Buffalo Niagara
Advanced Business Services

INSURANCE • BACK OFFICE • DATA PROCESSING • TECHNOLOGY DESIGN & DEVELOPMENT



ONE TOUCH DIRECT

"We are thrilled to be expanding into Western New York because of the availability of strong qualified talent and unrivaled work ethic."

– Dave Masi
Executive Vice President



REFUNDABLE TAX CREDITS
BASED ON JOB CREATION

21 COLLEGES & UNIVERSITIES
IN 8 COUNTY REGION



60,000
EXISTING WORKERS

28,000
GRADUATES ANNUALLY



INVEST BUFFALO NIAGARA

BUFFALONIAGARA.ORG

Welcome to Buffalo Niagara

BUFFALONIAGARA.ORG/
SUCCESS STORIES

Buffalo Niagara offers everything that forward-thinking companies need to succeed: a skilled and dedicated workforce, highly competitive real estate costs, low-cost energy, and research and development partnerships. Additionally, a revitalized Central Business District, a world-class waterfront highlighted by Niagara Falls, and accessible amenities provide a high quality of life that is attracting talent from across the country.

Buffalo Niagara has an impressive cluster of 3,200+ advanced business services companies with an existing workforce exceeding 60,000.

GEICO · sodexo · Oath: A Verizon company [FORMERLY YAHOO!] · M&T Bank · Delaware North · INGRAM MICRO

Leading Advanced Business Services Employers

COMPANY	INDUSTRY	EMPLOYEES
M&T BANK	Corporate Headquarters	7,000
HSBC BANK NA	Financial Services	3,190
GEICO	Insurance Services	3,060
DELAWARE NORTH COS.	Corporate Headquarters	1,908
CITIGROUP	Financial Services	1,800
INGRAM MICRO INC.	IT Consulting	1,694
BLUE CROSS BLUE SHIELD OF WESTERN NEW YORK	Insurance Services	1,518
VERIZON	Telecommunications	1,400 [1]
CHARTER COMMUNICATIONS	Telecommunications	1,395
RICH PRODUCTS CORP.	Corporate Headquarters	1,350
NATIONAL FUEL GAS CO.	Corporate Headquarters	1,280
INDEPENDENT HEALTH	Insurance Services	1,081
KEY BANK	Financial Services	825 [2]
BANK OF AMERICA	Financial Services	750

Source: Buffalo Business First 2018 Book of Lists; 1 : Buffalo Business First 2015 Book of Lists; 2 : Buffalo Business First 2017 Book of Lists





Operational Advantages

Buffalo Niagara's low cost of real estate and wages help a business' bottom line while the low cost of living allows employees the desired lifestyle outside of work.

Reasonable Wages

+ Existing advanced business services occupations have competitive, but reasonable, wages. At $43,580, the average wage across occupations the Buffalo-Niagara Falls MSA is **7% lower than the nation.**

Telecommunication Infrastructure

+ Buffalo has more then **80,000 miles of fiber optic lines** laid and managed by private companies, making it the **fifth best-equipped region in the world.**

Easily Accessible

+ Buffalo Niagara is an easily accessible location with a developed interstate highway system and **reliable and affordable air service to 22 cities** including New York City, Chicago, and Washington D.C.

+ Public Transportation in Buffalo, Niagara Falls, and the surrounding suburbs include the Metro Bus Line and the Metro Rail - an electric train service with stops along Main Street in Buffalo between the University at Buffalo's South Campus, First Niagara Center, Canalside, and HARBORCENTER.

Commercial Real Estate Overview

OFFICE TYPE	CENTRAL BUSINESS DISTRICT	CITY OF BUFFALO (OUTSIDE OF CBD)	NORTH SUBMARKET	SOUTH SUBMARKET	EAST SUBMARKET
CLASS A	$22-26/SF	$21-25/SF	$19-24/SF	$20-24/SF	$19-24/SF
	16.6% vacancy	.9% vacancy	16.7% vacancy	7.6% vacancy	2.6% vacancy
CLASS B	$16-20/SF	$15-19/SF	$16-19/SF	$15-19/SF	$15-19/SF
	12.8% vacancy	28.2% vacancy	11.1% vacancy	12.2% vacancy	10.0% vacancy

Source: CBRE | Buffalo Marketview Report 2017

Access to Talent

We boast a well educated workforce with a number of educational institutions poised for expansion.

47

COLLEGES & UNIVERSITIES

WITHIN 100 MILES OF DOWNTOWN BUFFALO



College and University Recruitment

+ The eight-county Buffalo Niagara region boasts 21 colleges and universities with a total enrollment of 106,000 students producing over 28,000 graduates annually.
+ Over 200,000 students and nearly 50,000 graduates can be found at the **47 2-and-4-year colleges and universities within 100 miles of downtown Buffalo.**

Educated and Skilled Workforce

+ The region is supported by both private and public colleges and universities that produce a substantial number of graduates in relevant programs as summarized in the chart below.

Annual Graduates by Degree (8 County Region)

PROGRAM	ASSOCIATE DEGREE	BACHELOR'S DEGREE	ADVANCED DEGREES	TOTAL
BUSINESS, MANAGEMENT, AND MARKETING	1,484	4,559	1,993	8,036
COMPUTER AND INFORMATION SERVICES	282	892	793	1,967

Source: Economic Modeling Specialists Intl. (EMSI), 2017





Robust Existing Workforce

+ The region's population of over 1.5 million includes an existing **labor pool of 60,000 workers** in the advanced business services sector, approximately 8.7% of the region's employment.

Low Turn Over

+ Employers praise the high productivity and stability of the region's workforce.
+ Turn over rates across sectors are **1/2 of the national average.**

Short Commute Time

+ Short commute time allows for an expanded labor draw throughout the Western New York and Finger Lakes regions.



AVERAGE COMMUTE TIME

21.7 MINUTES

4.3 MINUTES FASTER THAN THE NATIONAL AVERAGE

Source: U.S. Census Bureau, 2016



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DOWNLOAD OUR FULL INCENTIVES GUIDE FOR MORE INFORMATION:

BUFFALONIAGARA.ORG/INCENTIVES



Valuable Incentives

New York State and the Buffalo Niagara region offer a variety of valuable incentives to companies expanding or relocating in the region. Invest Buffalo Niagara can facilitate the process of identifying and applying for applicable incentive programs.

Excelsior Jobs Tax Credit Program

Refundable tax credits available to new and existing companies in New York State based on job creation, capital investment, and investment in research and development.

START-UP NY

Helps new and expanding businesses through tax incentives and academic partnerships. Companies operate 10 years tax free on or near eligible academic campuses.

Training Incentives

A credit of 50% of eligible training costs, up to $10,000 per employee receiving eligible training.

Industrial Development Agencies (IDA)

Local IDAs can offer tax incentive programs that provide major savings by abating property, sales, and mortgage recording taxes.

Buffalo Niagara's Strengths in Advanced Business Services

Insurance



New York State plays an important role in the global economy as a worldwide finance and insurance capital. Nearly 10,000 insurance companies call NY home, including GEICO which employs over 3,000 at its Northeast Regional Office in Buffalo Niagara.

"We're ever mindful that GEICO's success is due to the talent and total commitment of our associates."
- Tony Nicely, GEICO

Back Office



Buffalo Niagara has over 50 companies with more than 16,000 employees in customer contact centers and back office operations. Based on the success of our employers and their continual expansion in the area, Buffalo Niagara has the right resources and business environment to make your operation a success.

"We picked Buffalo because we thought it was the right place for us to grow our business. We felt the energy that was happening in a place where people enjoy working. They take real pride in their work." - Ryan Sasson, Strategic Financial Solutions

Data Processing



Buffalo Niagara features several advantages for data center operators including low natural disaster risk, low cost electricity through the New York Power Authority hydropower allocations, and a temperate climate that allows for free cooling using ambient air.

"It's going to be, by far, Yahoo's (now Oath) most efficient and arguable the most innovative data center, at least from a cooling perspective." - Scott Noteboom, Oath

Technology, Development & Design

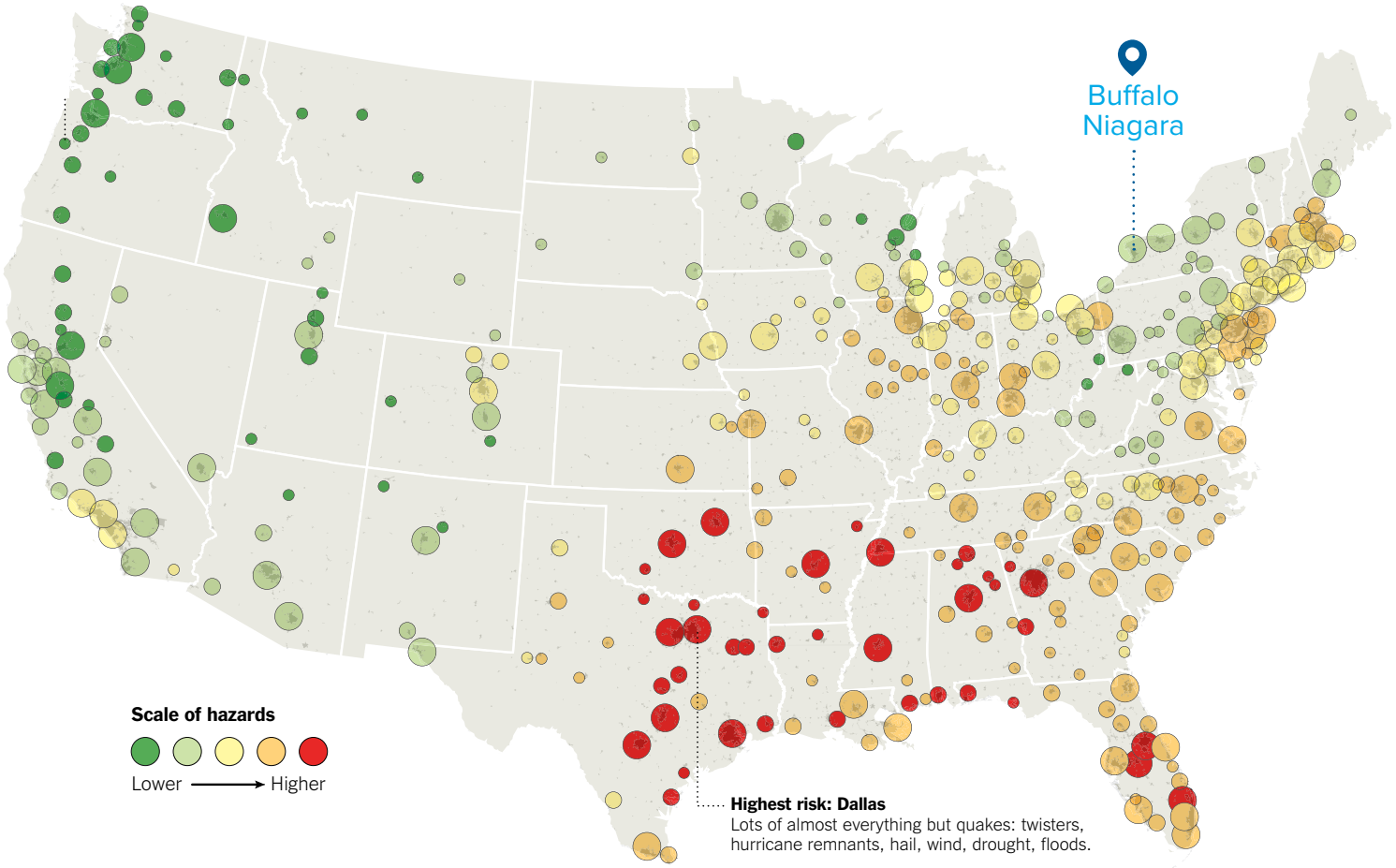


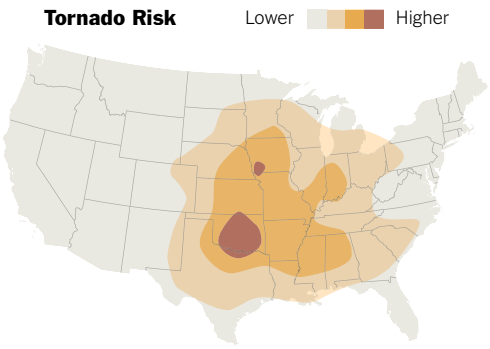
Both long-established and startup companies are thriving in the technology, development, and design space in Buffalo Niagara. From software development to hardware systems design, local tech companies are leveraging talent and technology not only from local colleges and universities but also from unique partnerships such as IBM's Buffalo Innovation Center.

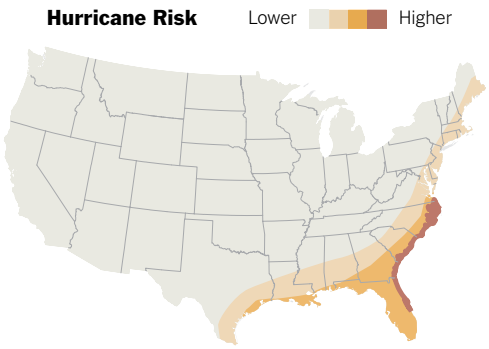
"The region's fantastic educational system and the state of New York's focus on encouraging the growth of local business were the deciding factors for TROVE's decision to expand locally." - Dr. Adam Stotz, TROVE

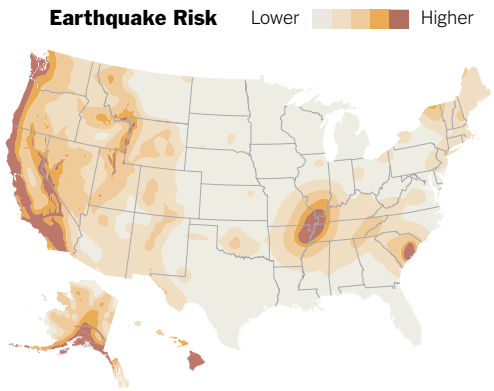
Safe from Natural Disasters

Trulia ranked Buffalo Niagara as the fourth safest city from natural disasters in 2017. Minimized risk should be considered in business location decisions. This New York Times map below shows the region's safety from the sprawling effects of tornadoes, hurricanes, and earthquakes.







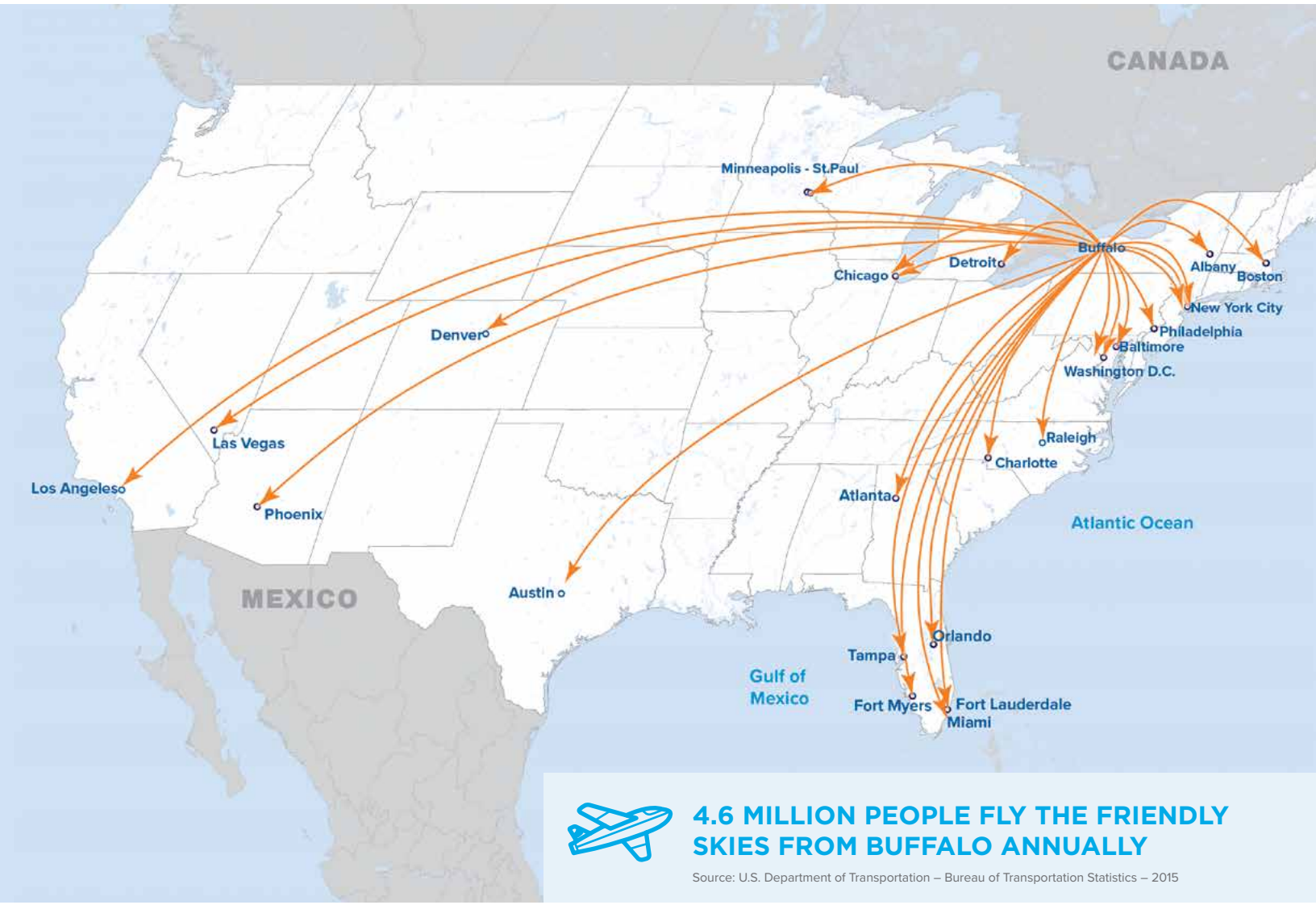


Sources: Sperling's Best Places; National Oceanic and Atmospheric Administration (tornado map); University of Miami (hurricane map); U.S. Geological Survey (earthquake map)

MATTHEW ERICSON, JOE BURGESS AND BILL MARSH/THE NEW YORK TIMES

Easily Accessible

100 daily flights with non-stop service to 22 cities and 26 airports. Average one-way fare is only $183.



4.6 MILLION PEOPLE FLY THE FRIENDLY SKIES FROM BUFFALO ANNUALLY

Source: U.S. Department of Transportation – Bureau of Transportation Statistics – 2015

Invest Buffalo Niagara is a non-profit economic development agency.

Founded in 1999, Invest Buffalo Niagara represents the eight counties of Western New York. We are the region's nonprofit, privately funded economic development organization focused on job creation. Our mission is to attract new employers to the Buffalo Niagara region through outreach to growing companies around the world.

buffaloniagara.org/abs

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INVEST BUFFALO NIAGARA

257 WEST GENESEE STREET, SUITE 600 BUFFALO, NEW YORK 14202 1.800.916.9073

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