

## Business Process Outsourcing

*" . . . Good people have to be there. Property has to be available. So does reliable telecom infrastructure. And, of course, access is important . . . "*

When you think about a perfect location for your outsourcing business, think Ontario East. We're ready for your business.

### The Workforce

Educated, skilled, our workforce is plentiful, highly motivated and loyal. Productivity is high; turnover, low. And several of Ontario East's provincial colleges of applied arts and technology offer specialized training in Call Centre operations.



*We offer a dependable workforce with polished skills, high productivity and low turnover—and some of our workers offer polished bilingual and multilingual capabilities. These are good people for whom local, provincial and federal wage and training incentive programs are available.*



*Telecom infrastructure, location, access and the local presence of big-name telecom companies spur business outsourcing in Ontario East.*

Wage and training incentive programs are available at the local, provincial and federal levels, including those for certain technology support functions.

Overall, our labour costs, including statutory and other benefits, are 8% lower than those of other regions in Ontario and the U.S. average.

Our neutral accent makes our English easy to understand worldwide. And in the eastern parts of our region, we have strong bilingual capabilities: 40% to 70% of the people also speak French. Your company can serve regions of Québec from west of the border.

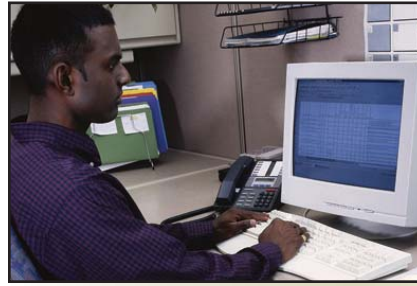
### Available Property

Ontario East offers a wide range of property options. Average office lease rates (CDN\$13 per gross sq. ft.) are lower than Canadian and U.S. averages. Fast-track development approvals may be available, and many communities have removed development charges on commercial construction. We try to make it easy for you to locate here.

## Telecom Infrastructure

Ontario East has a first-class telecom infrastructure featuring:

- 100% digital and fibre optic long-distance lines
- A choice of carriers that have seamless voice, video and data links with U.S. carriers
- Lower prices for long distance, data communications and wireless services than those of U.S. centres
- Lower fixed telephone charges than in the United States
- No sales tax for toll-free business telephone service



*With a telecom infrastructure that includes 100% digital and fibre optic long-distance lines, seamless links to U.S. carriers,*

*lower services charges than the United States and no sales tax for toll-free business telephone service Ontario east is a viable alternative.*

## Location and Transportation

Most Ontario East communities are within two hours of an international airport. The airports in Toronto, Montréal, Ottawa and Syracuse, NY, offer flights of two hours or less to U.S. destinations including Detroit, Chicago, New York, Boston and Washington.

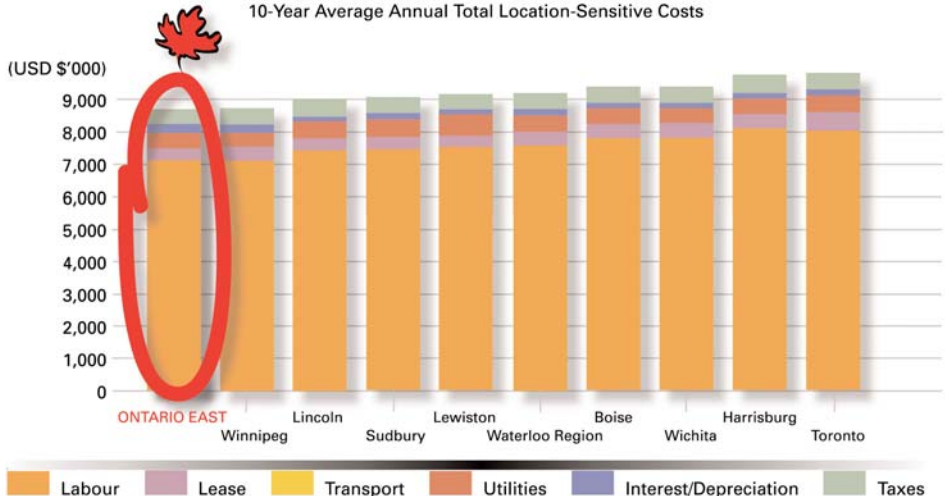
Ontario East also offers efficient passenger train service with wireless Internet cars that travel along the Ottawa-Toronto and Montréal-Toronto corridors more than a dozen times a day.

## In Good Company

Big-name business process outsourcing companies operating in Ontario East include Dell Canada, Lufthansa, StarTek, Assurant Group, NuComm International, TeleTech, AmeriCredit, Multi-Channel Communications Inc., Solectron Corporation, ICT Group and Teleperformance Canada.

*The recent KPMG Competitive Alternatives study, highlights the ONTARIO EAST cost advantage over other locations*

COMPETITIVE ALTERNATIVES.COM  
Industry: Back Office/Call Centres; Operation: Shared Services Centre  
10-Year Average Annual Total Location-Sensitive Costs



Source:  
KPMG Competitive Alternatives.com, 2006



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Visit our web site, [www.onteast.com](http://www.onteast.com) to learn about communities that match your business needs.

Or call Joyce Gravelle at (613) 528-1472, toll-free at 1-866-641-EAST (3278), or write [info@onteast.com](mailto:info@onteast.com), and find out how we can help you prosper in Ontario East.

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