

Top Call Centers

Rank	Company	Employment	Nature of Local Operations
1	Paychex	3,431	Payroll and business services
2	Sutherland Global Services	2,200	Business processing outsourcing
3	JP Morgan Chase	1,550	Financial services
4	Verizon Wireless	1,400	Telecommunications
5	Frontier Communications	1,255	Telecommunications
6	Time Warner Cable	1,036	Media, telecommunications
7	Rochester Gas & Electric	866	Energy services
8	ADT Security Systems	850	Security services
	Pioneer Credit Recovery	850	Collections
10	MVP Health	658	Health care
11	ESL Federal Credit Union	614	Financial services
12	One Communications	496	Telecommunications
13	The Association for the Blind and Visually Impaired – Goodwill Industries of Greater Rochester	380	Services for the blind and visually impaired and contract work
14	Electronic Data Systems (EDS)	340	Information technology
15	Continental Service Group (ConServe)	324	Collections
16	Concentrix	240	Marketing, contract services
17	Staples	225	Office furniture / equipment
18	5Linx Enterprises	179	Direct marketing, telecommunications
19	The Connection	175	Technical support
20	Dial America Marketing	170	Marketing services
	Unisys	170	Telemarketing, office support services
22	Toshiba Business Solutions – New York	130	Office furniture / equipment
23	Claims Recovery Financial Services	125	Business services
24	Home Trends	115	Mail-order catalogs, direct mail distribution
25	Alleson Athletic	100	Athletic uniform and apparel manufacturer
26	AT&T	80	Managed services, telecommunications
27	Telecomp	75	Fundraising
28	First American Equipment Finance	55	Industrial equipment leasing
29	Cooper and Brass Sales	20	Sales of production materials
	Moss Codilis	20	Business consulting services

Source: Rochester Business Journal; Hoovers; individual companies

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