

Top Back Office Companies					
Company Name	Function	Headquarters	Call Center Type	Year Est.	Emp. 2005
West Corporation	Telemarketing Services for insurance and financial	Omaha, NE	Inbound and outbound	1986	28,000*
ICT Group	AOL Customer Care Tech Support	Philadelphia, PA	Inbound and outbound	2000	722
The Guardian	Claims & Customer Service medical and dental claims	New York, NY	Inbound and outbound	1988	688
Bank of America Credit Card	Customer service and merchant services	Charlotte, NC	Inbound and outbound	1988	485
Pitney-Bowes	Postage meter customer service	Stamford, CT	Inbound	1990	471
Safeco Insurance	Claims & Customer Service	Seattle, WA	Inbound and outbound	1999	301
Travelers Property Casualty	Insurance customer service	Hartford, CT	Inbound and outbound	1997	280
Premera Blue Cross	Insurance customer service	Mountlake Terrace	Inbound and outbound		250
The Principal Financial Group	Pension service center	Des Moines, IA	Inbound and outbound	1994	218
Communications Center	Contract customer service/political research	Washington, DC	Outbound	1994	160