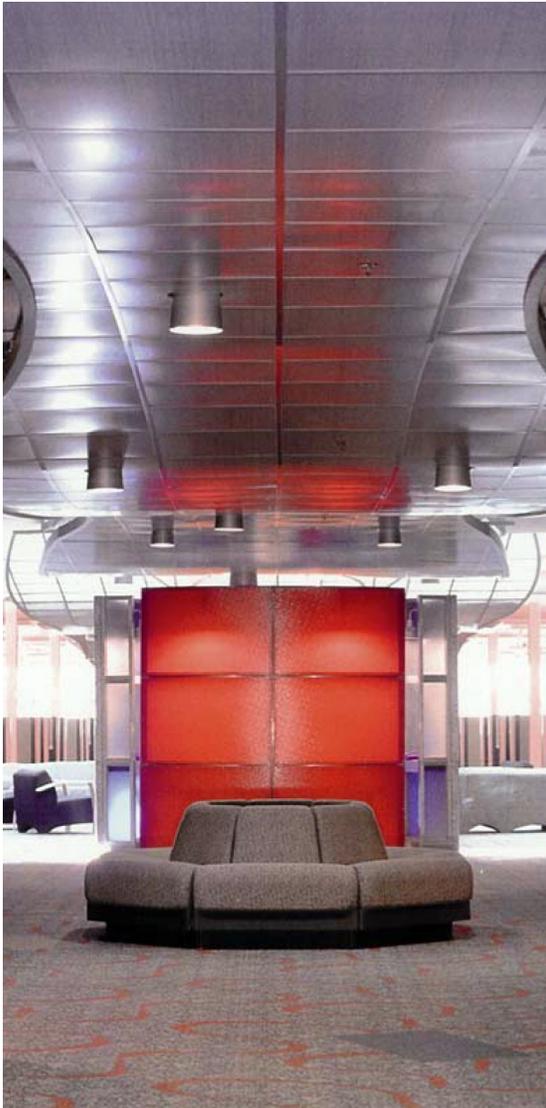


## *Fortune 50 Firm Calls on Power for Successful Call Centers*



### Challenge #1

- A Fortune 50 finance firm sought to purchase land in Arlington, Texas for a build-to-suit facility that would attract and retain top talent for several call centers.

### The Solution

- Van Power and his team went to work to find options that would best address the company's needs. Following extensive research, the team offered 20 different land options from Arlington to Ft. Worth. In addition, Power's strong relationships with local city governments gave him an advantage in negotiating incentives. As a result, he was able to help the company purchase 27.84 acres of land for the build-to-suits in Arlington, saving the company a substantial amount in financial incentives.

### Challenge #2

- The company again contacted Power with a need for a 170,000 rsf call/service center in the Eastern time zone.

### The Solution

- Power suggested splitting the 170,000 rsf in half, locating one call/service center in the Eastern time zone and one call/service center in Canada. Although reluctant, the company agreed, and Power and his team proceeded to research 15 cities in Canada and 35 cities in the Eastern United States in a time period of only 2 ½ weeks. Again, Power was able to utilize his relationships at the state, provincial, county and municipal levels to help organize tours in 10 to 15 cities in only 3 days, thus meeting the "fast track" project's timeline.
- Power and his team presented several options. The company decided to build two 85,000 rsf call centers: one in Jacksonville, FL and one in Peterborough, ON, Canada. This resulted in a substantial savings in real estate costs due to the devalued Canadian dollar, as well as the acquisition of a quality labor force at a cost-effective hourly wage.

### Challenge #3

- Following the success of the projects in Canada and Florida, the company once again called upon Power to assist with a 150,000 rsf call center expansion in the southwest United States.

### The Solution

- Power and his team researched the Southwest U.S. and evaluated Phoenix and each of the surrounding cities, and concluded the best land for location and cost was in Chandler, AZ. The next step was to assist the company with interviewing four major developers to determine the best fit for the company's needs in completing the project. Once a single developer was decided on, Power successfully negotiated the land price and terms, including assignment rights and termination rights, the lease price and lease terms were far below market.
- Additionally, Power's ability to negotiate substantial incentives, coupled with the cooperation of the Chandler, AZ, Economic Development Staff paved the way for another successful partnership.