

## CONTACT CENTERS SNAPSHOT

### **The Kansas City Region**

#### **Ready Workforce. Value Delivered.**

The Kansas City region has long been an established location for the customer service industry—and today continues to be a top choice for preferred contact centers. Kansas City affords some of the key attributes that attract contact centers to the bi-state region—basic fundamental factors that reflect a way of life and are not susceptible to change:

- ◆ The central time zone makes it easier to staff contact centers to meet the needs of both East and West Coast callers.
- ◆ A regional work ethic built on reliability, quality and value that allows companies to expect and receive higher productivity.
- ◆ A well-educated population that provides an easily trainable labor pool.
- ◆ A selection of aggressively priced commercial office space options—including former plug and play contact center facilities—helps enable timely facility acquisition and operational start-up.
- ◆ A “neutral accent” dialect provides companies with the assurance that its products and services are represented by a workforce that is not identified with a particular region or locale.

#### **Real Estate Ready Market**

Greater Kansas City offers a variety of buildings and sites that are excellent opportunities for the customer service center industry. Best of all, they are available now.

#### **Training Programs**

Some of the best educational and training programs designed for contact center development and sustainability in the U.S. are available in the Kansas City region. Contact center curriculum has been created, continually revised and implemented through meaningful partnerships with existing KC area contact center representatives. The training programs offered in the Kansas City region enjoy a national reputation for flexibility, relevance and results.

#### **Peer Networking Group**

The Association of Customer Contact Professionals (ACCP) is a professional, non-profit association whose members represent contact center operations and the vendors who support them. Their membership consists of organizations of all sizes, from a variety of industries—including manufacturing, healthcare, financial, outsource, legal, technology, staffing and more.

#### **Options**

With two states, 18 counties and 50 plus communities, the Kansas City region provides something all businesses crave—choice. Two state tax structures; double the incentive programs; along with urban, suburban and rural location options. All offered in one metropolitan area of more than two million residents—one market—OneKC.

**“KCADC is a tremendous collaborative partner. By fully understanding the company’s needs, KCADC successfully positioned Kansas City over Dallas in ServiceMagic’s first expansion beyond the Denver area.”**

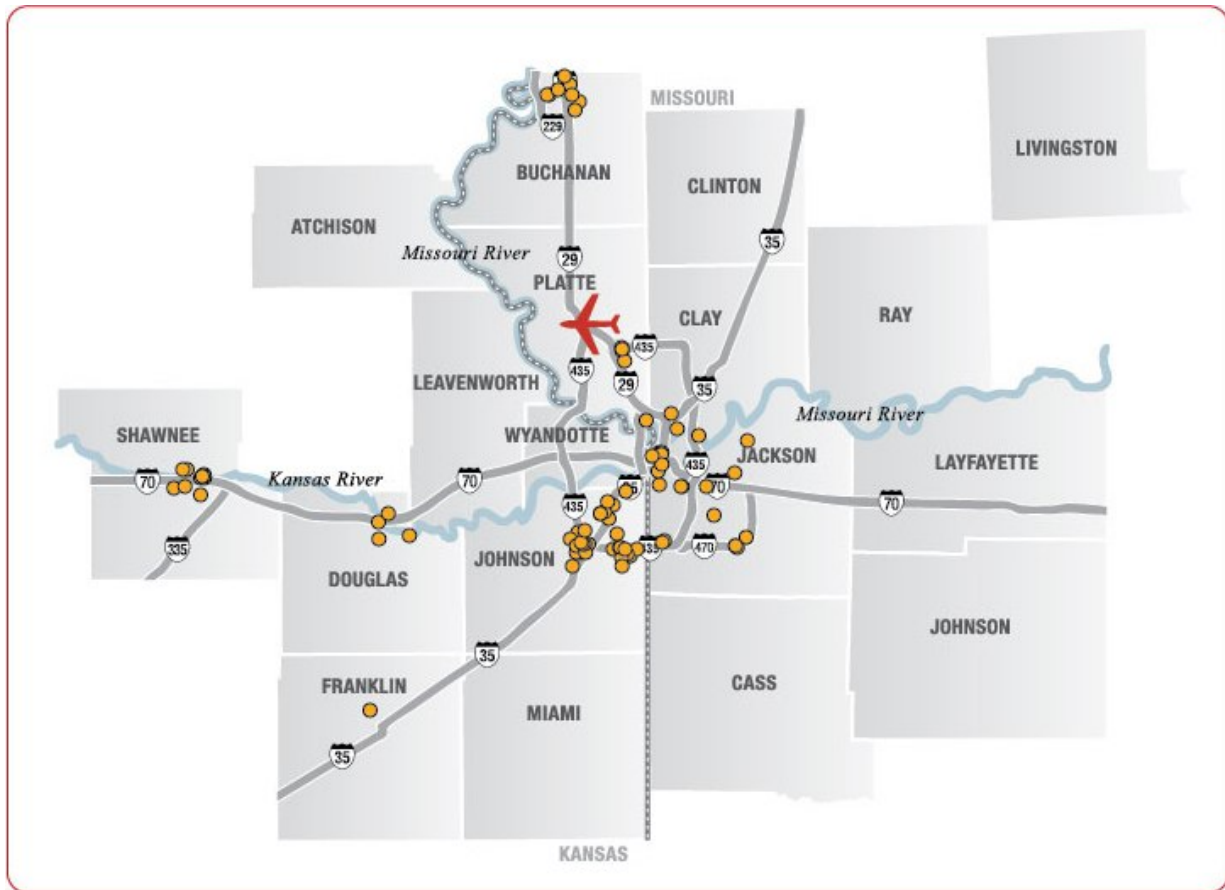
**~Lawrence D. Glaze, CRE,  
President and CEO, Glaze  
Commercial Real Estate  
Advisors, Inc. (location  
advisor for ServiceMagic)**

For More  
Information  
Contact:

Jill McCarthy  
Vice President  
Business Development  
Kansas City Area  
Development Council  
816.374.5636  
mccarthy@thinkKC.com  
www.thinkKC.com

Tim Cowden  
Senior Vice President  
Business Development  
816.374.5650  
cowden@thinkKC.com  
www.thinkKC.com

## CONTACT CENTERS SNAPSHOT



### Select Contact Centers in the Kansas City Region

- ◆ ADT Security Services, Inc.
- ◆ Alliance Data Systems
- ◆ American Century Investments
- ◆ Americo Financial Life & Annuity Insurance
- ◆ Apria Healthcare
- ◆ AT&T Corporation
- ◆ Blue Cross/Blue Shield of KC
- ◆ Boston Financial
- ◆ Cerner Corporation
- ◆ Citi Cards
- ◆ Client Services, Inc.
- ◆ Community America Credit Union
- ◆ Convergys
- ◆ CVS CareMark
- ◆ Dex One Corporation
- ◆ DST Systems, Inc.
- ◆ Farmers Insurance Group
- ◆ Federal Express Corporation
- ◆ Federal Reserve Bank of KC
- ◆ Garmin Ltd.
- ◆ GE Consumer Finance
- ◆ H&R Block, Inc.
- ◆ Hallmark Cards Retail Support Center
- ◆ Harte-Hanks Kansas City
- ◆ Hill's Pet Nutrition, Inc.
- ◆ KCP&L
- ◆ KeyBank
- ◆ NCO Group, Inc.
- ◆ OptumRx
- ◆ Quest Diagnostics, Inc.
- ◆ Sprint-One Sprint Sales Center
- ◆ TEVA Neuroscience, Inc.
- ◆ T-Mobile USA
- ◆ USA 800
- ◆ Zurich Direct Underwriters

*"We selected Overland Park to expand our operations because the community and surrounding region have many of the necessary attributes PacifiCare values, including a friendly business climate, an educated and ample work force, and a convenient and suitable building location with a long-term lease option."*

**~Ed Feaver,  
President of OptumRx**