



## Jacksonville gets 400 jobs, call center

**BY ROBERT GONZALEZ**

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**JACKSONVILLE** - A world-recognized telecommunications company will bring 400 jobs and a \$10 million payroll to Cherokee County.

eTelecare Global Solutions, a NASDAQ publicly-traded company with more than 10,000 employees worldwide, will lease the site recently vacated by Alliance Data.

eTelcare Global Solutions is the eighth largest global aggregate of inbound teleservices in the world, according to Customer Interaction Solutions Magazine. Founded in 1999, eTelcare Global Solutions is a leading provider of business process outsourcing, focusing on the complex voice and non-voice segment of customer care services. The company has won more than 90 awards globally for their delivery systems.

Jacksonville Economic Development Corporation played an important role in securing eTelecare as a new Jacksonville employer with information and helped negotiate the package. The negotiated proposal calls for JEDCO to transfer \$600,000 as a grant once operations begin. The grant will be used to assist with construction and equipment necessary for eTelecare's operations. After three months of operations, JEDCO will grant \$4,500 per full-time employee hired by eTelecare up to 400 employees. In addition, JEDCO will not offer any direct economic incentives to a business calling center with more than 15 employees for five years.

Robert Cudd, chairman of JEDCO, said, "We have been working with them for some time - lots of pieces had to fall into place for it to work, but it finally happened. This will have a huge impact on the economy and is, by far, the biggest thing we have ever done."

In addition to JEDCO incentives, the city approved a personal property tax abatement not to exceed \$80,000 over a five-year period. Also, a real property abatement of \$40,000 over five years has been awarded to Stage Stores, the owner of the building to be occupied.

"This is obviously a boost to the community economically and to the community spirit. In the wake of the loss of the jobs at Astro Air and Alliance Data, to secure a company like eTelecare is evidence that all the facets of Jacksonville's "Can Do Spirit" worked well as a team," said Jacksonville Mayor Robert Haberle.