

REGION: OKC METRO



Progrexion Operations Manager Bobby Dunn, Oklahoma City Site Director Josh Saupan and Operations Manager Jesse Cope. Photo by Brent Fuchs

Taking credit

Progrexion taps OKC workforce for call center location

By Heide Brandes

The Utah-based credit repair company Progrexion started 26 years ago in a duplex.

Today, the company has almost 4,000 employees nationwide and provides technology, marketing, administration and teleservices for its subsidiary, CreditRepair.com, and its client, the credit repair company Lexington Law.

"You hear so much about how bad credit can ruin lives, and the founders wanted to find a way to help people improve their credit scores," said Josh Saupan, Oklahoma City site director, who joined the company in 2007.

In 2016, the company opened an Oklahoma City location, its eighth new location in seven years. Today, Progrexion employs a little more than 200 people, and 90 percent of those are local hires.

"Our current vice president of marketing worked in Oklahoma City years ago and loved the culture and the people and felt the talent here was untapped," Saupan said. "Progrexion had expanded into Phoenix and Idaho, and we knew we needed to have another location. Based on what we heard from him, we looked to Oklahoma City."

Saupan said Oklahoma City offered a talent pool that other locations did not.

2017 Location Oklahoma

"In Salt Lake City and Phoenix, there's a lot of competition for that talent," Saupan said. "It's really exciting in Oklahoma City. People here are underutilized, so we were able to bring people in and offer training to have them move through our company."

"With how courteous (Oklahomans) are and genuine and friendly, it's easier to train them and turn them into good employees," he said.

That workforce is among the many reasons Oklahoma City was able to attract a company like Progrexion, said Roy Williams, president and CEO of the Greater Oklahoma City Chamber.

"We are in the enviable position of being one of the top metros for millennials," Williams said. "We also have 18 institutions of higher education in the metro area, which means 125,000 citizens are enrolled in postsecondary education. That's 10 percent of our population, so we have this constant flow of certifications and degrees."

Companies tend to go where the labor force is, Williams added. However, a lot

of strategies were put in place to attract the credit reputation company.

"The cost of living was also a major factor," he said. "Oklahoma City is in a good position that we could offer low cost of living, available talent and good incentives."

The city's and the state's willingness to work with Progrexion through incentives and other aid made Oklahoma City a shoe-in for the expansion.

"We worked with the Oklahoma Department of Commerce and the Oklahoma City Economic Development Trust to develop an incentive package that was competitive," said Williams. "Through the incentives, we were able to help Progrexion with the build-out of their building. Having an existing facility helped as well."

The available talent, the culture and livability of the city and the low cost of doing business in Oklahoma attracted Progrexion, but the fact Oklahoma City had a facility in the old Lucent Technology building available sealed the deal.

"To see what that building is now compared to the old decrepit building it was is amazing," Saupan said. "It's a world-class call center, and the people here are so genuine. They have so much hospitality, and it's a complete joy for me to work here."

Progrexion ASG Inc. also qualified for up to \$6.6 million in Quality Jobs money over 10 years for creating up to 534 new jobs in Oklahoma City.

"We also received certain tax breaks to build here and provide a certain level of employment," Saupan said. "We also received some incentives through the city to help us build out that facility."

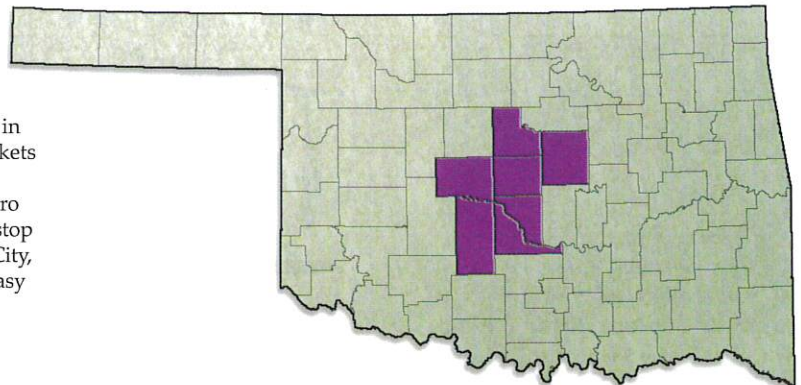
For the Progrexion leadership, Oklahoma City has proven to be a good fit. The employees, most of whom were local hires, also blend with the Progrexion culture of giving back.

"Progrexion is about changing people's lives," Saupan said. "Knowing that you are helping people and fighting for them to have incorrect information removed from their credit report makes working here a pleasure."

MARKET ACCESS/LOCATION:

Being centrally located in the United States, the Greater Oklahoma City metropolitan area has equal access to markets in Canada and Mexico and is within 1,500 miles to all major markets in the U.S.

Will Rogers World Airport is the Greater Oklahoma City metro area's major commercial airport, with seven airlines flying nonstop to 22 major airports. The airport is located in south Oklahoma City, just a short distance from downtown Oklahoma City and has easy access to the three major interstates that run through the metro area. The City of Oklahoma City also operates general aviation airports Wiley Post Airport and Clarence E. Page Airport.



LARGEST CITIES

Oklahoma City 610,672

Norman 117,353

Edmond 86,739

Source: U.S. Census Bureau, American Community Survey, 2011-2015

Moore 58,615

Midwest City 56,507

REGION: OKC METRO

TOP INDUSTRY CLUSTERS



Aviation & Aerospace
 Bioscience
 Energy
 Health Care
 Manufacturing

LARGEST EMPLOYERS



OKLAHOMA

State of Oklahoma
 Tinker Air Force Base
 OU - Norman Campus
 FAA Mike Monroney
 Aeronautical Center
 Integris Health
 Hobby Lobby Stores
 OU Health Sciences Center
 City of Oklahoma City
 Mercy Health Center

WORKFORCE



Labor Force: 658,828
Employed: 634,091
Unemployed: 24,737
Unemployment Rate: 3.8%

Source: Oklahoma Employment Securities
 Commission, preliminary March 2017

QUALITY OF LIFE

DEMOGRAPHICS

Population: 1,373,211
Median Household Income: \$51,461
Mean Household Income: \$68,017

#1 Oklahoma City
Quality of Life
Business Facilities Magazine

#1 Oklahoma City
**Best Cities to
 Start a Business -
 Overall Rank**
WalletHub, 2017

#3 Norman
Best Cost of Living
Business Facilities Magazine, 2015

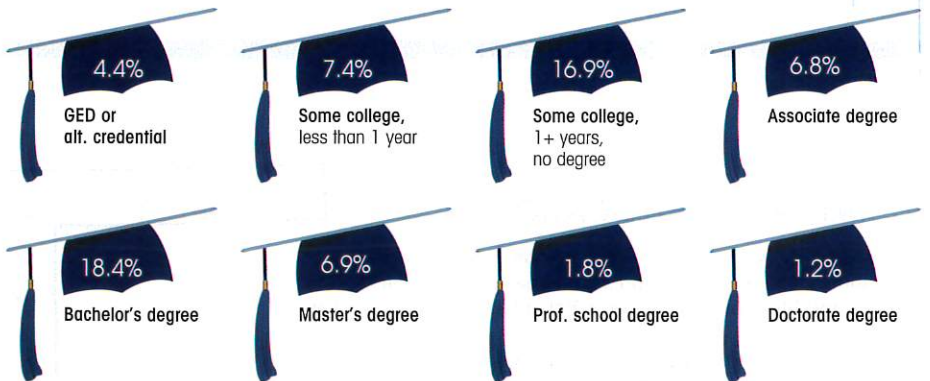
COMMUTING PATTERNS: Average Commute Time



EDUCATION

The region is home to more than 20 higher education institutions and technology centers as well as more than a dozen other additional accredited schools where individuals can obtain degrees or certificates to further their career.

Source: U.S. Census Bureau, American Community Survey, 2011-2015



FOREIGN TRADE ZONE

FTZ No. 106 Oklahoma City

Grantee: Port Authority of the Greater Oklahoma City Area
Operator: Department of Airports of the City of Oklahoma City,

7100 Terminal Drive,
 Unit 937,
 Oklahoma City, OK 73159
Contact: Matthew Weaver
 405-623-5335
 www.foreigntradezone106.org
Port: Oklahoma City

AREA ECONOMIC DEVELOPMENT CONTACTS

For more information on specific areas in this region, contact the regional development specialist at the Oklahoma Department of Commerce or one of the economic development contacts listed below:

Oklahoma Department of Commerce

James Johnson, Director,
Regional Development Team,
OKC Metro Regional Specialist
405-630-7455
james.johnson@okcommerce.gov

Association of Central Oklahoma Governments

John Johnson, Executive Director
jgjohnson@acogok.org
405-234-2264

Chickasha Economic Development Council

www.chickashaedc.com
Christy Elkins, President and CEO
Christy@chickashaedc.com
405-574-3478

Eastern Oklahoma County Partnership (EOCP)

www.eocpartnership.com
Tim Hight, Executive Director
thight@eoctech.org
405-390-4769

Edmond Economic Development Authority

www.eeda.com
Janet Yowell, Executive Director
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Greater OKC Partnership

www.greateroklahomacity.com
Kurt Foreman,
Executive Vice President,
Economic Development,
Greater OKC Chamber
kforeman@okcchamber.com;
econdev@okcchamber.com
405-297-8900

Greater Oklahoma City Chamber

www.okcchamber.com
Roy Williams, President and CEO
rwilliams@okcchamber.com
405-297-8939

Heart of Oklahoma Chamber of Commerce, The

www.theheartofok.com
Mandy Davis, Executive Director
mandydavis@theheartofok.com
(405-527-3093)

Logan County Economic Development Corp.

www.logancountyedc.com
Kay Wade, Executive Director
kaywade@logancountyedc.com
405-282-0060

Midwest City Chamber of Commerce

www.midwestcityok.com
Robert Coleman, Director of Economic
Development
rcoleman@midwestcityok.org
405-739-1218

Moore, City of

www.cityofmoore.com
Deidre Ebrey,
Economic Development Director
debrey@cityofmoore.com
405-793-5224

Mustang Chamber of Commerce

www.mustangchamber.com
Renee Peerman, Executive Director
director@mustangchamber.com
405-376-2758

Newcastle Chamber of Commerce

www.newcastleok.org
405-387-3232

Norman Economic Development Coalition

www.selectnorman.com
Jason Smith, Executive Director
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405-573-1900

Oklahoma Small Business Development Center

www.oksbdc.org
580-745-2877
info@oksbdc.org

Purcell, City of

www.purcell.ok.gov
Dale Bunn, City Manager
dale.bunn@purcell.ok.gov
405-527-6561

Yukon Economic Development Authority

www.cityofyukonok.gov
Mitchell Hort, Development Services Director
mhort@cityofyukonok.gov
405-350-4700

POINT OF INTEREST:

The Wheeler District is a new mixed-use development underway that overlooks the Oklahoma City downtown skyline. The district features the former Santa Monica Pier Ferris Wheel, which stands 100 feet above the south bank of the Oklahoma River.

Photo by Brent Fuchs

