



Photo courtesy Paylocity

IN TODAY'S INTEGRATED WORLD, COMPANIES CAN MAINTAIN OPERATIONS ALMOST ANYWHERE. IT MAKES SENSE TO BASE YOUR BACK OFFICE DIVISIONS HERE.

Over the years, Idaho has developed a specialized workforce adept at providing what shared services companies need. Here, you can effectively support overall company operations without the high costs associated with larger metro areas.

Whether at headquarter locations like Micron, Simplot

and Albertsons, or at state-of-the-art customer service centers for Allstate, Wells Fargo and T-Mobile, our employees are highly capable and dedicated to the success of the companies they support.

Something else to consider: People enjoy living in Idaho so much that attrition is much lower here than in surrounding areas.

### INDUSTRY LEADERS

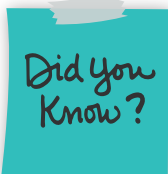
**Albertsons Companies** (Boise) is one of the largest food and drug retailers in the U.S. with over 2,300 supermarkets across 35 states.

**Battelle Energy Alliance** (Idaho Falls) manages the Idaho National Laboratory known for nuclear energy research, development, demonstration and education services.

**Micron Technology** (Boise) is an American global corporation and holding company engaged in the design and production of computers, semiconductors and other related products.

**Paylocity** (Meridian) is a provider of cloud-based payroll and human resource management software solutions.

**Regence BlueShield** (Boise) is a not-for-profit independent licensee of the Blue Cross and Blue Shield Association, managing the largest affiliation of health care plans in the Pacific Northwest and Mountain regions.



Idaho's universities and colleges work with businesses

directly to set up tailored training and coursework programs to provide valuable skills, knowledge and resources to the industry.



Photo courtesy Paylocity

## HEADQUARTER HAVEN

As home to nearly 2,000 major company HQs, ideas and decisions made in Idaho impact people in nearly every part of the world. Large companies and enterprises like **Micron Technology, Albertsons, JR Simplot** and **Lamb Weston** have realized the benefits of leading an industry from a business-friendly state with one of the top performing economies in the nation.



Photo courtesy Paylocity

## COST OF LIVING INDEX

Source: C2ER, 2018

Idaho	92.1
Arizona	123.6
California	139.0
Colorado	105.1
Montana	96.9
Nevada	103.9
New Mexico	96.8
Oregon	108.6
Utah	98.5
Washington	112.5

Average composite index based on nat'l avg of 100

## PROFESSIONAL, SCIENTIFIC AND TECHNICAL SERVICES

Idaho is home to medical information service leaders like **EMSI**, global consulting engineering firms like **POWER Engineers**, and the nation's premier nuclear science and technology lab, the Idaho National Laboratory, managed by the **Battelle Energy Alliance** for the Department of Energy's Office of Nuclear Energy.

## ADMINISTRATIVE AND SUPPORT SERVICES

Idaho is well-known for its stable business climate whose workforce has a strong work ethic, which is why companies like **AllState, Teleperformance** and **Wells Fargo** are eager to direct their customers to call centers and service centers based in the Gem State.

Companies like **Paylocity** have also recognized Idaho as home to an increasingly important tech sector, providing ample opportunity for employee and company growth.



Photo courtesy Paylocity



## Quick Facts on the Idaho Back Office and Shared Services Industry

# 11,215

Establishments

# 104,237

Jobs

# \$55,327

Average Wage

# 25%

10yr Projected Growth Rate

Contact Idaho Commerce for information on doing business in Idaho  
[info@commerce.idaho.gov](mailto:info@commerce.idaho.gov) | 800.842.5858 | [commerce.idaho.gov](http://commerce.idaho.gov)