

Empire State Development News

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FOR RELEASE: IMMEDIATE

1/15/2008

ESD GRANTS SITEL \$1.5 MILLION TO OPEN ERWIN CUSTOMER CARE CENTER

Grant will aid in job creation for outsourcing provider

Empire State Development Upstate Chairman Daniel C. Gundersen today announced that a \$1.5 million grant, plus \$750,000 from the Governor's Office for Small Cities, was committed to Sitel, a leading global business process outsourcing (BPO) provider.

ESD's grant will aid in job creation, while the small cities program is designed to attract and expand business in New York. The company, acquired by Client Logic in January 2007, is investing an estimated \$3.8 to \$4.6 million to renovate a former Corning Inc. facility in Erwin. The company pledges to create up to 600 new jobs at the 45,000 square foot facility over the next five years.

"The location of Sitel will provide tremendous value to Corning valley and the surrounding areas of Steuben, Chemung and Schuyler counties," said New York Governor Eliot Spitzer. "We are proud to welcome the new Sitel facility and the hundreds of employment opportunities it represents. We look forward to building upon this relationship in years to come."

"Sitel is a leading global organization with 145 locations in 28 countries that provides services to more than 450 clients," said Upstate Empire State Development Chairman Daniel C. Gundersen. "We are thrilled that we've been able to work with the company, especially since it shares in our belief that New York State is a great place to do business."

The multi-channel contact center will strengthen Sitel's ability to provide high-quality outsourced solutions to industry-leading companies.

"Sitel is pleased to add the Erwin facility to our expanding North American footprint as we continue to meet the needs of our 450-plus clients worldwide," said David Garner, president and chief executive officer of Sitel. "The Corning valley is an ideal environment for our company. The quality of life is excellent, the labor pool well-educated and there is a strong work ethic. Overall, this area has all the ingredients necessary for a successful partnership with Sitel."

Sitel's award-winning services provide clients with the strategic insight, scale and diversity of offerings to ensure the best return on their customer investment. The company is privately held and majority owned by Canadian diversified company, Onex Corporation.

Empire State Development is New York's chief economic development agency, encompassing business, workforce and community development. ESD also oversees the marketing of "I LOVE NY," the State's iconic tourism brand. For more information, visit www.nylovesbiz.com.

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