



CASE STUDY

CALL CENTER / CUSTOMER SUPPORT



**57,000 SF
NEW LEASE**
ARLINGTON, TX



PROJECT & SCOPE

- Consolidation of three call centers into one
- Backup site for Corporate Headquarters data center
- 24/7 capability
- 8/1000 parking
- Zero dollars out of pocket
- Reasonable proximity to Headquarters
- Employee demographic studies and wage/labor analysis

VALUE ADDED

- Identified sublease opportunity at 50% of market rate
- Included 1,500 KVA Generator with full UPS and Fiber Muc backup
- Two electrical Sub Stations
- Two separate fiber runs and service providers
- Abundant free parking
- \$500,000 in Inducement Allowance used for relocation and furniture
- Abundant labor at below industry standard wages