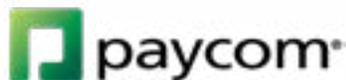


A Proven Market for Success

Greater Oklahoma City has proven for decades that its world-class business climate, proven and reliable workforce and diverse real estate options are giving companies located here an edge against their competition. Whether it is an expansion to introduce or enhance lines of business, or being identified as the pilot site for innovative technology, this region has a proven track record supporting the success of shared services operations.

GREATER OKLAHOMA CITY
A BETTER LIVING. A BETTER LIFE.

Greater Oklahoma City Shared Services Success Stories



- **Paycom** is an HR and payroll technology company with a \$16 billion market cap. **Founded in 1998 in Oklahoma City, Paycom revolutionized the payroll industry** by being the first to offer businesses an alternative to installed payroll software.
- In the last decade, **the company has grown their headcount more than 10 times its original size in Oklahoma City, boasting approximately 2,500 employees.** Paycom's Oklahoma City campus spans over 500,000 square feet.
- **For three consecutive years, Fortune** magazine ranked Paycom in the top 10

of its **100-Fastest Growing Companies** list of domestic and foreign publicly traded companies.

- **In early 2020, Paycom was selected for inclusion in the S&P 500, becoming the fifth Oklahoma business** on the widely followed index of large U.S. publicly traded companies.

Heartland

- **Heartland Payment Systems** is under the umbrella of Global Payments Inc., a publicly-traded and leading worldwide provider of payment technology and software solutions.
- The company provides solutions - including credit card processing, payroll services, point of sale

solutions, and lending - to help business owners operate efficiently.

- **In November 2017, Heartland announced an expansion of 350 jobs with a \$40-million capital investment** in a new Oklahoma City headquarters.
- **Within two years of their announcement, Heartland had more than doubled their headcount,** putting them near capacity in their new headquarters and all within months of moving into the new building. **In May 2020, the company announced an additional expansion of 400 jobs in Oklahoma City** and will lease additional space in the downtown corridor.

[More Stories](#)



- **Dell has been part of Oklahoma City's shared services sector for over 16 years.** During this time, **they've grown to more than 1,400 employees.** The OKC office focuses on business-to-business sales and providing technical support to enterprise clients, including Boeing and the Department of Defense.
- **24% of their local workforce is comprised of veterans.**
- **Oklahoma City's Dell campus has the highest retention rate in Dell North America,** with an average tenure of six years. Due to strong relationships with state universities, and the first tech-based Department of Labor (DOL) Apprenticeship program in Oklahoma, it is able to sustain a strong talent pipeline.
- *"The quality of the area work force made the decision to expand our operation an easy one. We have exceeded our performance expectations here for our customers since taking our first call." – Karen Quintos, Dell Technologies's Chief Customer Officer (CCO)*



- **American Fidelity** provides group and individual life, health and annuity services as well as other financial security products and services primarily to the education,

public sector, automotive and healthcare industries.

- **American Fidelity was founded in Oklahoma City 60 years ago and is licensed to do business in 49 states with 2.5 million policies currently in force.**
- Throughout the last decade, the company has **doubled their headcount in Oklahoma City to approximately 2,000.** In 2015, they invested in and redesigned a new headquarters in OKC, creating opportunities for continued growth and success in the region.



- **TTEC** is a global company that employs more than 50,000 employees on six continents. It primarily supports insurance companies as a third-party back office contact center.
- **In 2019, the company expanded and created 350 new jobs and invested \$3.3 million** in Oklahoma City.
- TTEC was able to successfully hire **300+ employees in the first twelve weeks of operation.**
- The company expanded in OKC due to easy access to military and military-attached talent, incentives, and overall availability of key talent needed for their operation. The company has already exceeded initial growth plans and will continue on this trajectory due to OKC's strong talent pool.



- **CACI** is a \$5.7 billion company. In Oklahoma City, CACI provides information solutions and services in support of national security missions and government transformation for intelligence, defense, and federal civilian customers.
- **In January 2018, the company announced an expansion of 550 jobs with \$8 million of capital investment** in Oklahoma City.
- CACI was successfully able to **hire 400 employees within one year** of standing up operations.
- Primary drivers that led CACI choosing to relocate a shared services center to Oklahoma City included the availability of real estate and network of regional colleges and universities for talent recruitment.
- *"CACI is a remarkable company with an exceptional track record of success that we are delighted to continue in Oklahoma City's dynamic environment." - CACI Corporate Leadership*

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