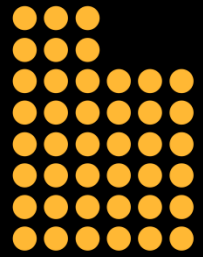


Call Center Industry Profile



Central Location for Transportation and Distribution

Utah is a hub to all major western cities and states, as well as a central point for distribution between the Canada and Mexico borders. Salt Lake City is the first location in the United States where the three major rail lines leaving Seattle, San Francisco, and Los Angeles ports meet. Two major interstates, I-80 and I-15, cross in Salt Lake City.

Growing Workforce

Utah has young, educated, and growing workforce, with one of the highest population growth rates in the nation at 1.7% per year. Utah is also the youngest state in the nation with a median age of 30.2 years old, and on average enrolls over 210,000 students per year in higher education.

Source: Bureau of Labor Statistics, Utah System of Higher Education

Low Cost of Doing Business

Utah is well known for its pro-business climate. Companies benefit from energy costs that are 26% below the national average and third lowest in the U.S. Utah was ranked 1st as the “Best States for Business” by Forbes Magazine for five of the last six years.

Source: U.S. Energy Information Administration, Forbes Magazine



Workday- NOVEMBER 8, 2012 - The Governor's Office of Economic Development (GOED) announced Workday's current Salt Lake City facility aims to welcome 500 new employees during the 15-year lifetime of the project, and \$20 million in capital investment. Earlier in 2012, an agreement for 250 new employees was also announced.



The Home Depot- OCTOBER 13, 2011 - The Governor's Office of Economic Development (GOED) announced that The Home Depot will establish a new national customer service operation in Utah, creating 691 new jobs for Utahns, and \$12 million in capital investment.



1 800 Contacts- FEBRUARY 14, 2013 - 1-800 CONTACTS is delivering on a vision to expand in Utah. Along with the Governor's Office of Economic Development (GOED) the company announced an expansion that will bring 654 new jobs to Salt Lake County over 15 years. The company will also bring over \$59 million in capital investment.



eBay- MAY 1, 2013 - In 2008 eBay started with a capital investment of \$334 million for the construction of a data center. This was such a successful endeavor that 2 years later they moved on to invest another \$80 million for a customer service facility employing over 200 people. In 2011 eBay announced that they would be spending another \$80 million on a 370,000 sqft facility in Draper, UT employing more than 2,200 additional employees. eBay announced another expansion in 2013, adding 1,600 jobs over 15 years.

Source: Utah Governor's Office of Economic Development (GOED)

Major Contact Centers



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<i>Company Name</i>	<i>City</i>	<i>County</i>	<i>Employees</i>	<i>Inbound / Outbound</i>	<i>Function</i>
ACS (Affiliated Computer Services)	Sandy	Salt Lake	2000 - 3000	Inbound	Customer Service
Discover Financial Services	Salt Lake City	Salt Lake	2000 - 3000	Inbound	Collections/Billing
Convergys	Salt Lake City	Salt Lake	1000 - 2000	Blended	Multiple Services
Focus Services Inc	Roy	Weber	1000 - 2000	Outbound	Telemarketing
General Dynamics	Sandy	Salt Lake	1000 - 2000	Inbound	Customer Service
Jet Blue Airways	Salt Lake City	Salt Lake	1000 - 2000	Inbound	Multiple Services
Teleperformance	Ogden	Weber	1000 - 2000	Inbound	Customer Service
Vivint	Lehi	Utah	1000 - 2000	Blended	Sales
Vivint Solar	Lehi	Utah	1000 - 2000	Blended	Sales
Wells Fargo/MCI	Salt Lake City	Salt Lake	1000 - 2000	Inbound	Collections/Billing
Alorica	Magna	Salt Lake	500 - 1000	Inbound	Technical Support
American Express	Salt Lake City	Salt Lake	500 - 1000	Inbound	Customer Service
Delta Airlines Reservation	Salt Lake City	Salt Lake	500 - 1000	Inbound	Reservations
eBay, Inc.	Draper	Salt Lake	500 - 1000	Inbound	Customer Service
EMC	Draper	Salt Lake	500 - 1000	Inbound	Technical Support
Fidelity Investments	Salt Lake City	Salt Lake	500 - 1000	Inbound	Back-Office
Frontier Communications	Provo	Utah	500 - 1000	Inbound	Customer Service
Frontier Communications	Lindon	Utah	500 - 1000	Inbound	Customer Service
Inter Continental Hotels Group	Salt Lake City	Salt Lake	500 - 1000	Inbound	Reservations
Overstock.com	Salt Lake City	Salt Lake	500 - 1000	Blended	Back-Office
Sento Corp	Orem	Utah	500 - 1000	Inbound	Multiple Services
Solar City	Salt Lake City	Salt Lake	500 - 1000	Blended	Sales
Verizon Wireless	West Valley City	Salt Lake	500 - 1000	Outbound	Customer Service
1-800-Contacts	Draper	Salt Lake	300 - 500	Blended	Multiple Services
Asset Builders	Salt Lake City	Salt Lake	300 - 500	Outbound	Sales
CenturyLink	Salt Lake City	Salt Lake	300 - 500	Inbound	Multiple Services
CSS Corp.	South Jordan	Salt Lake	300 - 500	Outbound	Telemarketing
eTrade	Sandy	Salt Lake	300 - 500	Blended	Customer Service
Feature Films for Families	Murray	Salt Lake	300 - 500	Inbound	Customer Service
Harland Clarke	Salt Lake City	Salt Lake	300 - 500	Blended	Customer Service

Major Contact Centers



edcUTAH

<i>Company Name</i>	<i>City</i>	<i>County</i>	<i>Employees</i>	<i>Inbound / Outbound</i>	<i>Function</i>
Ingenix	Salt Lake City	Salt Lake	300 - 500	Inbound	Technical Support
Musician's Friend	Draper	Salt Lake	300 - 500	Inbound	Customer Service
O'Curran Teleservices	Draper	Salt Lake	300 - 500	Inbound	Technical Support
Sutter Health	Salt Lake City	Salt Lake	300 - 500	Blended	Customer Service
Teleperformance	Salt Lake City	Salt Lake	300 - 500	Inbound	Customer Service
Teleperformance	Sandy	Salt Lake	300 - 500	Inbound	Customer Service
Unisys	Salt Lake City	Salt Lake	300 - 500	Inbound	Customer Service
Wayfair	Ogden	Weber	300 - 500	Outbound	Telemarketing
Xerox Services	Sandy	Salt Lake	300 - 500	Blended	Customer Service
Apello	West Valley City	Salt Lake	100 - 300	Blended	Customer Service
Black Turtle	Sandy	Salt Lake	100 - 300	Outbound	Telemarketing
Clarke American	West Valley City	Salt Lake	100 - 300	Inbound	Multiple Services
Comcast	Sandy	Salt Lake	100 - 300	Inbound	Technical Support
Dialogue Marketing	Orem	Utah	100 - 300	Outbound	Telemarketing
Discovery Research Group	Midvale	Salt Lake	100 - 300	Inbound	Customer Service
Franklin Covey	Salt Lake City	Salt Lake	100 - 300	Inbound	Customer Service
Goldman Sachs & Co.	Salt Lake City	Salt Lake	100 - 300	Inbound	Customer Service
Home Depot	Salt Lake City	Salt Lake	100 - 300	Inbound	Customer Service
Ikano Communications	Salt Lake City	Salt Lake	100 - 300	Inbound	Technical Support
Marriott Guest Services (MVCI)	South Jordan	Salt Lake	100 - 300	Inbound	Reservations
Marriott Rewards	Salt Lake City	Salt Lake	100 - 300	Blended	Sales
McLeod USA	Salt Lake City	Salt Lake	100 - 300	Inbound	Customer Service
Questar Gas	Salt Lake City	Salt Lake	100 - 300	Blended	Customer Service
The Marketing One	Salt Lake City	Salt Lake	100 - 300	Inbound	Technical Support
ThyssenKrupp Elevators Americas	Salt Lake City	Salt Lake	100 - 300	Blended	Customer Service
Tpusa, Inc.	Holladay	Salt Lake	100 - 300	Blended	Customer Service
United Airlines	Salt Lake City	Salt Lake	100 - 300	Inbound	Reservations
USANA Health Sciences	West Valley City	Salt Lake	100 - 300	Inbound	Customer Service
Zions Bank	Salt Lake City	Salt Lake	100 - 300	Inbound	Back-Office

Call Center Cost Comparison

	Utah	Arizona	California	Colorado	Oregon	Washington
Annual Median Wages						
Computer User Support Specialists	\$42,420	\$46,570	\$57,720	\$53,020	\$47,730	\$52,320
Telemarketers	\$23,670	\$23,440	\$25,620	\$27,410	\$24,650	\$23,900
Customer Service Representatives	\$28,150	\$30,040	\$36,960	\$39,840	\$32,820	\$35,230

Source: Bureau of Labor Statistics, May 2015

Real Estate (\$/sq.ft. annual)						
Office Lease	\$15.65	\$17.86	\$23.02	\$17.31	\$18.22	\$18.47
Office Construction	\$6.19	\$7.82	\$7.76	\$9.92	\$7.36	\$8.47

Source: Loopnet

Unemployment Insurance						
New employer rate (% of salary)	2.7%	2.0%	3.4%	1.7%	3.3%	2.7%
Taxable wage base	\$30,800	\$7,000	\$7,000	\$11,700	\$35,000	\$41,300
Duration of new employer rate (years)	1	1	1	1	1	2
New rate after "duration" with no lay-offs	0.20%	0.02%	1.50%	0.66%	2.20%	0.17%

Source: US Department of Labor

Health Insurance Employer Contribution						
Single Coverage	\$4,241	\$4,260	\$4,712	\$4,604	\$4,793	\$4,973
Family Coverage	\$11,321	\$10,794	\$12,489	\$11,430	\$11,775	\$12,940

Source: Kaiser Family Foundation

Utilities						
Electricity (¢/kWh) Commercial	¢8.51	¢10.10	¢13.95	¢9.04	¢8.84	¢8.37
Natural Gas (\$/1000 Feet ³) Commercial	\$6.77	\$8.77	\$7.29	\$6.04	\$10.74	\$7.85

Source: Energy Information Administration, May 2016

- **ECONOMIC DEVELOPMENT CORPORATION OF UTAH**

- The Economic Development Corporation of Utah (EDCUtah) is a private, statewide, non-profit organization formed in 1987 to provide a unified and professionally managed economic development program promoting the state of Utah.
- EDCUtah is an investor-based organization with more than 270 private sector businesses, organizations, chambers of commerce, municipalities and counties. Through these partnerships, EDCUtah facilitates an ongoing effort to develop and nurture a thriving business climate throughout Utah.
- EDCUtah specializes in assisting companies considering Utah for a business relocation or expansion. The Business Development team of EDCUtah coordinates all of the information key decision makers and economic development/site consultants need as they evaluate Utah as a site location.

- **FOR ADDITIONAL INFORMATION**

- Economic Development Corporation of Utah
- 201 S. Main St., Suite 2150
- Salt Lake City, Utah 84111
- Phone (801) 328-8824
- Fax (801) 531-1460
- www.EDCUtah.org