



**Regional Economic Development, Inc.**

*Serving Columbia/Boone County, Missouri since 1988*

**FOR IMMEDIATE RELEASE**

Monday, May 17, 2010

**Contact:** Dave Griggs, REDI board chairman

**Phone:** 573.449.2619

**CITY OF COLUMBIA LANDS NEW IBM SERVICE CENTER TO EMPLOY 800**

**COLUMBIA, Mo.** — The city of Columbia, Boone County and Regional Economic Development, Inc. (REDI) today announced that IBM has selected this community to locate a technology service delivery center that will employ up to 800 technical professionals. The job creation initiative, dubbed “Project Tiger,” represents a public/private partnership between the city, county, state, private business and the region’s colleges and universities. IBM will begin hiring employees for the new center during the summer of 2010.

“I take great pride that our wonderful city will house a service delivery center for one of the world’s greatest and most respected companies,” said Columbia Mayor Bob McDavid. “IBM’s local investment will bring 800 high-quality, knowledge-based jobs to our community. The enormous economic benefit to Mid-Missouri will increase the quality of life for all Columbians for decades to come.”

McDavid also praised the work and commitment of his predecessor Darwin Hindman, and previous city council members Jerry Wade and Karl Skala. “Today we celebrate the culmination of a community initiative that was nurtured by the leadership of Mayor Hindman and our city council,” McDavid said.

REDI Board Chair Dave Griggs said that the economic development organization first learned of the opportunity through the Missouri Partnership. “Our first contact with this project came in January of this year,” said Griggs. “There has been an incredible amount of work and extraordinary cooperation between the city, the county, the state, our educational partners, private businesses and IBM to make today’s announcement possible.”

“We selected Columbia for our newest facility based on several criteria, including the strong public-private partnership with the state and city, a competitive business model and the talent and skills that Missouri and the Midwest have to offer,” said Tim Shaughnessy, senior vice president, Service Delivery, IBM Global Technology Services.

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**FOR IMMEDIATE RELEASE**

May 17, 2010

## **Gov. Nixon announces creation of 800 new high-tech jobs in Columbia**

*Technology innovator IBM to establish delivery center to serve U.S., global clients*

**COLUMBIA, Mo.** – **Gov. Jay Nixon** today took part in the official announcement that global technology innovator IBM will locate a new services delivery center in Columbia, a project that will create 800 new technical-professional jobs in mid-Missouri. The new delivery center will provide Information Technology (IT) services to U.S. and global clients of IBM.

The Governor made the announcement today at a ceremony in downtown Columbia, joined by company executives and local community and government leaders.

“It is exciting that one of the world’s most respected and recognizable brands in the IT industry has chosen mid-Missouri as the location for its new services delivery center, which will create 800 high-tech, competitive jobs,” **Gov. Nixon** said. “IBM’s decision to invest in Missouri is a strong indication of the momentum of our economic recovery. I look forward to strengthening our partnership with IBM for many years to come.”

The state of Missouri awarded IBM \$8.6 million in Missouri BUILD and \$14.7 million in Quality Jobs program incentives. Both programs provide incentives to businesses that create a predetermined number of jobs, among other qualifications. The state’s incentive package also includes \$4.2 million in New Jobs Training funding, \$300,000 in Customized Training funding and \$412,500 in Employee Recruitment and Referral Savings funding.

IBM’s new facility, which will be constructed inside an existing building at 2810 LeMone Industrial Blvd., in Columbia, will house a services delivery center, providing server systems operations, security services and end-user services, including maintenance and monitoring of computer hardware and software systems. Technical professionals hired for the new center will earn an average salary that will be highly competitive with the broader IT industry.

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## **IBM TO HIRE 800 FOR NEW SERVICE DELIVERY CENTER IN MISSOURI**

**COLUMBIA, Mo.** – May 17, 2010 – IBM (NYSE: IBM) today announced it will open a new technology service delivery center in Columbia, Missouri, creating up to 800 technical professional jobs. The new center will join two other North American service delivery facilities opened recently in Dubuque, IA and Lansing, MI, making it the third new facility IBM has opened in the United States in the last 18 months. The new center is part of an extensive network of IBM service delivery centers in more than 20 countries, with multiple sites in many of those countries, that provide information technology (IT) services and business process outsourcing capabilities to IBM clients around the world.

IBM will begin hiring employees for the new center during the summer of 2010. The facility will be operational in the fall of 2010, and by the end of 2012 should be fully staffed with a variety of IT positions ranging from entry level up to experienced professional. Working with Missouri Governor Jay Nixon, Columbia Mayor Bob McDavid, the Missouri Department of Economic Development, the Missouri Partnership and the Regional Economic Development, Inc., IBM has signed a 10-year lease, with optional extension years, to occupy and renovate a building on LeMone Industrial Boulevard.

“As Governor, my top priority is creating jobs and moving Missouri’s economy forward,” Gov. Nixon said. “IBM’s decision to locate its new facility, and create 800 professional IT jobs, here in Missouri is a strong sign that we’re heading in the right direction. For generations, IBM has been a trailblazer in the development and implementation of technology and software solutions, and it is exactly the type of company we want to attract and grow here in the Show-Me State. Today is a great day for IBM and the State of Missouri, and I look forward to strengthening our partnership in the years to come.”

"I take great pride that our wonderful city will house a service delivery center for one of the world's greatest and most respected companies," said Columbia Mayor Bob McDavid. "IBM's local investment will bring 800 high-quality, knowledge-based jobs to our community. The enormous economic benefit to Mid-Missouri will increase the quality of life for all Columbians for decades."

“This newest addition to our delivery center portfolio in North America is critical to IBM’s ability to offer support at any level — local, regional and global – to provide the flexibility, scalability and security in solutions our clients expect,” said Tim Shaughnessy, senior vice president, Service Delivery, IBM Global Technology Services. “We selected Columbia for our newest facility based on several criteria, including the strong public-private partnership with the state and city, a competitive business model and the talent and skills that Missouri and the Midwest have to offer.”

The existing building located at 2810 LeMone Industrial Blvd., in Columbia, will be updated with the goal of achieving Leadership in Energy and Environmental Design (LEED) certification. LEED is a third-party certification program and the nationally accepted benchmark for the design, construction and operation of high performance “green” buildings. The city of

Columbia and IBM will also work together to incorporate the new facility into Columbia's Sustainable City program, which includes building bike paths to connect the facility with downtown Columbia and planting new trees and bushes along and around LeMone Industrial Boulevard.

The new service delivery center will primarily support IBM's U.S. strategic outsourcing clients, providing server systems operations, security services and end-user services, including maintenance and monitoring of computer hardware and software systems. The services utilize collaborative problem solving and defect prevention processes based on service management standards. Employees will manage the servers and storage systems that are critical for assuring optimal IT infrastructure performance for IBM's clients.

IBM will work with many of the institutions of higher learning in the Columbia region for recruitment and training of potential employees as well as hiring experienced professionals. In addition, IBM will look for opportunities to partner with these schools to enhance their curricula to better prepare students for opportunities in the IT industry, including the types of roles found at IBM.

#### **About IBM**

For more information, visit [www.ibm.com/services](http://www.ibm.com/services)

To learn more about the new opportunities with IBM in Columbia visit any of the following:

[www.ibm.com/careers/us](http://www.ibm.com/careers/us)

[www.ibm.com/employment/us/jobs/columbia\\_mo.html](http://www.ibm.com/employment/us/jobs/columbia_mo.html)

[www.MissouriCareerSource.com](http://www.MissouriCareerSource.com)

[www.mo.gov](http://www.mo.gov)

For photos and video footage of the announcement ceremony in Columbia visit:

<http://www.gocolumbiamo.com/ProjectTiger/index.php>

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IBM Media Relations

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**Regional Economic Development Inc.**  
*Serving Columbia/Boone County, Missouri since 1988*

**Project Tiger Overview/Background Information**

- Company Name: IBM (www.ibm.com/services)
- Headquarters: Armonk, NY
- Description of Columbia operation: Delivery center to provide IT services to US and global clients who have outsourcing agreements with IBM.
- The site will house a data center providing IT systems management and operations, database management and overall IT project management.
- New Facility Address: 2810 LeMone Industrial Blvd.
- Columbia Jobs: up to 800 total
- The company will staff for the following primary functions:
  - Server Management
  - Systems Operations
  - Database Management
  - Storage Management
  - Project Management
- Investment:
  - Personal Property - \$5 Million
  - Real Property - \$10-15 Million
- State Incentives:
  - Missouri Build Program: \$8.6 Million
  - Missouri Quality Jobs: \$14.7 Million
  - New Jobs Training: \$4.2 Million
  - Customized Training Grant: \$300,000
  - Recruitment Assistance: \$412,500
  - Sales Tax Exemption for Personal Property under Chapter 100
- Local Incentives:
  - City is purchasing the building and providing to the company for \$1/year for 15 years.
  - Chapter 100 for personal property (50% property tax abatement for depreciable life of equipment and sales tax exemption).
  - Workforce training consortium donating office space for recruitment and training.
  - Local media donating \$88,000 for job recruitment advertising.
- Local Economic Development Entity: Regional Economic Development Inc. (REDI)
- Competing States: Other states were considered. Company did not disclose.
- First contact between REDI and IBM for this project: January 2010



**TIMOTHY S. SHAUGHNESSY**

Senior Vice President, Service Delivery  
IBM Global Technology Services

Tim Shaughnessy has worldwide responsibility for the workforce and operations supporting the delivery of IBM IT outsourcing and business process services. He is also responsible for ensuring a tight integration between sales and delivery in GTS to drive end-to-end service quality and excellence for our clients.

Prior to his current role, Tim served as Vice President and Controller for IBM. As Controller, Tim was responsible for IBM's accounting, budgeting, controls and financial strategy development. While in this role, Tim led the establishment of centers of excellence within finance as part of the company-wide shared services efforts.

From 2002 to 2004 Tim was the General Manager, IBM Global Services -- Asia Pacific, responsible for all services businesses in this geography. A critical market because of IBM's presence there and growth opportunity, Tim led the business and drove services revenue and profit growth.

Tim joined IBM in 1981 as a financial analyst. Following a number of planning, analysis and pricing assignments, he held a wide variety of financial leadership positions across services, sales, and manufacturing and development.

Tim received a Masters of Business Administration-Finance from New York University.



**Regional Economic Development, Inc.**  
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**Columbia Local Recruitment Team**

**Regional Economic Development, Inc., (REDI)**

Dave Griggs, Chairman & Owner Dave Griggs' Flooring America  
J. Mike Brooks, President  
Bernie Andrews, Executive Vice President  
Michele Holmes, Executive Associate  
Jamie Kochert, Office Assistant

**City of Columbia**

Bob McDavid, MD, Mayor  
Paul Sturtz, Council Member  
Jason Thornhill, Council Member  
Gary Kespohl, Council Member  
Daryl Dudley, Council Member  
Laura Nausier, Council Member  
Barbara Hoppe, Council Member  
Darwin Hindman, Former Mayor  
Karl Skala, Former Council Member  
Jerry Wade, Former Council Member  
H. William Watkins, III, City Manager  
Fred Boeckmann, J.D., City Attorney  
Tony St Romaine, Assistant City Manager

**Boone County**

Ken Pearson, Presiding Commissioner  
Karen Miller, Commissioner  
Skip Elkin, Commissioner  
Tom Schauwecker, Assessor

**State Elected Officials**

Kurt Schaefer, Senator  
Chris Kelly, Representative  
Steve Hobbs, Representative  
Mary Still, Representative  
Stephen Webber, Representative  
Jeff Harris, Policy Director

**University of Missouri System**

Gary Forsee, President  
Michael F. Nichols, PhD, VP for Research & Economic  
Development

**University of Missouri-Columbia**

Brady Deaton, PhD, Chancellor  
Michael Middleton, PhD, Deputy Chancellor  
Jacquelyn Jones, J.D., Vice Chancellor of Administrative Services  
Rob Duncan, PhD, Vice Chancellor for Research  
Brian Foster, PhD, Provost  
Steve Wyatt, J.D., Vice Provost for Economic Development  
James E. Thompson, PhD, Dean of the College of Engineering  
Lex Akers, PhD, Associate Dean  
Dale Musser, PhD, Director of Information Technology Programs

**Columbia College**

Gerald T. Brouder, PhD, President  
Terry Smith, PhD, Executive Vice President & Dean for  
Academic Affairs  
Kevin Palmer, Chief Information Officer

**Moberly Area Community College**

Evelyn Jorgenson, PhD, President  
Greg Mosier, PhD, Dean of Career and Technical Education  
David Pence, Lead CIT Instructor

**Linn State Technical College**

Don Claycomb, PhD, President  
Victoria Schwinke, Dean of Academic and Student Affairs  
Tom Markway, Division Chair of Computer Technology  
Shawn Berhorst, Division Chair of Networking  
Shelle Jacobs, Director of Business & Industry Training

**Lincoln University**

Carolyn Mahoney, PhD, President

**William Woods University**

Terry Culver, Director of Columbia & Jefferson City  
Operations – Graduate and Adult Studies

**Columbia Chamber of Commerce**

Byron Hill, Chairman, & CEO, Analytical Bio-Chemistry  
Laboratories, Inc.  
Don Laird, President

**Columbia Public Schools**

Chris Belcher, Superintendent

**LeMone Trust**

Trish Coriden

**Smith Lewis LLP**

Bruce Beckett, J.D., Managing Partner

**Little Dixie Construction**

Mac LeMone, Principal  
John States, Principal  
Sara M. LeMone, Principal  
Sara Emily LeMone, LEED AP

**Timberlake Engineering**

Mark Timberlake, Principal

**Simon Associates, Inc.**

John Simon, Architect

**LeMone-Smith Development**

Jeffrey E. Smith, Owner

**WilGate Development**

Jay Burchfield, Managing Member & CEO

**Columbia Board of Realtors**

Carol Van Gorp, Former CEO

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## Regional Economic Development, Inc.

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### **Boone County National Bank**

Steve Erdel, President & CEO  
Greg Steinhoff, Executive Vice President  
Jim Bornhauser, EVP Commercial Banking

### **Landmark Bank**

Jeffrey MacLellan, Chairman  
Andrew Beverley, Regional President  
Steve Tanzey, Senior Vice President

### **Commerce Bank, NA**

Teresa Maledy, President & CEO Central Missouri Region  
Steve Sowers, VP Commercial Lending

### **Hawthorn Bank**

Matt Williams, President - Columbia Market

### **Providence Bank**

Brett Burri, President

### **Gilmore & Bell, P.C.**

James G. Caldwell, J.D.

### **Van Matre, Harrison, Hollis, Pitzer & Taylor, P.C.**

Craig Van Matre, J.D., President, Shareholder  
Thomas M. Harrison, J.D., Shareholder  
Erick S. Creach, J.D., Associate

### **VANGEL**

Mike Vangel, Senior Creative Director & Strategist

### **MBS Textbook Exchange**

Robert Pugh, President

### **Emery Sapp & Sons, Inc.**

Billy Sapp, President

### **Harold E. Johnson Companies, Inc.**

Larry Moore, CEO

### **State Farm Insurance Companies**

Michael Staloch, Vice President of Operations

### **Columbia Insurance Group**

Robert Wagner, CEO  
Ben Galloway, Senior Vice President Asset Management

### **Missouri Employers Mutual Insurance**

Roger Wilson, President & CEO

### **Atkins Investments**

Scott Atkins, President

### **Boone Electric Cooperative**

Todd Culley, General Manager & CEO  
Ryan Euliss, Manager of Engineering and Technical Services

### **Plaza Real Estate Services**

Paul Land, Vice President - Commercial Division

### **Lathrop & Gage LLP**

David Shorr, J.D., Partner

### **Williams Keepers LLC**

Russell Starr, Managing Member

### **CenturyLink**

Ken McMahon, General Manager

### **MOREnet**

John Gillispie, Executive Director

### **Columbia Daily Tribune**

Vicki Russell, Associate Publisher

### **Zimmer Radio Group**

Don Zimmer, Partner  
Cynthia Schreen, Sales Director

### **KOMU-TV**

Martin Siddall, General Manager

### **Cumulus Broadcasting, Inc.**

Mark Mills, Market Manager

### **KRCG Television**

John Van Ness, General Manager

### **Moore & Shryock, LLC.**

Allan Moore, MAI, Owner

### **Columbia Convention & Visitors Bureau**

Lorah Steiner, Director

### **MU Life Science Business Incubator**

Jake Halliday, President & CEO

### **Residence Inn By Marriott**

Bob McDonald, General Manager & Staff

### **MO-X**

Nicole & Drivers

### **The University Club**

Tara Gray & Staff

### **The Club at Old Hawthorne**

Jerry Landry & Staff

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## WHAT IS REDI?

Organized in 1988 to promote positive economic expansion in Columbia and Boone County, REDI is a nonprofit, public/private partnership that works to provide increased economic opportunities for the area while maintaining a high quality of life.

REDI is financed through investments by the City of Columbia, Boone County, the University of Missouri, the Columbia Chamber of Commerce and approximately 90 private businesses and associations including the cities of Ashland, Hallsville and Centralia. A 12-member board, selected by both public and private investors, governs the organization.

Three full-time and one part-time position staff the REDI office and work to fulfill REDI's primary roles, as defined in the organization's mission statement:

- Market the community as a destination for primary businesses; those that export goods and services (a few examples include manufacturing, regional headquarters, back-office operations and technology)
- Work with existing employers regarding retention and expansion issues
- Identify community development strengths and weaknesses and prepare the Boone County Economic Development Master Plan

REDI acts as the Economic Development Department for the City of Columbia and the City pays personnel costs for three positions. REDI has an annual operating budget of over \$200,000 (exclusive of salaries). From 1996 to last year, REDI was the only economic development organization in Missouri to earn accreditation from the International Economic Development Council (IEDC).

## WHY IS REDI IMPORTANT TO YOU?

Because the businesses REDI works to bring to Columbia/Boone County facilitate positive economic growth and investment into the community, a new business, or the expansion of an existing business, usually means:

- Higher skilled, higher paying jobs
- Increased tax base to schools, city, county, etc.
- Diversification of the local economy

## WHAT AREA COMPANIES HAS REDI ASSISTED?

Working towards new business recruitment, existing business retention and expansion and new business start-ups, REDI has helped numerous area companies. Just a few of the many area companies that have located or expanded here with REDI's assistance include:

- IBM - On May 17, 2010 IBM officials announced they will be locating a technology service delivery center on LeMone Industrial Blvd. The operation will employ up to 800 by the end of 2012.
- ABC Laboratories, Inc. - In 2010 the company announced a \$4.2 million expansion for laboratory space at its original campus. Chapter 100 financing was used in 2006 for company's location in Discovery Ridge Research Park.
- Linen King announced they will locate a healthcare laundry facility in fall 2010 and employ 30 people immediately and up to 100 people in five years.
- Media Convergence Group LLC, NEWSY- started an internet based multi-perspective news service in Columbia in 2008. Flexible Incentives were used.
- PetScreen, Ltd - Located US headquarters at the MU Life Sciences Business and Technology Incubator in 2009. REDI used Flexible Incentives to assist.
- Immno Photonics - Located in the MU Life Science Business and Technology Incubator, Immno Photonics offers a new form of cancer treatment and was awarded REDI's Flexible Incentive funding in 2009.

REDI seeks businesses that complement Columbia's existing quality of life. A typical REDI target is a company that needs a highly skilled labor force and a central US location on an interstate, as well as a company that wants to be in a community known for its excellent quality of life. REDI participates in joint marketing activities with the University of Missouri, KCADC, Missouri Partnership, and participates in trade shows and marketing trips.

## REDI BOARD OF DIRECTORS

Oct. 1, 2009-Sept. 30, 2010

### Chair

**DAVE GRIGGS**  
DAVE GRIGGS'  
FLOORING AMERICA

### Vice Chair

**VICKI RUSSELL**  
TRIBUNE PUBLISHING

### Secretary

**JACQUELYN JONES**  
UNIVERSITY OF  
MISSOURI-COLUMBIA

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**SIRCAL**  
CONTRACTING, INC.

**BRANT BUKOWSKY**

MORTGAGE RESEARCH  
CENTER

**TODD CULLEY**

BOONE ELECTRIC  
COOPERATIVE

**BOB McDAVID**

MAYOR - CITY OF  
COLUMBIA

**KAREN MILLER**

COMMISSIONER  
BOONE COUNTY

**MICHAEL STALOCH**

STATE FARM  
INSURANCE COMPANIES

**JERRY TAYLOR**

MFA OIL COMPANY

**H. WILLIAM WATKINS**

CITY MANAGER  
COLUMBIA

Ex Officio Board Member

**ROB DUNCAN, PhD**  
UNIVERSITY OF  
MISSOURI-COLUMBIA

## HOW DOES REDI ASSIST?

REDI acts as a local point of contact for any company that requests information about Columbia and Boone County. In addition to providing available site and building information, comprehensive area demographics and labor availability studies, REDI organizes community tours, facilitates community leader introductions when prospective companies visit the area and acts as an ombudsman for local utilities and city government. REDI also provides customized state incentive proposals and coordinates the Chapter 100 Revenue Bond application process, working with prospective companies throughout the incentives process. Once a company locates in Columbia or Boone County, REDI assists in groundbreaking and ribbon-cutting ceremonies.



MU Life Science Incubator at Monsanto Place



Discovery Ridge

The University of Missouri-Columbia is home to world-class scientists who perform cutting-edge research and attract millions in federal research dollars. REDI works with the University of Missouri to ensure that Columbia/Boone County is an environment where life sciences and technology companies can prosper. The MU Life Science Incubator at Monsanto Place and the development of the Discovery Ridge Research Park are key components of mid-Missouri's comprehensive economic development strategy,

which calls for leveraging research and innovation at the University, as identified through the Mizzou Advantage to attract technology enterprise to the region and create new business ventures around University technologies. In addition, The Bond Life Sciences Center houses 35 of MU's top life scientists who are working to improve the quality and safety of food, prevent and treat disease and protect the environment.

## REDI STAFF

### President

**J. MIKE BROOKS**

### Executive Assistant

**MICHELE HOLMES**

### Executive Vice President

**BERNIE ANDREWS, CECD**

### Office Assistant

**JAMIE KOCHERT**