



The BUSINESS JOURNAL®

SERVING CHARLOTTE AND THE METROPOLITAN AREA

NOVEMBER 18, 1996 ■ PUBLISHED EVERY WEEK

<http://www.amecity.com/charlotte> ■ E-MAIL: charlotte@amecity.com

VOLUME 11, NUMBER 32 ■ \$1.25

EDS rings up 400 jobs

Company scouts Charlotte for call-center site

J. LEE HOWARD

STAFF WRITER

Electronic Data Systems Corp. is close to selecting Charlotte as a site for a call center expected to employ up to 400.

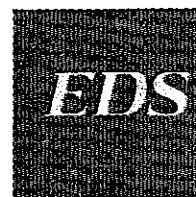
The Plano, Texas-based electronic systems conglomerate is scouting the market for a building of at least 30,000 square feet, according to people familiar with the company's search. A site choice is expected within 30 days.

EDS officials decline to name specific sites but say they are "95% sure" the company will open a Southeastern call center here.

The 300-seat center would probably start as a two-shift operation, but likely expand to 24 hours, says Jeff Cushman, vice president of the Communications Industry Group responsible for EDS telemarketing services.

The center will start with as many as 250 workers and could employ 400 eventually, Cushman says.

A move to Charlotte would be part of a broader expansion of EDS' call center operations, Cushman says. The goal is to open a total of four within the next year. The other sites have not been selected. EDS operates similar call centers in Raleigh, Pennsylvania and Tucson, Ariz.



■ **Headquarters:**
Plano, Texas

■ **Total Assets:**
\$10 billion

■ **1995 net income:**
\$226 million

■ **400-job call center** will be one of four EDS is developing around the U.S.

■ **Charlotte** has become a magnet for call centers. EDS facility joins call centers of Microsoft, First Data, Cigna, Allstate and First Union.

EDS has a data processing center in Charlotte at 9014 Research Drive in University Research Park that em-

Please see EDS, page 76

EDS

CONTINUED FROM PAGE 1

loys about 415. It also operates a remittance processing center that employs 160 at 2701 Westport Road and nearly 40 more workers scattered in various locations throughout the city.

Ian Bertolina successfully represented EDS with the leasing of 28,740 square feet at 3205 Freedom Drive.