

progress 2003 report



# 2003 Progress Report

January - December 2003

The mission of the Plano Economic Development Board (PEDB) is to identify, recruit and retain businesses that contribute to Plano's economic well-being. In 2003, the PEDB continued to make progress in both attracting and retaining companies.

This 2003 Progress Report details information on 29 projects. Among these projects, the PEDB assisted in establishing seven Reinvestment Zones that represent a combined capital investment of over \$59 million. In addition to detailing information on new announcements and retention projects, the 2003 Progress Report also provides an update on two noteworthy projects established in Plano.



A special focus in this year's report provides information on four members of Plano's expanding medical community. An additional feature highlights the 2003 winners of the annual PEDB Business Appreciation Awards which recognizes Plano companies for their outstanding contributions and business achievements.

Plano, Texas is a clean, safe and friendly place to work and raise a family. That is why *Money* magazine recently named Plano, Texas "the hottest place to live in the western United States." Browse the pages of this report, and I think you will see Plano's national reputation as one of the best places in the country to start a small business or relocate a corporation is well deserved.

Sincerely,

A handwritten signature in blue ink that reads "Thomas E. Karst". The signature is fluid and cursive, written in a professional style.

Thomas E. Karst, Chairman

Plano Economic Development Board

plano,  
texas

**PepsiCo**, a Purchase, New York-based world leader in convenience foods and beverages, relocated their Information Technology Division into 250,000 square feet in Legacy business park at 5600 Headquarters Drive. Total employment at the Plano facility will reach about 800. With revenues of \$27 billion and 143,000 employees worldwide, PepsiCo owns some of the world's most popular brands, including Pepsi-Cola, Mountain Dew, Diet Pepsi, Lay's, Doritos, Tropicana, Gatorade and Quaker. Their products are available through a variety of go-to-market systems, including direct store delivery, broker-warehouse, and food service and vending. PepsiCo was founded in 1965 through the merger of Pepsi-Cola and Frito-Lay. Tropicana was acquired in 1998 and PepsiCo merged with The Quaker Oats Company in 2001. [www.pepsico.com](http://www.pepsico.com)

**UICI Insurance Company** relocated their Student Insurance Division into 68,000 square feet at 2301 W. Plano Parkway in the Plano Corporate Center. UICI, based in North Richland Hills, Texas, will office 350 workers in their new Plano location. Through six separate operating divisions, the company is the largest marketer and underwriter to the self-employed health market, student health insurance and limited benefit insurance plans for entry-level, high-turnover and hourly employees. The company conducts the business of the Self-Employed Agency Division, Student Insurance Division, the Senior Market Division and the Life Insurance Division through its wholly-owned insurance company subsidiaries, MEGA Life and Health Insurance Company ("MEGA"), Mid-West National Life Insurance Company of Tennessee ("Mid-West"), and the Chesapeake Life Insurance Company ("Chesapeake"). [www.uici.net](http://www.uici.net)



**PepsiCo**



**UICI  
Insurance  
Company**

**Cates Control Systems, Inc.**, a 25-year-old controls and systems integrator headquartered in Houston, Texas, relocated their regional office to Plano into 18,300 square feet at 4001 E. Plano Parkway in the Research/Technology Crossroads. They have 50 employees. [www.cates.com](http://www.cates.com)

**CDS Datacomm**, a manufacturer of custom engineered fiber optic, coaxial and copper cable assemblies, relocated their corporate office to Plano into 40,800 square feet at 1100 Professional Drive in the Research/Technology Crossroads. Founded in 1994 with 10 employees, CDS has quickly grown to 60 employees. [www.cdsdatacomm.com](http://www.cdsdatacomm.com)

**McDowell Label & Screen Printing**, a nationally-recognized producer of cosmetic, food and beverage labels, purchased 3.5 acres in the Research/Technology Crossroads at the intersection of E. Plano Parkway and Franc Drive. They plan to relocate their corporate headquarters in July 2004 to a 49,000-square-foot facility where they will employ 45. [www.mcdowelllabel.com](http://www.mcdowelllabel.com)

**Prelude Systems, Inc.**, a high-technology provider of customer-centric enterprise solutions, relocated their corporate headquarters into 18,600 square feet at 2740 Dallas Parkway. They employ 90 people. Prelude Systems was established in 1979 and is a founding member of the IT Supply Chain Consortium at the Texas A&M College of Industrial Distribution. The Consortium funds research into supply chain best practices utilizing emerging technology. Prelude implements the research results into its visionary distribution and supply chain application software products. [www.prelude.com](http://www.prelude.com)

**Southwest Corporate Federal Credit Union (SCFCU)**, the second largest corporate credit union in the United States serving more than 1,200 credit unions nationwide, announced plans to construct a new corporate office of 100,000 square feet in Legacy business park in 2004. SCFCU, which has assets of over \$9 billion, will employ 200 in Plano. The company has another 17 people in its Houston, Texas item processing facility and an additional ten people in Jacksonville, Florida. As a credit union for credit unions, SCFCU provides ATM and debit card services, imaged item processing, internet banking, electronic bill payment, and funds management solutions. [www.swcorp.org](http://www.swcorp.org)

**SVTronics, Inc.**, a contract manufacturer in electronic assembly, announced plans to relocate their office to Plano in 2004 into the Research/Technology Crossroads. They purchased 2.2 acres at Technology Drive and Klein Road where they plan to construct a 30,000-square-foot facility. [www.svtronics.com](http://www.svtronics.com)

**Symon Communications, Inc.**, a global provider of contact center and enterprise performance and productivity information tools, relocated their corporate office to Plano into 11,000 square feet at 500 North Central Expressway and Plano Parkway. In February 2003, *Call Center Magazine* announced that the company's 100% web-based workforce management solution, Contact Center COMMUNITY™ 2.0, received a second Product of the Year Award. They have 110 employees. [www.symon.com](http://www.symon.com)

**Tyler Technologies**, a leading provider of integrated, end-to-end information management solutions and services to local governments, relocated to Plano into 60,000 square feet at 6500 International Parkway. The company, headquartered in Dallas, Texas, provides software and professional IT services to nearly 6,000 local government offices in the United States, Canada and Puerto Rico. They employ 200 people in the Plano division. [www.tylertechnologies.com](http://www.tylertechnologies.com)

**Woodmark International LP**, a 38-year-old distributor of kitchen and bath faucets, relocated to Plano into 55,200 square feet of office and distribution space in Jupiter Resource Center at 2603 Technology Drive. They have 50 employees. [www.woodmark1.com](http://www.woodmark1.com)

**Advanced Neuromodulation Systems, Inc. (ANSI)** announced plans to construct a 144,000-square-foot campus in Legacy business park. ANSI, a designer, manufacturer and marketer of proprietary neuromodulation devices that treat disabling chronic pain and nervous system disorders, landed on *Fortune* magazine's list of the top 100 fastest-growing companies in the U.S. The term "neuromodulation" refers to the delivery of electrical stimulation or drugs directly to targeted nerve fibers to modulate the nervous system. This is accomplished by using either an implantable neurostimulator or an implantable drug pump. Advanced Neuromodulation Systems plans to relocate their 500 employees in June 2004 to their new facility at 6901 Preston Road. They are an exciting, high-technology medical device company that is at the center of the dynamic and explosively growing neuromodulation market. [www.ans-medical.com](http://www.ans-medical.com)

**Harley-Davidson Financial Services (HDFS)**, a subsidiary of Harley-Davidson, Inc., announced plans to expand their office to 60,000 square feet. They will relocate to their new facility at 1801 Alma Road in early 2004. HDFS employs 103 people and plans to grow next year. They offer a complete package of financial services including credit, insurance and protection options which have resulted in 18 consecutive years of record revenues and earnings. In 2003, HDFS received the Association for Financial Professionals Pinnacle Award grand prize for their creation of EPAY, an Internet-based statement and payment program for the nationwide Harley-Davidson dealer network. William S. Harley and Arthur Davidson made available to the public the first Harley-Davidson motorcycle in 1903. [www.harley-davidson.com](http://www.harley-davidson.com)



**Advanced  
Neuromodulation  
Systems, Inc.**



**Harley-  
Davidson  
Financial  
Services**

**AchieveGlobal**, a Tampa, Florida-based world leader in helping organizations translate business strategies into results by developing the skills and performance of their people, leased 9,500 square feet of office space at 7200 Bishop Road. They have more than 1,600 employees in offices throughout the world and service more than 400 of the *Fortune* 500 companies. AchieveGlobal employs 20 in Plano. [www.achieveglobe.com](http://www.achieveglobe.com)

**Collin County Community College** expanded their Plano campus to accommodate the growing number of students. A \$7.7 million project including the addition of 19 classrooms, 17 faculty offices, two science labs, two wireless high-tech classrooms, and a 554-space parking lot was completed at the Spring Creek campus in Plano. [www.ccccd.edu](http://www.ccccd.edu)

**Countrywide Home Loans**, the nation's largest mortgage lender, expanded their presence in the Legacy business park by constructing an additional 49,800 square feet of office space on 7105 Corporate Drive. Since 1993 when they relocated their corporate office to Plano, Countrywide has expanded their offices to 763,785 square feet which includes their facility on 6400 Legacy Drive. They employ over 4,800 people at this campus and plan to grow to 6,000. [www.countrywide.com](http://www.countrywide.com)

**CTX Mortgage Company**, which provides residential mortgage financing for Centex homebuyers, CTX customers and other businesses, expanded their Plano office to 18,900 square feet at 4975 Preston Park Boulevard. The 31-year-old company established its presence in Plano in 1997 with 12,000 square feet. They began with 24 people and currently employ 35. CTX Mortgage Company has over 200 offices nationwide. [www.ctxmort.com](http://www.ctxmort.com)

**Digital Southwest, L.L.C.** expanded their corporate office into 8,800 square feet at 1000 Jupiter Road. The company designs, installs and services training rooms, boardrooms, data centers, network operation centers and demonstration rooms that require audio, video, data and storage systems. They employ 20 people. [www.digitalsouthwest.com](http://www.digitalsouthwest.com)

**Estech Systems, Inc. (ESI)**, a privately-held, 17-year-old designer and manufacturer of telephone systems and components for small to mid-sized businesses, expanded their Plano corporate headquarters and moved to the Research/Technology Crossroads. The company leased 46,400 square feet at 3701 E. Plano Parkway. ESI announced a 38% increase in sales for 2003 from the previous year and they employ 100 people. [www.esi-estech.com](http://www.esi-estech.com)

**GreenPoint Mortgage**, a national lender in residential mortgages headquartered in Novato, California, expanded their branch office into an additional 9,000 square feet at 5700 Granite Parkway. They are a subsidiary of GreenPoint Financial, a bank holding company that provides a variety of financial services through its subsidiaries. GreenPoint employs 15 people in Plano. [www.greenpointmortgage.com](http://www.greenpointmortgage.com)

**Hibernia Bank** announced plans to expand to Plano. They began construction on a new 6,960-square-foot branch bank at 437 Coit Road and Spring Creek Parkway. Hibernia, a *Forbes* 500 company, has \$18.6 billion in assets and 259 locations in Louisiana, Texas and Mississippi. They will employ 15 people. [www.hibernia.com](http://www.hibernia.com)

**Option One Mortgage**, an Irvine, California-based mortgage loan lender, leased 6,950 square feet at 5700 Granite Parkway in Granite Park. They have centralized their lending operations so that each branch manages every piece of the loan origination process including set-up, underwriting and appraisal. They employ 10 individuals in their Plano office. [www.oomc.com](http://www.oomc.com)

**Packaging Corporation of America (PCA)**, based in Lake Forest, Illinois, leased 76,800 square feet of office/warehouse space at 808 Stewart Drive. PCA is the sixth largest manufacturer of containerboard and corrugated packaging products in the United States with 7,900 employees nationwide. Their Plano regional office is located at 1800 E. Plano Parkway where they employ 100 people. [www.packagingcorp.com](http://www.packagingcorp.com)

**Shaddock Development Company**, a Plano, Texas-based residential and commercial real estate developer, expanded their office into 11,800 square feet at 2400 Dallas Parkway. The company was founded in 1967 and has grown to employ 40 people. Shaddock operates multi-branches of American Title Company and Willow Bend Mortgage. [www.shaddockdev.com](http://www.shaddockdev.com)

**The Angelika Film Center and Café** began construction on a new 43,900-square-foot, five-screen theater at the Shops at Legacy at 7205 Bishop Road. The Plano Angelika Film Center, with a total of 1,200 seats, will specialize in independent, foreign and specialty movies. They will hire 40-50 employees and plan to open in the second quarter of 2004. [www.angelikafilmcenter.com](http://www.angelikafilmcenter.com)

**CROSSMARK, Inc.**, a sales, marketing and consulting firm of more than 9,000 global associates, moved into their new corporate headquarters in Legacy business park. CROSSMARK chose to stay in Plano after considering a move to New York, Chicago and three other Collin County cities. The 150,000-square-foot, \$25 million facility is situated on a 23-acre site at 5100 Legacy Drive. They employ approximately 400 individuals at the new corporate headquarters. CROSSMARK custom tailors solutions that suit the needs of manufacturers and retailers in the Consumer Packaged Goods industry. [www.crossmark.com](http://www.crossmark.com)

**Bio-Rad Laboratories, Inc.**, (formerly Hematronix), a manufacturer of hematology regulatory products and services, moved into their newly-constructed 25,000-square-foot corporate office in the Research/Technology Crossroads at 3201 Technology Drive. The company distributes in North America, Europe, South America, the Middle East and Asia. They have a manufacturing and shipping facility in Benicia, California. Bio-Rad currently employs 60 people in Plano and they plan to expand their facility by another 15,000 square feet in the future. [www.bio-rad.com](http://www.bio-rad.com)



**CROSSMARK,  
Inc.**



**Bio-Rad  
Laboratories,  
Inc.**

**Baylor Health Care System**, founded 100 years ago, selected Nashville, Tennessee-based Healthcare Realty Trust to own and manage a 163,000-square-foot, seven-story, \$27.5 million medical office building to be built on the 21-acre campus of the recently announced Plano hospital. Construction has begun on the office building and the \$135 million, 340,000-square-foot Baylor Regional Medical Center at Plano near the George Bush Turnpike and Preston Road at 4700 Alliance Boulevard. The medical facility will include 96 inpatient beds, 32 outpatient beds, eight operating rooms, an urgent care center and a chest pain clinic when completed in mid-to-late 2004.

[www.baylorhealth.com](http://www.baylorhealth.com)

**Presbyterian Hospital of Plano**, part of Texas Health Resources, expanded into Plano in 1991 at 6200 W. Parker Road near the North Dallas Tollway. Presbyterian Hospital of Plano is a non-profit, faith-based healthcare facility with 230 beds. In 2003, they announced their \$120 million expansion plans to include a nine-story, 114-bed tower, surgery center, 122,500-square-foot medical office building and a 270,000-square-foot parking garage. The bed tower is expected to open in the third quarter of 2005. Presbyterian Hospital of Plano employs over 1,200 people. [www.presbyplano.org](http://www.presbyplano.org)

**Children's Medical Center of Dallas**, a private not-for-profit institution that deals exclusively with a variety of diseases and disorders among children from birth to age 18, purchased 69 acres in Legacy business park at the southwest corner of Preston Road and Hedgcoxe Road to build a service location for patients in Collin and Denton counties. Plans announced for the facility include provisions for day surgery, diagnostic and support services including laboratories, rehabilitation services and radiology, and medical office space for physicians. Completion of the facilities is scheduled within three to five years. [www.childrens.org](http://www.childrens.org)

**Medical Center of Plano**, located at 3901 West 15th Street since 1975, is a 427-bed, JCAHO-accredited, medical/surgical hospital. In April 2003, they opened their new 24-bed Inpatient Rehabilitation Unit which offers rehabilitation for those who have suffered from stroke, brain injury, degenerative neurological disorder, spinal cord injury, orthopedic impairments, joint replacements, multiple trauma or fracture. The unit is located on the second floor of Building II. Medical Center of Plano's expansion program of \$100 million in 2001 included their announcement of a Neonatal Intensive Care Unit with 40 beds. They employ over 1,200. [www.medicalcenterofplano.com](http://www.medicalcenterofplano.com)

**Baylor Regional  
Medical Center  
at Plano**



**Presbyterian  
Hospital of  
Plano**



# 2003 Business Appreciation Awards

January - December 2003

The purpose of the Plano Economic Development Board's Business Appreciation Awards is to recognize businesses in the city of Plano for their outstanding contributions and business achievement.

The 2003 Technology Gazelle of the Year was awarded to **MetaSolv Software, Inc.**, a leading, global provider of communications management solutions that help communications service providers manage traditional and next-generation networks. Founded in 1992 by a group of former Texas Instruments employees, MetaSolv has grown from a tiny start-up to become the world's second largest service fulfillment software company. The company, located at 5556 Tennyson Parkway in Legacy business park, began with four employees and in 10 years has grown to more than 775 employees. Demonstrating their technological agility, MetaSolv enables communications providers to simplify the costly and complex process of delivering value-added communications services over new packet-based technologies. In 1994, MetaSolv worked with ALLTEL, a local communications service provider, to develop a model into an operations support system (OSS) solution—software that automates the key processes in managing and fulfilling customer orders for communications services. The product became the only commercially available OSS software solution at the time of the passage of the 1996 Federal Telecommunications Act. More than 170 global fixed-line and mobile operators use MetaSolv's products and services to increase revenues, reduce costs and enhance customer service. [www.metasolv.com](http://www.metasolv.com)

The 2003 Corporate Citizen of the Year was given to **JCPenney Company**, one of the world's largest department store chains. The 1987 decision to relocate their headquarters from New York to 6501 Legacy Drive in Plano had a dramatic impact on both Legacy business park and the city overall. Both JCPenney and Plano benefited from the enormous press resulting from the relocation announcement. JCPenney's international presence also elevated Plano's status and reputation in global markets. The company's initial investment in Plano was \$150 million; however, their economic impact on our community has been far more reaching. Despite an uncertain economy, JCPenney achieved sales and profit objectives in the second year of a five-year turnaround plan. Over the past two years, the company has increased their operating profit margin by about 100 basis points per year. Since JCPenney's 1987 relocation, the company has been a leader in a multitude of local organizations and has sponsored numerous events in Plano including: Improvement of K through 12th grade education through curriculum-based after-school care with a priority on the JCPenney After School Initiative via Plano YMCA; support/promotion of associate (employee) volunteerism primarily through the James Cash Penney Awards for Community Service; United Way (most of JCPenney's support for health and welfare issues is contributed through United Way of Collin County); Junior Achievement; Plano Chamber of Commerce and the Plano Forum. [www.jcpennyinc.com](http://www.jcpennyinc.com)



**MetaSolv  
Software,  
Inc.**



**JCPenney  
Company**

# 2003 Our Mission

**The Mission of the Plano Economic Development Board (PEDB) is to:**

- Identify and recruit businesses which contribute to Plano's economic well-being by broadening and diversifying the tax base and creating quality employment opportunities, while maintaining the high quality of life.
- Provide for a vibrant economy through a pro-active business retention and expansion program that encourages Plano companies to grow and expand their presence in Plano.
- Encourage the local economy through a business re-development program that focuses on stimulating new investments in targeted geographic areas.
- Promote a pro-business environment in Plano, in coordination with the City of Plano, Plano Independent School District, Collin County Community College District, Collin County, Plano Chamber of Commerce and other interested parties, through the development of policies and resources that create sustainable competitive advantages.

For additional information, please contact:

Sally Bane, Executive Director

Plano Economic Development Board

972-985-3700

[www.planotexas.org](http://www.planotexas.org)

plano,  
texas