

Chicago-based collection firm opens 60-seat Milwaukee call center

Milwaukee, WI—Harris & Harris, Ltd., a Chicago-based collection firm, has opened a Milwaukee call center to better service its rapidly growing list of Wisconsin and Midwest clients.

This expansion makes Harris & Harris more accessible to area healthcare organizations, government offices, utilities and financial/retail businesses—core market segments of Harris & Harris. A close proximity helps to foster better relationships, something that Harris & Harris takes very seriously. According to Arnold Harris, Esq., President & CEO, “Just about anyone can set up an office and collect from anywhere in the world. However, it takes someone who can empathize with the customer, someone who really understands them, to produce the most desirable result. Local touch enables this.”

Current Wisconsin clients include Aurora Health Care, the City of Milwaukee, WPS and WE Energies.

With a staffing target of 60 collectors, this presence will contribute to a better understanding of the Milwaukee area and Wisconsin residents. “We’re able to further our personal touch by hiring local professionals who know the business environment,” states Harris. While the company uses the latest technology and most sophisticated analytics, using local collection representatives plays an important role in establishing a familiar and productive relationship with each customer.

The new Wisconsin capabilities also create a greater capacity to process large accounts in a timely manner—a critical factor in collecting past-due accounts. Both Milwaukee and Chicago offices can turn to one another for support when needed.

The Milwaukee facility also provides Harris & Harris with fully redundant systems, the ability to avoid business interruption due to natural or other type disasters and a stable labor pool based in a large metropolitan area. “Disaster Recovery and Business Continuity are critical features needed in today’s environment,” Harris adds. “The additional labor pool allows us to ramp up for client implementations as quickly as needed.”

The Harris & Harris Milwaukee office is completely integrated and will perform all of the same full-service functions and reporting as the Chicago headquarters.

About Harris & Harris, Ltd.

Harris & Harris is a Chicago-based collection and law firm. Founded in 1968, Harris & Harris has grown to over 250 associates in two locations and handles high-volume accounts across a variety of industries including healthcare, government, utility and financial/retail. It employs state-of-the-art information and data management systems to meet the speed and reporting needs of its clients. Recognizing that reputation is more important than collecting any one account, Arnie and David Harris have maintained the values-based principles on which the company was founded. For more information, contact Arnie Harris, President, at 312-423-7400 or aharris@harriscollect.com.

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