

# Largest Call Centers

Company	City/County	Call Center Employees	Function	Industry
GEICO	Indianapolis/Marion	1,200	Customer Service	Insurance
Lowe's	Indianapolis/Marion	1,000 (+500 announced in 2017)	Customer Service	Retail
American Funds Capital Group	Carmel/Hamilton	997	Customer Service	Financial Services
Charles Schwab & Co.	Indianapolis/Marion	900	Customer Service	Financial Services
Xerox	Anderson/Madison	850	Technical Support	Third Party Outsourcer
Anthem	Indianapolis/Marion	765	Claims Processing & Customer Service	Insurance
Ascension Health	Indianapolis/Marion	530	Customer Service, Billing, Back Office	Healthcare
Defender	Indianapolis/Marion	500	Customer Service	Security
ADT	Indianapolis/Marion	475	Customer Service	Security
Navient	Fishers/Hamilton	450	Customer Service & Collections	Financial Services
Allstate	Indianapolis/Marion	350	Customer Service	Insurance
Premiere Credit	Indianapolis/Marion	350	Collections, Accounting, IT	Third Party Outsourcer
AT&T	Indianapolis/Marion	340	Customer Service & Tech Support	Telecommunications
Hartford Insurance	Indianapolis/Marion	300	Claims Processing & Customer Service	Insurance

The 9-county Indianapolis Region includes Boone, Hamilton, Hancock, Hendricks, Johnson, Madison, Marion, Morgan and Shelby counties.

Last Updated 5/10/2017

## Indy Partnership

317-236-6262 or Toll Free 1-877-236-4332

E-mail: [info@indypartnership.com](mailto:info@indypartnership.com)

Website: [www.indypartnership.com](http://www.indypartnership.com)

Company	City/County	Call Center Employees	Function	Industry
Roche Diagnostic Corporation	Indianapolis/Marion	300	Back-Office - Processing & Customer Service	Healthcare
MHS (Managed Health Services)	Plainfield/Hendricks	300	Customer Service	Insurance
Resort Condominiums International (RCI)	Indianapolis/Marion	300	Reservations & Customer Service	Travel
Republic Services	Fishers/Hamilton	250 (+120 by end of 2017)	Customer Service	Solid Waste Recycling
Ingram Micro Mobility	Indianapolis/Marion	250	Customer Service	Telecommunications
Comcast Cablevision Inc.	Indianapolis/Marion	240 (employees work from home)	Customer Service	Telecommunications
Alpine Access (at-home agents)	Indianapolis/Marion	200	Customer Service	Third Party Outsourcer
Lockheed Martin	Indianapolis/Marion	200	Help Desk & Information Center	Technology
Baker Hill Corporation	Indianapolis/Marion	195	Customer Service	Financial Services
Duke Energy	Indianapolis/Marion	180	Customer Service	Utilities
Bluegreen Vacations	Indianapolis/Marion	180	Customer Service & Sales	Travel
Summex Health Management/WebMD	Indianapolis/Marion	160	Web-Based Health Counseling	Healthcare
Consona Corp	Indianapolis/Marion	150	Technical Support	Software

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TeleServices Direct	Anderson/Madison	150	Sales & Telemarketing	Third Party Outsourcer
Monster Worldwide	Indianapolis/Marion	130	Customer Service	Consulting
Angie's List	Indianapolis/Marion	120	Consumer Service Reviews	Consumer Products
Mays Chemical Co. Inc.	Indianapolis/Marion	112	Customer Service	Chemicals
Citizens Energy	Indianapolis/Marion	111	Customer Service	Utilities
Accredo	Indianapolis/Marion	100	Order Processing & Customer Service	Healthcare
ADP	Indianapolis/Marion	100	Data Processing	Business Processing Outsourcer
Bell Industries	Indianapolis/Marion	100	Customer Service & Tech Support	Telecommunications
Spectrum	Carmel/Hamilton	100	Customer Service	Telecommunications
Household Finance Corp.	Indianapolis/Marion	100	Customer Service	Financial Services
Metropolitan Life Insurance	Indianapolis/Marion	100	Customer Service	Insurance
Pearson Education Inc.	Indianapolis/Marion	100	Customer Service	Education
Keihin Indiana Precision Technology	Indianapolis/Marion	100	Customer Service	Automotive
Indianapolis Power & Light Company	Indianapolis/Marion	90	Customer Service	Utilities

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Osram Sylvania	Westfield/Hamilton	90	Customer Service	Consumer Products
Streetlinks	Indianapolis/Marion	90	Appraisal Services	Mortgage Lending Services
AllianceOne	Anderson/Madison	85	Customer Service	Telecommunications
Renaissance	Indianapolis/Marion	82	Customer Service	Insurance
Engaging Solutions	Indianapolis/Marion	80	Customer Service	Third Party Outsourcer
TeleServices Direct	Indianapolis/Marion	80	Sales & Telemarketing	Third Party Outsourcer
J.D. Byrider Systems Inc.	Indianapolis/Marion	75	Collections	Automotive
CTI Group Holdings Inc.	Indianapolis/Marion	75	Customer Service	Financial Services
Golden Rule Insurance Co.	Indianapolis/Marion	75	Claims Processing & Customer Service	Insurance
Express Scripts	Whitestown/Boone	75	Order Processing & Customer Service	Healthcare
Indianapolis Star	Indianapolis/Marion	73	Customer Service/Sales	Newspaper Publishing
Ace Mortgage	Indianapolis/Marion	50	Mortgage Loan Origination	Financial Services
Advantage Health Solutions	Indianapolis/Marion	50	Customer Service & Claims Processing	Healthcare

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