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For Immediate Release

September 28, 2011

InfoCision announces expansion into Canada with official opening of new location in Fort Erie

Provincial and local officials join in announcing opening of facility, 100 new jobs

Akron, Ohio, September 28, 2011 – Today, leading U.S. contact centre company [InfoCision Management Corporation](#), along with the [Fort Erie Economic Development & Tourism Corporation \(EDTC\)](#), officially announced the opening of InfoCision's new building located at 427 Garrison Road in Fort Erie and the creation of 100 jobs with the help of provincial and local officials. InfoCision employs more than 4,000 in the U.S.

Fort Erie Mayor [Douglas Martin](#) and Municipal Councillor [Rick Shular](#), Provincial Member of Parliament [Kim Craitor](#) and Anna Annunziata from The Honourable Rob Nicholson's office all spoke to the assembled crowd, congratulating InfoCision on the expansion project and thanking the company for making a commitment to the Fort Erie community. The event was led by Fort Erie EDTC General Manager [Jim Thibert](#).

The project officially marks InfoCision's expansion into Canada, and comes at a good time for Fort Erie, as recent announcements of layoffs and other potential job losses have threatened the local economy. The Town of Fort Erie and the Fort Erie EDTC were integral partners in getting the facility opened so quickly, and went out of their way to help InfoCision bring these new jobs to the area.

InfoCision is a preferred contact centre provider for Toronto-based Rogers Communications, and Fort Erie will serve as the primary location where InfoCision makes and takes calls for Rogers' customers. In addition, the location will serve as InfoCision's base of operations in Canada to potentially serve other Canadian clients.

In addition, InfoCision Chief of Staff [Steve Brubaker](#), Executive Vice President [Craig Taylor](#), and President and CEO [Carl Albright](#) offered the final remarks at the event, thanking Fort Erie leaders for helping bring this project to fruition so quickly.

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“We couldn’t be more excited about opening our first location in Canada,” said Brubaker. “The support we have received from the Town of Fort Erie and the Fort Erie Economic Development & Tourism Corporation makes me believe we will be able to grow and become an employer of choice in this community for years to come. We are committed to our relationship with Rogers Communications and we believe we can provide the same great service to other Canadian companies, and build even more jobs here in the future.”

The company has already hired about 35 employees, and will continue hiring to bring employment up to 100 over the next 12 months. Those interested in a career at InfoCision’s Fort Erie contact centre may call 1-888-462-7298 extension 30.

About InfoCision

Our clients are the household names most consumers know and depend on. As a leading provider of contact center solutions, we serve many verticals from technology to health care to financial services to pharmaceutical and telecommunications, as well as providing inbound and outbound marketing for nonprofit, religious and political organizations. No matter what market, we help establish brand, build customers, create marketing strategies and integrate teleservices into the marketing mix. Our customized core solutions can be deployed individually or combined to create a multichannel strategy that includes inbound and outbound teleservices, direct mail, fulfillment, email, Ecommerce, and business intelligence to name a few. Founded in 1982, InfoCision employs more than 4,000 in 35 call centers throughout Ohio, Pennsylvania, West Virginia and Ontario, Canada.