

**FACT SHEET
DECEMBER 2009
CALLCOPY, INC.**

I. STATEMENT OF PURPOSE- Job Creation

The Department of Development recommends a Job Creation Tax Credit of 65% for a period of 8 years for the purpose of retaining 21 jobs and creating 50 new full-time permanent positions within the City of Columbus.

II. PROJECT HISTORY

Founded in 2004, CallCopy, Inc. (CallCopy) is one of the fastest growing companies in the call recording quality monitoring industry and is a leading provider of innovative performance management solutions. The company provides services that assist contact centers to monitor agent-customer voice and desktop recordings to ensure a high level of customer service and communication processes. Ray Bohac, the president and founder of CallCopy, Inc. on August 5, 2009 announced a new service called cc:Discover 4.0. This service includes a number of enhancements that allow organizations to improve their level of customer service, increase organizational performance and proactively leverage business intelligence. Some of the features of the new service are: browser-based interface enhanced reporting module, agent coaching portal, speech analytics, performance management and expanded support for additional integration types. The company was honored by Business First in October, 2009 as the seventh fastest growing business in Central Ohio. Driven by the growing demand for its call recording and quality management solutions, CallCopy has noted significant growth over the three year period analyzed in the evaluation award process. It has experienced five consecutive quarters of record growth.

Because of continuous growth, CallCopy is proposing to relocate from its current facility located at 1117 Olentangy River Road to 530 West Spring Street. CallCopy is also considering Florida, California, or India as potential sites for this expansion.

The State has approved a Job Creation Tax Credit of 50% for 7 years for CallCopy.

The company is requesting from the City of Columbus a Job Creation Tax Credit to assist in the development of this project.

III PROJECT INVESTMENT

Machinery & Equipment	\$450,000
TOTAL INVESTMENT	\$450,000

IV. DECISION & TIMING

The project would begin in February 2010 with a scheduled time of completion for June 30, 2012, contingent upon Columbus City Council approval of the recommended tax incentive.

V. EMPLOYMENT

CallCopy proposes to retain 21 employees with an annual payroll of \$1.3 million and create 50 new full-time permanent positions with an annual payroll of \$3 million.

Position	Number of New Jobs	Hourly Rate	Annual Salary	Total Estimated Payroll for New Jobs
Information Technician	50	\$28.85	\$60,000	\$3,000,000
TOTAL	50			\$3,000,000

Benefits provided to employees of CallCopy include:

- Paid Personal Days
- Paid Vacation
- 401k Retirement Plan
- Medical/Dental Insurance
- Training & Education Benefits
- Paid Holidays
- Severance Package

The project will be located at 530 West Spring Street and accessible by public transportation (COTA).

VI. REQUESTED PUBLIC PARTICIPATION

The Department of Development recommends a 65%/8 year Job Creation Tax Credit. Similar projects include Optimum Technology and Intellinetics, Inc.

VII. NEW TAX IMPACT/ANNUAL AND 8-YEAR SUMMARY

Unabated Revenue	Average Annual	8-Year Summary
A. Corporate Franchise Tax	\$48,750	\$390,000
B. Income Tax Revenue	\$75,000	\$600,000
C. Total Unabated Tax Impact (A+B)	\$123,750	\$990,000

Abatement Impact	Average Annual	8-Year Summary
D. Proposed 65%/8 year JCTC Credit	\$48,750	\$390,000
E. Total Unabated Revenue to City (C-D)	\$75,000	\$600,000

VIII. WORKFORCE DEVELOPMENT

Employers granted a tax incentive will meet with the Central Ohio Workforce Investment Corporation (COWIC) to develop a relationship to assure continuing employment opportunities for Columbus residents who are unemployed or underemployed.

IX. TAX BENEFIT

The recommended 65%/8 year Job Creation Tax Credit incentive could yield a tax savings of \$390,000 for CallCopy over the incentive period.

X. AREA IMPACT/GREEN INITIATIVE

No residential or commercial displacement will occur as a result of this project. CallCopy does not participate in any “Green Initiative” at this time.