



*“VXI Global Solutions strives to be the Best Contact Center and Information Technology Solutions Company in the world...  
...every single day”*

Dear Governor Haley,

VXI Global Solutions is a swiftly growing global contact center in the U.S. with a core value to increase jobs domestically and internationally. We pride ourselves on being able to employ Americans, particularly in areas that have weathered challenging times. To that end, we are looking to the great state of South Carolina, and hope to reach out to you and your team to assist us in developing a call center in your state.

Allow me share with you some points and value-adds that VXI can offer to bring to your State's business portfolio:

1. VXI is proposing to add 500 jobs to Lancaster County at an average wage of \$11/hour. These jobs will also provide health benefits to all full-time employees. Per the South Carolina Workforce Development Department, the starting entry level wage across the state for call center employees is \$8.55; however, VXI will pay \$2.00 above the state entry level wage, making our presence very attractive.
2. The former Springs HQ sits in an area where the unemployment has exceeded 15+% in the past, and according to reports, Lancaster County is currently running at 11.6% unemployment with (3,600 unemployed). Additionally, Chester County is running at 13.1% unemployment (1,913 unemployed) and York County is running at 10.2% unemployment with (11,522 unemployed). These 3 counties site within 15-20 minutes of this site, which means that people will be able to work with a minimum of travel concerns. This saves time and money (gas) for many of these unemployed workers.
3. VXI is growing at a tremendous rate. In October 2010, we opened our Canton, OH location to service Fortune 100 clients. In just over a year's time, we announced the hiring of our 1000<sup>th</sup> employee. VXI would love to share this sort of growth and success with South Carolina and your populace. Employing workers that are in a very close proximity to our sites, giving them an above average starting wage, along with health benefits is a win/win for all concerned.
4. VXI works very hard to bring jobs back to the U.S.; we consider this a specific point of pride that our company consistently adheres to.
5. VXI is working to sign a long-term lease to show commitment to the community and have gone so far as to request purchase options throughout the entire lease term. The "V" in VXI is for Vision, and we have a long-term vision that partnership with South Carolina will be mutually beneficial.

***VXI Global Solutions, Inc.***

220 W. 1<sup>st</sup> Street • Suite 300 • Los Angeles, CA 90012  
213.637.1300

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

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In order to accomplish these goals, please allow me to outline where we need your support:

1. VXI needs assistance to approve average wages for the entire center at \$11/hour; our entry level wages are \$10.55; which is \$2.00 above the state level (and, as noted, we offer health benefits as well).
2. VXI is requesting to submit separate applications so that we receive incentives based on a yearly goal, i.e. Year 1: 250 new hires, Year 2: 125 new hires, Year 3: 125 new hires, Year 4: additional new hires. Please note that we do not have any problem hitting 500; however, we would like to receive incentives for going above 500.
3. We would like to request that training expenditures to be included in our overall investment. All of the trainings are conducted by in-house certified trainers. Please understand that we have developed long-term contracts with very high-profile companies and our proprietary training is extremely intense. VXI training classrooms are equipped with state-of-the art computer equipment and software, and we ask that the internal training dollars and light equipment be allowable expenditures.
4. We would like to be able to request grants to assist for up-fitting the space.

Some final points:

VXI is both a visionary and a very conservative company. We thrive on the capitalist model and have seen how government interference can hinder growth. We also feel very strongly that we should only receive incentives based on our performance.

But when you look at performance, VXI stands out as a clear front-runner. We represent numerous Fortune 100 companies and we want South Carolina to be our home.

Our company wants to build lasting relationships with communities and spend the bulk of our capital creating jobs in these rural areas. VXI is and always will remain transparent and we have asked South Carolina to come and visit our operations on numerous occasions so that you can see how we have helped over 2,500+ employees in the State of Ohio; not including Texas and California. Additionally, we have 6,000+ employees overseas and our growth plan is specifically focused bringing jobs to the U.S. If we can work together, South Carolina will demonstrate how the U.S. can bring business back home; and especially back to homes that are in rural areas.

Very truly yours,

David Zhou  
COO, VXI Global Solutions, Inc.

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