



## FINANCIAL & BUSINESS SERVICES

### GREENSBORO IS MONEY IN THE BANK.

Financial and mission critical facilities find an excellent operating environment for business in Greensboro/Guilford County. The financial services and data centers cluster is comprised of banking, credit card, insurance, accounting and investment service companies. Data centers that provide customer service support for the financial service industry are also located here. Nationally known companies have major operations in Greensboro and Guilford County including Citi, American Express, UnitedHealth Group, AIG United Guaranty, Lincoln Financial Group, and Bank of America.

### A WORKFORCE TRAINED TO WORK SMART.

A well-trained workforce can be a financial service company's greatest asset. Our higher education resources are focused on providing specific training in the area you need most. From graduate programs to undergraduate degrees to courses that teach specific skills, we're building a workforce that's ready to build your future.

Undergraduate degrees in Accounting and Finance are also available from The University of North Carolina at Greensboro (UNCG) and North Carolina A&T State University (NC A&T). MBA programs are offered by UNCG, as well as nearby Wake Forest University and Elon University, which also has a School of Law in downtown Greensboro.

Eleven colleges and universities in the Piedmont Triad region have consistently provided a large and well-educated labor pool for financial institutions, insurance services, call centers, and credit services. Greensboro draws from a regional labor force of over 790,000. Concentrations of IT talent also make Greensboro and Guilford County a prime location for the operation of corporate data centers and server farm facilities.

- **UNCG** has graduate programs in Information Systems & Operations Management, Computer Science and Information & Technology Management, as well as Ph.D. in Information Systems.
- **NC A&T** offers a concentration in Management Information Systems as a part of their Master of Science in Management program. NC A&T also offers an undergraduate program in Computer Engineering.
- **Guilford Technical Community College (GTCC)** provides customized, industry-specific workforce training programs to help companies achieve a world-class workforce. Skill-specific courses prepare workers in 90 days or less for front-line financial services jobs.

### TECHNOLOGY INFRASTRUCTURE.

Greensboro has reliable infrastructure including redundant power feeds and fiber connectivity. It is particularly well-suited for highly secure data centers, call center operations, or other mission critical facilities.

- Excellent power reliability and dual feed capability plus low utility costs
- Robust telecommunications infrastructure including:
  - Sonet ring service
  - Direct connectivity to the Tier 1 Internet Backbone
- Mild weather provides excellent, stable climate
- Low risk of natural disasters
- Competitive land costs

Greensboro Economic Development Alliance  
342 N. Elm St.  
Greensboro, NC 27401

Phone: 336-387-8314  
Fax: 336-510-0295  
Toll Free: 888-693-6939

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



**LOOK WHO'S INVESTED IN THE GREENSBORO AREA.**

The Financial & Business Services Cluster is comprised of banking, credit card, insurance, accounting and investment service companies. Nationally known leaders that have major operations in Greensboro and Guilford County include: Citi, American Express, UnitedHealth Group, Lincoln Financial Group, and Bank of America.

<b>Company</b>	<b>Description</b>	<b>Employment</b>
Bank of America (High Point)	Financial Services	2,000
American Express	Financial Services	2,000
AT&T	Customer Service	1,600
Citi	Financial Services	1,500
UnitedHealth Group	Insurance Claims Processing	1,200
Lincoln Financial Group	Financial Services; Greensboro is operations center for life insurance group	1,000
NCO Customer Management, Inc. (High Point)	UPS Customer Service	871
Aetna US Healthcare	Insurance Claims Processing	850
BB&T	Financial Services	700
Wachovia	Financial Services	570
United Guaranty	Mortgage Insurance Services	330
Kgb USA	Customer Service	325
Deluxe Corporation	Financial Services	260

**WE'RE IN BUSINESS FOR BUSINESS.**

In 2006, North Carolina enacted a bill to exempt certain internet data center facilities from sales and use tax. There is new legislation pending that, if passed, would extend that exemption to major data center machinery and equipment purchases. This legislation is representative of a very favorable tax and regulatory environment for the operation of mission-critical facilities.

**HUMAN CAPITAL FOR YOUR FUTURE.**

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**AT THE CENTER OF IT ALL.**

Greensboro is a hub for today's thriving financial services economy. Banks, insurance companies and data centers appreciate the region's strong telecommunications infrastructure, power reliability, educated workforce and convenient transportation network. The numbers add up and the data is clear: Greensboro is at the center of it all.

2008

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