

## West Michigan Call Centers

Shared Service, Call Centers, Large Back Offices				
Company Name	Address	City	Industry Description	Est. Employees
<b>Acrisure, LLC</b>	566 Prairie Creek Drive SE	Caledonia	Insurance	270
<b>Alliance Communications</b>	2885 Sanford Ave SW	Grandville	Call Centers	20 to 49
<b>AMBS Call Center</b>	3960 Broadmoor Ave. SE	Grand Rapids	Telephone Answering Service	30
<b>Amway (Alticor)</b>	7575 Fulton Street East.	Ada	Consumer Products	300
<b>ASR Corporation</b>	3033 Orchard Vista Dr. SE	Grand Rapids	Insurance	40
<b>Big Rapids Answering Service</b>	178 W Wheatland Ave	Remus	Telephone Answering Services	7
<b>Blue Cross Blue Shield</b>	86 Monroe Center ST. NW	Grand Rapids	Insurance	200-250
<b>Charter Communications</b>	3355 Walker Ave. NW	Grand Rapids	Telecommunications	405
<b>Communications Unlimited LLC</b>	3228 Glade Street	Muskegon	Tele. Answering Service	12
<b>Consumers Energy</b>	1 Energy Plaza	Jackson	Utility	60
<b>Consumers Energy</b>	4000 Clay Ave. SW	Grand Rapids	Utility	100
<b>Creative Studio Promotions</b>	25 Jefferson Ave SE # 102	Grand Rapids	Promotions & Fund Raising	5 to 9
<b>Cunningham Communications Inc</b>	1675 Michigan St NE Ste G	Grand Rapids	Telephone Answering Services	20
<b>Dialog Direct</b>	1351 Waverly Road	Holland	Contact center	350
<b>Diversified Special Sales Inc</b>	931 W River Center Dr NE # A	Comstock Park	Promotions & Fund Raising	5 to 9
<b>DTE Energy Company</b>	4420 44th Street SE	Kentwood	Utility	150
<b>Farmers Insurance Group</b>	5600 Beech Tree Lane	Caledonia	Insurance	1500
<b>Fifth Third Bancorp</b>	1850 East Paris	Grand Rapids	Banking	200
<b>Gaslight Promotional Consulting</b>	535 Greenwood Ave SE # 300	Grand Rapids	Promotions & Fund Raising	1 to 4
<b>GR 311</b>	300 Monroe Ave NW	Grand Rapids	City Services	100
<b>Gerber Life Insurance</b>	445 State Street	Fremont	Insurance	250
<b>Great Lakes Promotions</b>	9290 Belding Rd NE	Rockford	Promotions & Fund Raising	1 to 4

### Shared Service, Call Centers, Large Back Offices Continued

<b>Huntington Bank</b>	10717 Adams St.	Holland	Banking	250
<b>Iserv Company</b>	5222 33rd Street SE	Grand Rapids	Telecommunications	15
<b>J. Milito &amp; Associates Inc.</b>	1133 Maplegrove Drive NW	Grand Rapids	Telephone Fundraising	8
<b>Kellogg North America Business Service Center</b>	5200 Patterson SE	Cascade	HR, IT, Finance, & Supply Chain Support Services	300-600
<b>K F M Promotions Inc</b>	8830 Belding Rd NE	Rockford	Promotions & Fund Raising	1 to 4
<b>Koeze Co.</b>	2555 Burlingame Ave. SW	Grand Rapids	Specialty Foods	5
<b>Logo Brand Aid Promotions</b>	3166 Pleasant Grove Ter NE	Grand Rapids	Promotions & Fund Raising	1 to 4
<b>Lynch Brothers Sales Co</b>	161 Ottawa Ave NW # 300f	Grand Rapids	Promotions & Fund Raising	5 to 9
<b>MedData Group</b>	3855 Sparks Drive SE	Kentwood	Patient bill processing	319
<b>Media One Promotions</b>	1886 14 Mile Rd NE	Sparta	Promotions & Fund Raising	1 to 4
<b>Millard Marketing Promotions</b>	2106 Gettysburg Dr SE	Grand Rapids	Promotions & Fund Raising	1 to 4
<b>Peckham Industries</b>	3777 Sparks Dr SE	Grand Rapids	Contact Center	200
<b>Perrigo Company</b>	515 Eastern Avenue	Allegan	Pharmaceuticals	n/a
<b>Booking.com</b>	4147 Eastern Avenue SE	Wyoming	Travel	580
<b>Priority Health</b>	1231 E. Beltline Ave. NE	Grand Rapids	Insurance	18
<b>Promotions Department</b>	4090 29th St SE	Kentwood	Promotions & Fund Raising	1 to 4
<b>Salon Centric</b>	4555 Danvers Drive SE	Grand Rapids	Wholesaler	n/a
<b>Spectrum Health</b>	100 Michigan St NE	Grand Rapids	Healthcare	n/a
<b>Star Tickets</b>	620 Century Avenue SW	Grand Rapids	Entertainment	35
<b>Statistical Surveys Inc.</b>	1693 Sutherland Dr. SE	Grand Rapids	Telemarketing	12
<b>Steelcase</b>	901 44th Street SE	Grand Rapids	Office Furniture	300
<b>Teleperformance</b>	2680 Horizon Dr SE	Grand Rapids	Contact Center	530
<b>US Signal</b>	201 Ionia Ave. SW	Grand Rapids	Telecommunications	n/a
<b>Valspar Corporation</b>	4999 36th Street SE	Grand Rapids	Paint/Coatings	n/a

SOURCE: *Factiva, ReferenceUSA, & The Right Place, Inc.*

Known New or Expanded Shared Service, Call Centers, and/or Back Office				
Company	City	Year	Event	Jobs
GR 311	City of Grand Rapids	2014	New Location	100
Teleperformance	Township of Cascade	2013	Expansion	530
Kellogg	Township of Cascade	2014	New Location	300-600
Booking.com	City of Wyoming	2011	Expansion	580

Known Closed Shared Service, Call Centers, and/or Back Office				
Company	City	Year	Event	Jobs
Dialogue Direct	Cascade Township	2016	Downsize	106
Wolverine Worldwide	Rockford	2013	Services Consolidated	90

SOURCE: *The Right Place, Inc.*

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Company Name	Address	City	Industry Description	Est. Employees
Huntington Bank	10717 Adams St.	Holland	Banking	250
Iserv Company	5222 33rd Street SE	Grand Rapids	Telecommunications	15
123net	400 76th St SW # 12	Byron Center	Internet Service	10 to 19
A American High Speed Internet		Grand Rapids	Internet Service	1 to 4
Adp Grand Rapids	1575 Arboretum Dr SE	Grand Rapids	Data Processing Svc.	100 to 249
American Medical Capital		Caledonia	Internet Service	1 to 4
Atlink Networks	770 Kenmoor Ave SE	Grand Rapids	Internet Service	1 to 4
Behr Modem	4646 28th St SE	Grand Rapids	Internet Service	5 to 9
Brady Consulting	4282 Brockton Dr SE # D	Grand Rapids	Internet Service	5 to 9
Brightly	648 Monroe Ave NW # B007	Grand Rapids	Website Hosting	5 to 9
Broadband Internet Access		Grand Rapids	Internet Service	1 to 4
Cable Internet Access Provider		Grand Rapids	Internet Service	1 to 4
Cherryland Online Svc	114 Division Ave N	Grand Rapids	Internet Service	1 to 4
Cherryland Online Svc	204 N Church St	Hastings	Internet Service	1 to 4
Clear Internet Sales	3665 28th St SE	Grand Rapids	Internet Service	5 to 9
CLEAR Internet Svc	38 Fulton St W	Grand Rapids	Internet Service	1 to 4
CMS Internet	510 S Dexter St	Ionia	Internet Service	1 to 4
Comlink	3950 Sparks Drive SE	Grand Rapids	Internet Service	Not Available
Content Customs	6119 28th St SE # 1e	Grand Rapids	Internet Service	1 to 4
Eagle Eye	PO Box 141612	Grand Rapids	Internet Service	1 to 4
Earth Link Business	2610 Horizon Dr SE # B	Grand Rapids	Internet Service	50 to 99
Elexicon Inc	5975 Crossroads Commerce # 210	Wyoming	Internet Service	1 to 4
Et Connections LLC	3400 Olivet St SW	Grandville	Internet Service	1 to 4
Etool Developers	6095 28th St SE # 6	Grand Rapids	Internet Service	5 to 9
Freedomnet Solutions	400 76th St SW # 15	Byron Center	Internet Service	1 to 4
Freedomnet Solutions	60 Monroe Center St NW	Grand Rapids	Internet Service	1 to 4
Frontier Burlingame	2528 Burlingame Ave SW	Wyoming	Internet Service	1 to 4
G Networks	2627 E Beltline Ave SE # 330	Grand Rapids	Internet Service	5 to 9
Grant Communications Assoc	2040 Raybrook St SE # 104	Grand Rapids	Internet Service	5 to 9

## Data Centers Continued

<b>Great Lake Online</b>	2007 Eastcastle Dr SE	Grand Rapids	Internet Service	10 to 19
<b>I T Technique</b>	940 4th Ave	Lake Odessa	Internet Service	5 to 9
<b>I-2000 Inc</b>	2439 Byron Center Ave SW	Wyoming	Internet Service	20 to 49
<b>Industrial Quick Search</b>	1500 E Beltline Ave SE # 265	Grand Rapids	Internet Service	10 to 19
<b>Iserv Co</b>	5222 33rd St SE	Grand Rapids	Internet Service	50 to 99
<b>KVI Hosting</b>	2151 Beverly Ave SW	Wyoming	Internet Service	5 to 9
<b>Local Net</b>		Ionia	Internet Service	10 to 19
<b>LPIT Solutions</b>	25 Commerce Ave SW # 200	Grand Rapids	Internet Service	10 to 19
<b>Mc Leod USA</b>		Kentwood	Internet Service	1 to 4
<b>Meadowbrook Business Park</b>		Grand Rapids	Internet Service	1 to 4
<b>Message Express Internet</b>	127 W Orchard St	Delton	Internet Service	1 to 4
<b>Michwave Wireless Internet</b>	PO Box 1914	Grand Rapids	Internet Service	10 to 19
<b>Middlecoast.Net LLC</b>	1154 Calvin Ave SE	Grand Rapids	Internet Service	5 to 9
<b>Net Penny</b>	2007 Eastcastle Dr SE	Grand Rapids	Internet Service	1 to 4
<b>Net Penny Net</b>		Ionia	Internet Service	1 to 4
<b>NETPENNY.NET</b>		Clarksville	Internet Service	1 to 4
<b>NETPENNY.NET</b>	37 E Main St	Fremont	Internet Service	1 to 4
<b>NETPENNY.NET</b>		Gowen	Internet Service	1 to 4
<b>NETPENNY.NET</b>		Grand Rapids	Internet Service	1 to 4
<b>Neural Planet</b>	2450 44th St SE # 103	Kentwood	Internet Service	5 to 9
<b>Odyssey Lead Generation</b>	5948 S Pankwy Av SE	Grand Rapids	Internet Service	1 to 4
<b>Ras Telco LLC</b>	2007 Eastcastle Dr SE	Grand Rapids	Internet Service	1 to 4
<b>Raser Inc</b>	2007 Eastcastle Dr SE	Grand Rapids	Website Hosting	20 to 49
<b>Redthread Comm Inc</b>	25 Ottawa Ave SW	Grand Rapids	Internet Service	5 to 9
<b>Rockford Solutions Inc</b>	4345 Sawkaw Dr NE	Grand Rapids	Internet Service	1 to 4
<b>Sonic Recruit</b>	3300 Grand Ridge Dr NE # B	Grand Rapids	Internet Service	1 to 4
<b>Spyridon Technologies</b>	7610 Clyde Park Ave SW # B	Byron Center	Website Hosting	1 to 4
<b>Stable Inc</b>	690 Netherfield St NW	Comstock Park	Internet Service	1 to 4
<b>Summit View Web Svc LLC</b>	15 Ionia Ave SW # 220	Grand Rapids	Internet Service	1 to 4
<b>SWITCH – SUPERNAP</b>	6100 East Paris Ave SE	Gaines Twp	Colocation Data Center	103
<b>Total Merchant Svc</b>	1316 Front Ave NW # 106	Grand Rapids	Credit Card Svcs.	5 to 9

### Data Centers Continued

<b>TRITON Technologies Inc</b>	4009 Plainfield Ave NE	Grand Rapids	Internet Service	50 to 99
<b>US Signal</b>	201 Ionia Ave SW	Grand Rapids	Internet Service	50 to 99
<b>Vendor Managed Technologies</b>		Grand Rapids	Internet Service	10 to 19
<b>Via Satellite Solutions</b>	3167 Kalamazoo Ave SE # 208	Grand Rapids	Internet Service	10 to 19
<b>VITGUSA</b>	7220 Thornapple Hollow Dr SE	Grand Rapids	Website Hosting	10 to 19
<b>W Mis</b>	2007 Eastcastle Dr SE	Grand Rapids	Internet Service	1 to 4
<b>West Mi Internet Yellow Pages</b>	169 Monroe Ave NW	Grand Rapids	Internet Service	1 to 4
<b>West Michigan Internet Svc</b>		Fremont	Website Hosting	1 to 4
<b>West Michigan Internet Svc</b>		Grand Rapids	Internet Service	5 to 9
<b>West Michigan Internet Svc</b>	2007 Eastcastle Dr SE	Grand Rapids	Internet Service	10 to 19
<b>West Michigan Internet Svc</b>		Grant	Internet Service	1 to 4
<b>West Michigan Internet Svc</b>		Kent City	Website Hosting	1 to 4
<b>West Michigan Internet Svc</b>		Newaygo	Internet Service	1 to 4
<b>Wireless Technology Solutions</b>		Alto	Internet Service	1 to 4
<b>Worldwide Dialup</b>	7178 Headley St SE	Ada	Internet Service	5 to 9

Source: ReferenceUSA & The Right Place, Inc.

### Known New or Expanded Data Centers

Company	City	Year	Event	Jobs
<b>Switch</b>	Gaines Township	2016	New Location	103
<b>US Signal</b>	City of Grand Rapids	2016	Expansion	N/A

Typical Call Center Occupations	2015 Jobs	10th Percentile	Median	90th Percentile
Travel Agents	410	\$11.30	\$14.70	\$34.52
Sales Representatives, Services, All Other	3,056	\$13.09	\$22.23	\$51.54
Telemarketers	584	\$8.72	\$11.23	\$20.71
Telephone Operators	115	\$9.74	\$14.01	\$20.54
Bill and Account Collectors	802	\$11.88	\$16.46	\$24.29
Customer Service Representatives	14,030	\$9.98	\$14.81	\$24.59
<b>Total Call Center Jobs</b>	<b>18,997</b>			
<b>Total Jobs, West Michigan Area</b>	<b>762,632</b>			
<b>% of All Jobs</b>	<b>2.49%</b>			

West Michigan Educational Attainment - 2015		
Graduate Degree and Higher	8.3%	85,262
Bachelor's Degree	16.9%	174,071
Associate's Degree	8.8%	91,153
Some College	23.3%	239,930
High School Diploma	31.2%	321,817
9th to 12th Grade	7.0%	72,090
Less Than 9th Grade	4.5%	46,419

SOURCE: *Economic Modeling Specialists International (EMSI)/www.economicmodeling.com*

2014 Student Enrollments			
Institution	Students	Institution	Students
Aquinas College	1,933	Grand Valley State University	25,094
Baker College	3,481	Hope College	3,455
Calvin College	3,993	Kuyper College	370
Central Michigan University- GR	500	Grand Rapids Community College	13,113
Western Michigan University - Thomas M. Cooley Law School- Grand Rapids	350	Grace Bible College	700
Cornerstone University	2,770	Michigan State University – College of Human Medicine	400
Spring Arbor College	86	Northwood University	200
Davenport University- Western Region	8,715	Western Michigan – GR	1,500
Ferris State University	14,600	Montcalm Community College	2,832
Ferris State University – Kendall College of Art & Design	1,459	Muskegon Community College	4,640
Total			<b><u>90,191</u></b>

SOURCE: The Right Place, Inc.

Other Nearby Universities	
Michigan State University	49,3000
Western Michigan University	24,598

SOURCE: The Right Place, Inc.

Military Installations		
Name	Branch	Employment
Grand Valley Armory	Michigan Army National Guard	Less than 25
US Marine Corps Reserve Center	Marine Corps, Navy Reserves	Less than 25

SOURCE: The Right Place, Inc.



### Expansion and Relocations (Announced by The Right Place, Inc.)

Company	New Jobs	Municipality	Project Description	Year
CiTic Dicastal Co. Ltd	300	City of Greenville	Attraction	2014
Plasan Carbon Composites, Inc	620	City of Walker	Expansion	2014
Wilbur-Ellis	12	Village of Pewamo	Expansion	2014
Founders Brewing Co.	72	City of Grand Rapids	Expansion	2014
Die Cad Group	30	Plainfield Township	Expansion	2014
Irwin Seating Company	60	City of Walker	Expansion	2015
Cargill Kitchen Solutions	35	Village of Lake Odessa	Expansion	2015
Plasan North America, Inc	120	City of Walker	Attraction	2015
Atomic Object	9	City of Grand Rapids	Expansion	2015
Terryberry Co.	53	City of Grand Rapids	Expansion	2015
Herbruck Poultry Ranch Inc	50	Village of Saranac	Expansion	2015
Hearthside Food Solutions	91	City of Grand Rapids	Expansion	2015
Mico Industries Inc	81	City of Kentwood	Expansion	2015
Hearthside Food Solutions	58	City of Kentwood	Expansion	2015
Display Pack	52	City of Cedar Springs	Expansion	2015
Notions Marketing	250	City of Grand Rapids	Expansion	2015
Byrne Electrical Specialists	32	City of Lakeview	Expansion	2015
Total Quality Logistics	75	Cascade Township	Attraction	2015
SalesPad	91	Township of Grand Rapids	Expansion	2016
Swoboda, Inc	37	City of Kentwood	Expansion	2016
Firstronic LLC	50	City of Grand Rapids	Expansion	2016
Knight Transportation	87	City of Grand Rapids	Attraction	2016
Eagle Film Extruders	50	City of Grand Rapids	Expansion	2016
ETO Magnetics	15	City of Kentwood	Expansion	2016
Dornerworks, Ltd.	25	City of Grand Rapids	Expansion	2016
Tesa Tape, Inc.	20	Village of Sparta	Expansion	2016
Stikwood	73	City of Kentwood	Attraction	2016
Switch	103	Township of Gaines	Attraction	2016
<b>TOTAL</b>	<b>2,551</b>			

<b>Airports</b>			
<b>Airports</b>	<b>Daily Flights</b>	<b>Passenger Airlines</b>	<b>Distance (miles)</b>
<b>Gerald R. Ford International Airport</b>	130	5	In Grand Rapids Area
<b>Detroit Metro Wayne County Airport</b>	600	13	155 miles
<b>O'Hare International Airport</b>	975	50	196 miles
<b>Midway International Airport</b>	220	7	184 miles

SOURCE: The Right Place, Inc.

<b>Example Back Office and Call Center Real Estate (currently available)</b>			
<b>Name</b>	<b>Address</b>	<b>City</b>	<b>Square Footage</b>
<b>Orchard Plaza</b>	701 68 <sup>th</sup> St SW	Byron Center	38,574
<b>Grand Rapids Commerce Center</b>	1090 36 <sup>th</sup> St SE	Grand Rapids	114,753
<b>5300 Patterson</b>	5300 Patterson Ave SE	Grand Rapids	33,973
<b>1800 44<sup>th</sup> St SE</b>	1800 44 <sup>th</sup> St SE	Kentwood	35,675
<b>5251-5253 36<sup>th</sup> St SE</b>	5251-5253 36 <sup>th</sup> St SE	Cascade Township	160,000
<b>Covered Village Mall</b>	550 Covered Village Mall	City of Belding	25,000

SOURCE: The Right Place, Inc.

Top 20 Employers in West Michigan		
Company Name	Employee Count	Industry
<b>Spectrum Health</b>	25,000	General Medical and Surgical Hospitals
<b>Meijer</b>	10,343	Supermarket Retail & Distribution
Mercy Health (Kent & Muskegon)	6,500	General Medical and Surgical Hospitals
<b>Amway Corporation</b>	4,000	Consumer Goods Manufacturing
<b>Gentex Corporation</b>	3,900	Glass Product Manufacturing for Automobile Industry
<b>Perrigo Company</b>	3,800	Pharmaceutical Manufacturing
<b>Herman Miller Inc.</b>	3,621	Office Furniture Manufacturing
<b>Steelcase Inc.</b>	3,500	Office Furniture Manufacturing
<b>Grand Valley State University</b>	3,306	Higher Education
Magna International Inc	2,950	Glass Product Manufacturing for Automobile Industry
<b>Lacks Enterprises, Inc.</b>	2,900	Plastic Manufacturing for Automobile Industry
<b>Grand Rapids Public Schools</b>	2,800	Elementary and Secondary Schools
Farmers Insurance Group	2,700	Direct Property and Casualty Insurance Carrier
<b>SpartanNash</b>	2,585	Supermarket Retail & Distribution
<b>Gordon Food Service</b>	2,544	Grocery and Related Products Merchant Wholesalers
Metro Health Hospital	2,400	General Medical and Surgical Hospitals
Alcoa Howmet Corp.	2,350	Aerospace Instrument & Aircraft Engine Parts Manufacturing
Fifth Third Bank	2,278	Banking - Personal & Commercial
<b>Priority Health</b>	2,250	Direct Health and Medical Insurance Carriers
Ventra	2,100	Motor Vehicle Plastic Parts & Metal Stamping

*SOURCE: The Right Place, Inc. – bold font indicates company is headquartered in West Michigan*