










Contact Centers

Holder Properties has completed over 1.1 million square feet of contact center facilities. Based on this experience, Holder Properties has developed a proven process that yields high quality contact centers with fast track schedules and competitive pricing models. Holder Properties' approach provides the following benefits:

- Single source solution
- Fast track scheduling
- Reduced cost per agent
- Improved work environments
- Exciting architecture
- Guaranteed costs and schedules with flexible financing solutions

The following examples give an overview of the contact center projects that Holder Properties has completed.

	<p>T-MOBILE Brownsville, Texas</p> <p>A 78,421 square foot, single-story, contact center. Sixth adaptation of T-Mobile's contact center prototype. This version, which houses a large percentage of T-Mobile's bilingual customer care employees, features a modified game room area and additional offices to accommodate regional personnel.</p>
	<p>LITTON LOAN SERVICING McDonough, Georgia</p> <p>A 62,000 square foot, single-story, contact center designed to accommodate approximately 650 agents. This building also houses a full data center and serves as the data recovery center for Litton.</p>
	<p>T-MOBILE Augusta, Georgia</p> <p>A variation of T-Mobile's customer care prototype designed to accommodate approximately 700 technical support specialists. The building contains a larger data center and more robust technology platform.</p>
	<p>T-MOBILE Springfield, Missouri</p> <p>A 78,421 square foot, single-story, contact center. Fifth adaptation of T-Mobile's contact center prototype. This version features a state-of-the-art security system and a redesigned cafeteria space which can now double as a location for a town hall meeting.</p>

	<p>T-MOBILE Chattanooga, Tennessee</p> <p>A 78,421 square foot, single-story, contact center designed to accommodate approximately 720 agents. Fourth adaptation of T-Mobile's contact center prototype. This version added several thousand square feet of on-site storage and incorporated a T-Mobile store into the design.</p>
	<p>T-MOBILE Oakland, Maine</p> <p>A 78,610 square foot, single-story, contact center designed to accommodate approximately 720 agents.</p>
	<p>T-MOBILE Lenexa, Kansas City</p> <p>A 78,000 square foot, single-story, contact center designed to accommodate approximately 720 agents.</p>
	<p>OCWEN FEDERAL BANK Orlando, Florida</p> <p>A 125,000 square foot, two-story, contact center that accommodates 1,250 agents over multiple shifts. Facility also includes a redundant data center.</p>
	<p>CINGULAR WIRELESS Lafayette, Louisiana</p> <p>A 131,000 square foot, single-story, contact center that accommodates 1,100 agents.</p>



T-MOBILE
Boise, Idaho

A 77,000 square foot, single-story, contact center designed to accommodate approximately 700 agents.



INTERCONTINENTAL HOTELS GROUP
Alpharetta, Georgia

A 42,000 square foot reservations center for the Holiday Inn brand.



T-MOBILE
Redmond, Oregon

An 80,000 square foot, single-story, contact center designed to accommodate approximately 750 agents.



WORLDCOM
Alpharetta, Georgia

A 108,000 square foot, two-story, contact center that accommodates 1,200 agents over multiple shifts.



GEORGIA POWER
McDonough, Georgia

A 125,000 square foot, single-story, call center designed that accommodates over 1,000 associates. Facility also includes a backup Disaster Control Center for the main power grid in Georgia.