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Inc. 500 | 5000 Newsletter

Produced by IncBizNet, online home of successful private companies and the Inc 500|5000

2009 Inc. 500 | 5000 Supporting Partner

FIDELITY VENTURES

Capital + Everything to take companies further, faster.

Volume 2

COMPANY SPOTLIGHT: NATIONAL RECOVERY AGENCY

Growing Through Bad Times And Good



Three years ago, Steve Kusic bought out his father from the debt collection agency he'd started in 1976. Keen to invest in the company and grow it, the younger Kusic had the company licensed in all 50 states so that it could represent national clients. He started having the company's financials audited, to assure potential clients that his firm

wouldn't spend any of the money it was collecting—an occasional problem in the industry. And he invested heavily in technology.

The result: National Recovery Agency made last year's Inc. 500|5000 at No. 2,353, having grown revenues from \$10.5 million in 2004 to \$27 million in 2007. NRA had 41 employees when Kusic bought out his father; today, headcount stands at 192.

Because debt collection is counter-cyclical, that kind of growth is likely to continue and maybe even accelerate. "When the country is doing well, we'll do well," says Kusic. "When the country is doing badly, we'll do great." He expects a flood of business in the coming months, for example, as utility companies, often prohibited from withholding service during the winter months, start to put more pressure on delinquent accounts.

Kusic does, in effect, benefit from others' financial troubles. But he makes the case that his company's services are a win-win for both his clients and the debtors who owe them money. His employees help the debtors stave off more draconian collection methods and avoid bankruptcy, often by "adjusting" the overall debt downward and developing a realistic payment plan. "The key," he says, "is listening to the debtors, and understanding their situations."

Kusic's growth-oriented investments continue. In March, he spent \$200,000 on technology that will increase his company's automated calls to his client's delinquent accounts from 239,000 a day to 500,000. Revenue could jump 50% in 2009 as a result. And that, he expects, will beget still more sales. "When clients give us business, they not only want us to collect successfully," Kusic says. "They want a successful company behind the collection as well."

Inc. 500|5000 and Fidelity Ventures: Partners in Private Enterprise

As our country looks to reenergize the economy, private companies will play the central role in bringing business back to life. As it has been for its 30-year history, Inc.'s mission is to support, encourage, and celebrate those private businesses

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Questions? Call the Inc. 500|5000 team at 1-800-248-0308.

Inc. 500|5000 • Fidelity Ventures

Knowledge Series

Next Fidelity Ventures Meet Up
 June 23rd
 Philadelphia, PA

Growth Capital 101:

Designed exclusively for CEOs of fast-growing companies, this event features a panel of veteran CEOs and will be moderated by Inc. magazine senior editor Rod Kurtz

Learn More

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FAST
 ON THE DRAW

and the entrepreneurs that built them. Joining that endeavor as a supporting partner of this year's Inc. 500|5000 awards is another champion of private enterprise, Fidelity Ventures, providing the expertise, resources and connections that entrepreneurs need to take their businesses further, faster. Fidelity Ventures currently boasts five past Inc. 500|5000 honorees in its portfolio: GeoLearning, iPipeline, MegaPath, MFG, and Vibes Media.

IncBizNet Blog Highlights



MEAGHAN TOLAND | Marketing Director | [Hollister](#)

In a recent survey of around 400 Massachusetts executives, almost half listed that finding and retaining top talent is among their top priorities in relation to their organization. It's no wonder why so many organizations listed this, as no one can afford to make hiring mistakes in today's economy.

[READ MORE](#)

MIKE HANDELSMAN | General Manager | [BizBuySell.com](#)

If you're ready to put your business on the market, knowing what buyers want and need will help you to make the most of your business sale and attract the best offers. In these trying economic times, this knowledge is essential. Many seller difficulties result from not being sufficiently aware of the following tricks of the trade.

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Read more IncBizNet blogs on the [IncBizNet](#) home page.

Inc. would like to thank the following partners for their support of the Inc. 500|5000:

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Congratulations to the Inc. 500|5000 applicants who won the March 22 and April 3 drawings for two registrations to the Inc. 500|5000 conference (September 23-25, 2009, in Washington, D.C.).



Sankar Mangapuram
COO, [Strategic Systems](#)

Company snapshot:
Strategic Systems is an IT Services firm based in Dublin, Ohio, that serves clients in many industries, including financial services, manufacturing, healthcare, and insurance.



Carla Eng
President & CEO, [Abstract Displays](#)

Company snapshot:
An Inc. 500|5000 honoree for the past two years, Abstract Displays is a creator of displays for trade shows.

UPCOMING EVENTS

Inc. Events:
Inc. 500|5000 Conference and Awards Ceremony
Learn, network and celebrate with leaders of the fastest-growing companies in America.
September 23-25, 2009
Washington, D.C.

IncBizNet Meet Up - Los Angeles
Employee Retention in a Down Economy: Promoting a healthy, productive culture when you are understaffed and over budget.
Los Angeles
Thursday, May 21, 2009
Click [here](#) for more details.
This event is made possible by UnitedHealthcare.

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