake Mary	Seminole	Inbound sales/Inbound customer service/Claims	450
Wells Fargo Auto Finance Corp.	Lake Mary	Seminole	Collections	350
CNA Insurance Companies	Maitland	Orange	Back office processing/Inbound customer service/Collections	340
Staples, Inc.	Orlando	Orange	Inbound sales (B2B)	340
Travelers Insurance	Orlando	Orange	Back office processing/Claims	320
Siemens Global Shared Services	Orlando	Orange	Back office processing/Inbound customer service	300
The Hartford Financial Services Group	Lake Mary	Seminole	Back office processing/Claims	300
Comcast	Orlando	Orange	Inbound customer service	300
CuraScript	Orlando	Orange	Inbound customer service	300
Hilton Grand Vacations	Orlando	Orange	Outbound telemarketing/Inbound customer service	300
American Automobile Association (AAA)	Heathrow	Seminole	Inbound customer service	275
CenturyLink	Apopka	Orange	Inside sales (B2B)/Consumer sales (B2C)	260
DialAmerica Marketing Inc	Orlando	Orange	Inside sales (B2B)	250
Contact Centers of America LLC	Orlando	Orange	Inbound customer service	189
Axiom Healthcare Pharmacy	Lake Mary	Seminole	Inbound customer service	170
Universal Studios	Orlando	Orange	Reservations	170
The Mark Travel Corporation	Orlando	Orange	Inbound customer service	160
National Financial Resources	Orlando	Orange	Collections	150
Houghton Mifflin Harcourt	Orlando	Orange	Inbound customer service	140
InCharge Debt Solutions	Orlando	Orange	Inbound customer service	140
Insurance Office of America	Longwood	Seminole	Inside sales (B2B)/Back office processing	130
Progress Energy	Lake Mary	Seminole	Inside sales (B2B)/Consumer sales (B2C)/Inbound customer service	130
Popular Community Bank	Orlando	Orange	Inbound customer service/Collections	125
Orlando Sentinel	Orlando	Orange	Consumer sales (B2C)/Inbound customer service	125
Walgreen Healthcare Plus	Orlando	Orange	Inbound customer service	125
North American Risk Services	Altamonte Springs	Seminole	Claims/Back office processing	112
Lockheed Martin/Enterprise Service Desk	Orlando	Orange	Technical support	104
Allstate Insurance	Maitland	Orange	Claims	100
GE Capital	Longwood	Seminole	Back office processing	100
Priceline.com	Orlando	Orange	Inside Sales (B2B)	100
Tourico Holidays, Inc.	Altamonte Springs	Seminole	Inbound customer service/Inside sales (B2B)/Back office processing	92
PRC/Alorica**	Longwood	Seminole	Inside sales (B2B)	80
TravelClick**	Orlando	Orange	Consumer sales (B2C)/Reservations	75
FIS	Maitland	Orange	Technical support	70
EZ Yield Global LLC	Winter Springs	Seminole	Technical support/Inside sales (B2B)	65
SunGard Public Sector	Lake Mary	Seminole	Inbound customer service/Inside sales (B2B)	62
GoWaiter	Altamonte Springs	Seminole	Inbound customer service	60
BankAtlantic	Maitland	Orange	Inbound customer service	54



Company Name	City	County	Service	Employment*
Alliance Communications Center*	Orlando	Orange	Inbound customer service	50
Starwood Hotels	Orlando	Orange	Outbound telemarketing/Reservations	50
Symantec	Lake Mary	Seminole	Inside sales (B2B)	50
Global Travel International	Maitland	Orange	Inbound sales	40
Paylocity	Lake Mary	Seminole	Inbound customer service	30
World Recovery Services	Lake Mary	Seminole	Collections	25
Fiserv	Lake Mary	Seminole	Technical support	20
ACD Search Engine Optimization Online	Casselberry	Seminole	Technical support/Inbound customer service	Starting up
FedEx	Orlando	Orange	Inbound customer service	NA
First National Bank of Central Florida	Winter Park	Orange		NA
Hilton Orlando/Altamonte Springs	Altamonte Springs	Seminole	Reservations	NA
Intuit	Orlando	Orange	Technical Support	NA
Liberty Mutual	Lake Mary	Seminole	Claims	NA
Marlin Logistics and Contact Net	Kissimmee	Osceola	Third party outsourcing	NA
Orange Lake Resorts & County Club	Kissimmee	Osceola	Reservations	NA
Protegrity Services	Longwood	Seminole	Claims	NA
Universal Healthcare	Orlando	Orange	Inbound customer service	NA
Zurich Insurance Orlando Claims Office	Maitland	Orange	Claims	NA

Source: Metro Orlando EDC Primary Research

*Employee figures reflect employees within specific function, not total call center employment

**Denotes BPO



Company Name	City	County	Service	Employment*
SunTrust Bank	Orlando	Orange	Back office processing	1,635
Charles Schwab & Co., Inc.	Orlando	Orange	Back office processing	900
Convergys	Heathrow	Seminole	Inbound customer service/Back office processing	500
Siemens Global Shared Services	Orlando	Orange	Back office processing/Inbound customer service	275
CNA Insurance Companies	Maitland	Orange	Back office processing/Inbound customer service/Collections	265
Travelers Insurance	Orlando	Orange	Back office processing	200
The Hartford Financial Services Group	Lake Mary	Seminole	Back office processing/Claims	165
GE Card Services	Longwood	Seminole	Back office processing	100
North American Risk Services	Altamonte Springs	Seminole	Claims/Back office processing	100
Bright House Networks	Maitland	Orange	Inside sales (B2B)/Inbound customer service/Inside sales (B2B)/Tech support	48
Tourico Holidays, Inc.	Altamonte Springs	Seminole	Inbound customer service/Inside sales (B2B)/Back office processing	15
Insurance Office of America	Longwood	Seminole	Inside sales (B2B)/Back office processing	

Source: Metro Orlando EDC Primary Research

*Employee figures reflect employees within specific function, not total call center employment



Company Name	City	County	Service	Employment*
The Hartford Financial Services Group	Maitland	Orange	Claims	600
Liberty Mutual	Lake Mary	Seminole	Claims/Inbound Sales	375
The Hartford Financial Services Group	Lake Mary	Seminole	Back office processing/Claims	135
Travelers Insurance	Orlando	Orange	Back office processing/Claims	120
Allstate Insurance	Maitland	Orange	Claims	100
21st Century	Lake Mary	Seminole	Inbound sales/Inbound customer service/Claims	100
North American Risk Services	Altamonte Springs	Seminole	Claims/Back office processing	12
Protegrity Services	Longwood	Seminole	Claims	
Zurich Insurance Orlando Claims Office	Maitland	Orange	Claims	

Source: Metro Orlando EDC Primary Research

*Employee figures reflect employees within specific function, not total call center employment



Company Name	City	County	Service	Employment*
Chase Card Services	Heathrow	Seminole	Inbound customer service/Collections	900
Wells Fargo Auto Finance Corp.	Lake Mary	Seminole	Collections	350
CNA Insurance Companies	Maitland	Orange	Back office processing/Inbound customer service/Collections	340
National Financial Systems	Orlando	Orange	Collections	150
Popular Community Bank	Orlando	Orange	Inbound customer service/Collections	45
World Recovery Services	Lake Mary	Seminole	Collections	25

Source: Metro Orlando EDC Primary Research

*Employee figures reflect employees within specific function, not total call center employment



Company Name	City	County	Service	Employment*
Sears Home Improvement Products	Longwood	Seminole	Inbound customer service/Consumer sales (B2C)	260
CenturyLink	Apopka	Orange	Inside sales B2B/Consumer sales (B2C)	200
Orlando Sentinel	Orlando	Orange	Consumer sales (B2C)/Inbound customer service	75
Progress Energy	Lake Mary	Seminole	Inside sales (B2B)/Consumer sales (B2C)/Inbound customer service	

Source: Metro Orlando EDC Primary Research

*Employee figures reflect employees within specific function, not total call center employment

Major Employers in Metro Orlando

Inbound Customer Service Call Centers



Company Name	City	County	Service	Employment*
AT&T	Lake Mary	Seminole	Inbound customer service	1,800
Connexions, Inc.	Orlando	Orange	Inbound customer service/Inbound sales	1,500
Convergys	Heathrow	Seminole	Inbound customer service/Back office processing	1,300
Chase Card Services	Heathrow	Seminole	Inbound customer service/Collections	1,100
Hewitt Associates	Orlando	Orange	Inbound customer service	750
Kaplan University	Orlando	Orange	Inbound customer service	700
Sprint Nextel	Altamonte Springs	Seminole	Inbound customer service/Inside sales B2B	585
Bright House Networks	Maitland	Orange	Inside sales B2B/Inbound customer service	350
Comcast	Orlando	Orange	Inbound customer service	300
CuraScript	Orlando	Orange	Inbound customer service	300
American Automobile Association (AAA)	Heathrow	Seminole	Inbound customer service	275
Contact Centers of America LLC	Orlando	Orange	Inside sales B2B /Inbound customer service	189
Sears Home Improvement Products	Longwood	Seminole	Inbound customer service/Consumer sales (B2C)	180
Axiom Healthcare Pharmacy	Lake Mary	Seminole	Inbound customer service	170
The Mark Travel Corporation	Orlando	Orange	Inbound customer service	160
21st Century	Lake Mary	Seminole	Inbound sales/Inbound customer service/Claims	150
Houghton Mifflin Harcourt	Orlando	Orange	Inbound customer service	140
InCharge Debt Solutions	Orlando	Orange	Inbound customer service	140
Walgreen Healthcare Plus	Orlando	Orange	Inbound customer service	125
Popular Community Bank	Orlando	Orange	Inbound customer service/Collections	95
CNA Insurance Companies	Maitland	Orange	Back office processing/Inbound customer service/Collections	60
GoWaiter	Altamonte Springs	Seminole	Inbound customer service	60
Tourico Holidays, Inc.	Altamonte Springs	Seminole	Inbound customer service/Inside sales (B2B)/Back office processing	55
BankAtlantic	Maitland	Orange	Inbound customer service	54
Alliance Communications Center	Orlando	Orange	Inbound customer service	50
Orlando Sentinel	Orlando	Orange	Consumer sales B2C/Inbound customer service	50
SunGard Public Sector	Lake Mary	Seminole	Inbound customer service/Inside sales B2B	50
Paylocity	Lake Mary	Seminole	Inbound customer service	30
Siemens Global Shared Services	Orlando	Orange	Back office processing/Inbound customer service	25
Hilton Grand Vacations	Orlando	Orange	Outbound telemarketing/Inbound customer service	
Progress Energy	Lake Mary	Seminole	Inside sales B2B/Consumer sales B2C/Inbound customer service	
ACD Search Engine Optimization Online	Casselberry	Seminole	Technical support/Inbound customer service	
FedEx	Orlando	Orange	Inbound customer service	
Universal Healthcare	Orlando	Orange	Inbound customer service	

Source: Metro Orlando EDC Primary Research

*Employee figures reflect employees within specific function, not total call center employment



Company Name	City	County	Service	Employment*
Connexions, Inc.	Orlando	Orange	Inbound customer service/Inbound sales	1,500
Liberty Mutual	Lake Mary	Seminole	Claims/Inbound Sales	450
Staples, Inc.	Maitland	Orange	Inbound sales	340
21st Century	Lake Mary	Seminole	Inbound sales/Inbound customer service/Claims	200
Global Travel International	Maitland	Orange	Inbound sales	40

Source: Metro Orlando EDC Primary Research

*Employee figures reflect solely back office/call center operations



Company Name	City	County	Service	Employment*
DialAmerica Marketing Inc	Orlando	Orange	Inside sales (B2B)	250
Priceline.com	Orlando	Orange	Inside sales (B2B)	
Sprint Nextel	Altamonte Springs	Seminole	Inbound customer service/Inside sales (B2B)/Back office processing	170
PRC/ Alorica	Longwood	Seminole	Inside sales (B2B)	80
CenturyLink	Apopka	Orange	Inside sales (B2B)/Consumer sales (B2C)	60
Symantec	Lake Mary	Seminole	Inside sales (B2B)	50
Tourico Holidays, Inc.	Altamonte Springs	Seminole	Inbound customer service/Inside sales (B2B)/Back office processing	22
EZ Yield Global LLC	Winter Springs	Seminole	Technical support/Inside sales (B2B)	15
SunGard Public Sector	Lake Mary	Seminole	Inbound customer service/Inside sales (B2B)/Back office processing	12
Bright House Networks	Maitland	Orange	Inside sales (B2B)/Inbound customer service	10
Insurance Office of America	Longwood	Seminole	Inside sales (B2B/Back)office processing	
Progress Energy	Lake Mary	Seminole	Inside sales (B2B)/Consumer sales (B2C)/Inbound customer service	

Source: Metro Orlando EDC Primary Research

*Employee figures reflect solely back office/call center operations



Company Name	City	County	Service	Employment*
Central FL Investments (Westgate Resorts)	Ocoee	Orange	Outbound telemarketing	1,600
Hilton Grand Vacations	Orlando	Orange	Outbound telemarketing/Inbound customer service	
Starwood Hotels	Orlando	Orange	Outbound telemarketing/Reservations	

Source: Metro Orlando EDC Primary Research

*Employee figures reflect solely back office/call center operations



Company Name	City	County	Service	Employment*
Marriott Vacation Club International	Orlando	Orange	Reservations	673
Universal Studios	Orlando	Orange	Reservations	170
Hilton Orlando/Altamonte Springs	Altamonte Springs	Seminole	Reservations	
Orange Lake Resorts & County Club	Kissimmee	Osceola	Reservations	

Source: Metro Orlando EDC Primary Research

*Employee figures reflect solely back office/call center operations



Company Name	City	County	Service	Employment*
Oracle Corporation	Orlando	Orange	Technical support	918
Bright House Networks	Maitland	Orange	Inside sales (B2B)/Inbound customer service/Inside sales (B2B)/Tech support	200
Lockheed Martin / Enterprise Service Desk*	Orlando	Orange	Technical support	104
FIS	Maitland	Orange	Technical support	70
EZ Yield Global LLC	Winter Springs	Seminole	Technical support/Inside sales B2B	50
Fiserv	Lake Mary	Seminole	Technical support	20
ACD Search Engine Optimization Online	Casselberry	Seminole	Technical support/Inbound customer service	
Intuit	Orlando	Orange	Technical Support	

Source: Metro Orlando EDC Primary Research, Harris InfoSource

*Employee figures reflect solely back office/call center operations