

SPRINGFIELD REGION: CALL CENTERS & BACK OFFICE

With a metro area population of nearly half a million, Springfield is well positioned for growth in the service center sector. Springfield has a strong history of successful service centers including: Expedia, T-Mobile, Chase Card Services, American National, AT&T, and TeleTech - all of which operate significant, high-performing centers with more than 5,000 total employees. The service center market is well-suited for businesses dealing in specialized customer service and other back office operations. Health care, financial services, and technical support are all very viable options in the Springfield Region.

In 2017, One Call Care Management, a leading provider of workers' compensation care management services, chose to expand its operations to Springfield. After evaluating over 100 cities, the Springfield Region was selected due to its central location and robust talent pool the company is able to access.

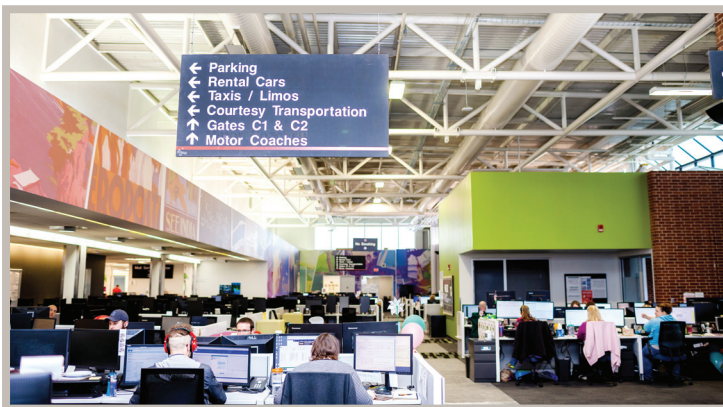
Labor basins in the region provide companies with rural sourcing options while the reliability of a regional workforce offers employers the necessary labor required for continued growth. Training incentives and a community college committed to workforce development make locating a customer service center in Springfield easy. Other state and local incentives offering tax credits and abatements can also offset the costs of operating a facility in the region.

Springfield is well-known for an attractive tax climate and low natural disaster risk as well. These factors combine with programs at area educational institutions to generate a highly productive workforce.

INDUSTRY WAGES & SALARIES

Occupational Wage Estimates | Springfield Metro Area Bureau of Labor Statistics

POSITION	MEAN HOURLY WAGE	MEAN ANNUAL SALARY	MEDIAN HOURLY WAGE
Customer Service Representative OES Code 43-4051	\$15.15	\$31,500	\$14.25



Located in the renovated former SGF airport terminal building, Expedia's Springfield operation is the company's highest concentration of employees outside of their headquarters. (below)

**CSR MEAN
HOURLY WAGE**
\$15.15

**CSR TOTAL
EMPLOYMENT**
4,980

1.22 Location Quotient

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CALL CENTER OPERATIONS

COMPANY	BUSINESS	EMPLOYED
Chase Card Services	Customer Service	1,200
TTEC (formerly TeleTech)	Technical Support	1,000
Expedia Hotels.com	Technical Support	1,000
T-Mobile	Customer Service	850
Gold Mountain Communications	Sales	325
One Call Care Management	Collections	300
Wyndham Destination	Customer Service & Sales	300
Communication Solutions & Technology	TeleSales	250
American National	Customer Service	175
AT&T	Customer Service & Sales	150
Bass Pro Shops	Customer Service & Sales	110
Corporate Technologies Advantage	Sales	100
Capital Vacations	Sales	100
Gannett Credit and Collections	Collections	75



FEATURED BUILDING

Former McKesson/Netsmart Building
1550 E Republic Rd | Springfield, MO 65804

SIZE: 16,250 sq. ft. | Pod C

LEASE: \$15.25/sq. ft., NNN

NOTES: Institutional Class-A building | Easy access to James River Freeway and Springfield's Medical Mile | building amenities include executive office wing, private offices, conference and training rooms | Cubicles and office furniture may be available for purchase



FEATURED BUILDING

Former UnitedHealthcare Building
1930 W. Bennett | Springfield, MO 65807

SIZE: 33,000 sq. ft.

LEASE: \$12.50 per sq. ft., NNN

NOTES: Single story building | Finished office space with open work areas, private offices, conference and training rooms | plug & play capable | Parking 7:1,000 ratio | Fully equipped cafeteria and lunch room