

TOP 100 INDUSTRY RACERS



2007 INDUSTRY RANKINGS

THE COLLECTORS

As a group, the top agencies, debt buyers and collection law firms continued to exhibit healthy growth last year.

Read about the progress and aspirations of the top three ranked players in each category.

By the Editors of *CCR*

NCO: Now Private, Seeking Acquisitions

NCO Group Inc., Horsham, Pa., ranks No. 1 among collection agencies with \$1.19 billion in 2006 revenues, up 13% from 2005 revenues of \$1.05 billion.

In spite of the growth, the operating environment for collectors has become more difficult, says NCO Chairman, President and CEO Michael Barrist. For example, "over the last five years, clients became better at managing their supply chain and drove a lot of profit out of our business," he says.

"Our company is ahead of the competition in the way we educate our clients. Some clients always beat up on fees. Others look at performance," Barrist says. NCO provides hard data showing exactly how it supports clients' performance goals.

NCO entered the customer relationship management (CRM) business last year. (CRM supports front-office business processes, including sales, marketing and service.) The work has generated new revenues.

"We are pleased with CRM and believe there are more opportunities in the future," says Barrist. Although CRM is not quite as profitable as ARM work – 10-12% in gross profits vs. 13-14% for ARM – "it's a more predictable business," he notes.

NCO's upcoming goal is to launch a work-at-home program.

"The model we will build is for an entire culture of people who work at home. For certain segments of our business, this is good because you get greater flexibility," Barrist says, citing a recent client project that required technical support for a limited period.

TOP LAW FIRMS

RANK	COMPANIES
1	Weltman, Weinberg & Reis Co. L.P.A.
2	Eskanos & Adler P.C.
3	Peroutka & Peroutka P.A.
4	Javitch, Block & Rathbone
5	Kramer & Frank
6	Baker, Miller, Markoff & Krasny LLC
7	Martin & Seibert L.C.
8	Kohn Law Firm S.C.
9	Law Offices of Ross Gelfand LLC
10	Robinson, Reagan & Young PLLC
11	Messer & Stilp Ltd.