

Major Employers in Metro Orlando Call Center and Shared Service Operations

Company Name	City	County	Product/Service	SIC / NAICS	Employment*
A Courteous Communications Inc	Orlando	Orange	Telephone answering service	561421	33
Accent Marketing Services	Eustis	Lake	Call Center	7331	300
Accredited Home Lenders, Inc.	Lake Mary	Seminole	Finance and Insurance		110
Adelphia Cablevision	Orlando	Orange	Cable and pay TV services	Not Available	500
AIG Marketing, Inc.	Lake Mary	Seminole	Customer Service Personal Lines--Auto	6311	200
AI Warranty Services	Maitland	Orange	Adjuciate extended auto warranty claims		
Alliance Communications Center	Orlando	Orange	Business Services - Telephone Answering Service	561421	20
Allstate Insurance	Maitland	Orange	Claims Processing	6311	136
Americall Group (Formerly Marcom Technologies)	Orlando	Orange	Customer contact representatives	Not Available	200
American Automobile Association / Auto Club South	Heathrow	Seminole	Customer service	8699	275
Attorney's Title Insurance	Orlando	Orange	Inbound Customer Service		27
Axiom Healthcare Pharmacy	Lake Mary	Seminole	Mail order prescriptions	5122	170
Banco Popular	Orlando	Orange	Inbound Credit Card Process		68
Bank Atlantic	Maitland	Orange	Inbound Customer service	6371	250
Bright House Networks	Maitland	Orange	Inbound Cable and pay TV services	4841	434
Budget Rent-A-Car	Orlando	Orange	Claims	7514	150
Canada RX Shop	Oviedo	E. Seminole	Mail order prescriptions		
Central Florida Investments (& Westgate Resorts)	Ocoee	Orange	Resort timeshare developers	7389	1,600
Charles Schwab & Co., Inc.	Orlando	Orange	Inbound Customer Service		744
Chase	Lake Mary	Seminole			150
Cingular Wireless (AT&T)	Orlando	Orange	Customer care/Receivable Management	4812	1,800
Clearsky Mobile Media Inc	Orlando	Orange	Wireless Telecommunications Applications and Service	561422	20
CNA Insurance Companies	Casselberry	Seminole	Processing center for new and renewal policies		10
Comcast	Orlando	32819	Customer Service Center		
Connexions, Inc.	Orlando	Orange	Fulfillment warehouse, Customer Service	8742	300
Convergys	Heathrow	Seminole	Software support & customer service	7389	1,800
Corp Solutions Intemation Inc	Winter Park	Orange	Business Services - Telemarketing	561422	25
CuraScript	Orlando	Orange	Pharma Sales		300
DialAmerica Marketing Inc	Winter Park	Orange	Business Services - Telemarketing	561422	250
EastGroup Properties	Orlando				
Embarq	Altamonte Springs	Seminole	Residential sales	4812	350
FedEx			Inbound Customer Service		
First National Bank of Central Florida	Winter Park	Orange			

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Fiserv	Lake Mary	Seminole	Software support & customer service	7374	800
FunJet Vacations	Orlando	Orange	Inbound Reservations		125
GE Card Services	Longwood	Seminole	Back office administration		
Guarantee Insurance Company	Lake Mary	Seminole	Finance and Insurance	6331	20
Hancock Information Group (PRC)	Maitland	Orange	Outbound lead generation for finance, high tech, health care	8742	115
Harcourt Brace	Orlando	Orange	Customer service	2731	140
Hewitt Associates	Orlando	Orange	Customer service	6371	750
Hilton Grand Vacations	Orlando	Orange	Customer service and sales	6531	300
Hilton Orlando/Altamonte Springs	Altamonte Springs				
InCharge Institute	Orlando	Orange	Counseling services	7299	350
Insurance Office of America	Altamonte Springs	Seminole	Insurance Processing Operations	6331	130
International Community Mktg	Winter Park	Orange	Business Services - Telephone Answering Service	561421	100
Intuit	Orlando	Orange	Inbound Technical Support		
JP Morgan/Chase (Formerly Bank One)	Heathrow	Seminole	Credit card processing	6021	1,000
Lender's First Choice	Longwood	Seminole	Real Estate Title Processing	6331	225
Liberty Mutual	Heathrow	Seminole	Direct response center for insurance sales	6311	400
Lockheed Martin / Enterprise Service Desk*	Orlando	Orange	IT internal Help Desk Support	3699	104
Lucent Technologies	Altamonte Springs	Seminole	Customer Training	4813	100
Mark Travel	Orlando	Orange	Reservations	4724	200
Marlin Logistics and Contact Net	Kissimmee	Osceola	Third Party Outsourcing		
Med Exchange International Inc	Longwood	Seminole	Business Services - Telephone Answering Service	561421	30
Metavante	Altamonte Springs	Seminole	Prepackaged software	7372	70
Metris Co.	Orlando	SW Orange	Outbound collections		335
Metro One Telecommunications	Orlando	Orange	Inbound Directory/Operator Assistance		400
National Financial Systems	Orlando	Orange	Outbound collections		150
Ocius Communications Inc	Altamonte Springs	Seminole	Telecommunications Provider	518111	23
Oracle Corporation	Orlando	Orange	Software and database technical support	5734	800
Orlando Sentinel	Orlando	Orange	Customer service	2711	120
Orlando Utilities Commission	Orlando	Orange	Customer service	4911	45
PRC	Longwood	Seminole	Outbound lead generation for finance, high tech, health care	8742	300
Progress Energy	Lake Mary	Seminole			130
Protegrity Services (formerly Humana)	Longwood	W. Seminole	Claims Processing		

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Protocol Communications Svc	Orlando	Orange	Business Services - Telephone Answering Service	561421	30
Rayken Inc	Kissimmee	Osceola	Business Services Underground Construction	561421	36
Signius Communications Inc	Orlando	Orange	Business Services - Telephone Answering Service	561421	48
Sprint	Maitland	Orange	Technical solutions center & Business customer service	4812	310
Sprint	Orlando	Orange	National Sales Center	5999	150
Sprint PCS	Altamonte Springs	Seminole	Call Center	4812	1,200
St. Paul Travelers (Formerly Travelers Property Casualty)	Orlando	Orange	Insurance Processing Operations	6331	200
Staples, Inc.	Maitland	Orange	Product fulfillment		340
Starwood Hotels	Orlando	Orange	Inbound reservations		50
SunTrust Bank	Orlando	Orange	Back office banking operations	6021	1,635
Telecommunications On Demand	Longwood	Seminole	Broker of Long Distance Programs Product Enhancement	541690	75
The Hartford	Lake Mary	Seminole	Claims		500
The Hartford Financial Group	Maitland	Orange	Claims Processing	6411	500
The Hartford Financial Services	Maitland	Orange	Claims		600
Tourico Holiday Flight	Altamonte Springs	Seminole	e-commerce travel wholesale	4725	40
Turnkey/Vacation Station	Longwood	Seminole	Claims center	4724	75
Universal Healthcare	Orlando	Orange	Inbound Customer Service		
Universal Studios	Orlando	Orange			170
Wachovia Bank NA	Orlando	Orange	Back office banking operations	6021	500
Walgreen Healthcare Plus	Orlando	Orange	Mail order prescriptions	5122	125
Walt Disney World Reservation Center	Orlando	Orange	Reservations	7996	2,000
Zurich Insurance Orlando Claims Office	Maitland	N. Orange	Inbound Insurance Claims Processing		

Source: Metro Orlando EDC Primary Research, Lexis Nexis Company Dossier, Harris InfoSource - May 2008

*Employee figures reflect solely back office/call center operations