



# CASE STUDY

## CUSTOMER SERVICE CENTER



- 75,000 SF
  - LAND ACQUISITION
  - BUILD-TO-SUIT
  - CONSTRUCTION MANAGEMENT
- SAN ANTONIO, TX



### PROJECT & SCOPE

- Hispanic call center for airline reservations
- Multi-city demographic wage and labor studies
- Temporary facility while BTS is under construction
- Tax incentives
- Job training credits
- Central location for ease of access

### VALUE ADDED

- Acquired 18 acres
- Leased temporary space with floating term expiration
- Obtained tax incentives/abatement of personal property taxes and job training credits for 500+ employees for 3 years
- Construction Management services