



A Bureau of Business Research Report
From the University of Nebraska—Lincoln

Final Report

A Profile of Lincoln's Business Services and Information Technology Industry Cluster

Prepared for the Lincoln Partnership for Economic Development

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A Profile of Lincoln's Business Services and Information Technology Cluster

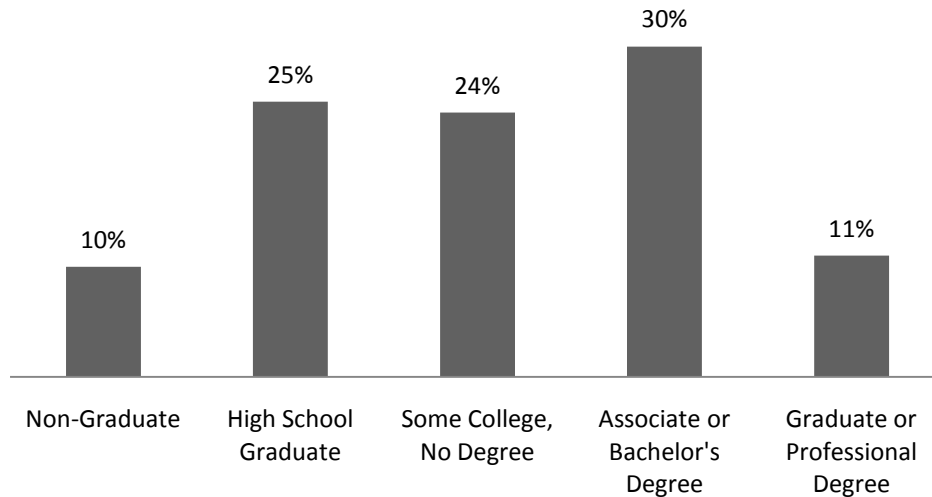
Introduction

This fast growing business services and information technology sectors are well matched to the Lincoln, Nebraska economy. Business services is comprised of financial and insurance services, business services such as consulting and web development, back-office support operations including record-keeping duties, accounting and payroll services, and even customer support, and processing facilities, including data centers. The information technology sector encompasses computer programming services, prepackaged software, data processing, information retrieval services, website hosting, internet search, computer systems design, and telecommunications. Such industries benefit from Lincoln's highly educated workforce, low labor costs, low cost of living, low traffic congestion costs, and business-friendly environment.

Why Lincoln?

Lincoln, a centrally-located community of nearly 300,000, is well positioned to cultivate this industry through its **highly educated workforce, existing business services and information technology presence, extensive university research and outstanding quality of life.**

Education Attainment, Age 25 and Over, Lincoln, NE

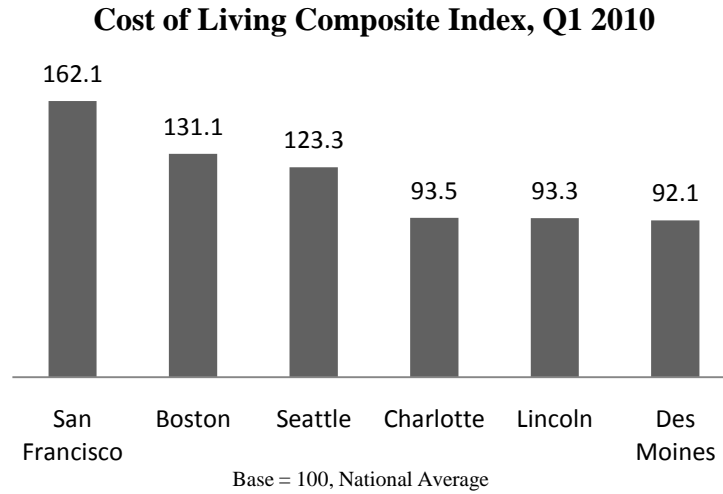


Lincoln offers the ambiance of a friendly small town and the amenities, attractions and entertainment opportunities of a major metropolitan area. Lincoln is both the **state capital and home to the flagship campus of the University of Nebraska**; as a result it provides a greater range of offerings than might be expected in a community of its size. Efficient transportation, a stable business environment, advanced health-care technology and an excellent educational system are just a few of the reasons why **Lincoln ranks highly in livability studies.** As described in the pages that follow, Lincoln has significant costs advantages in terms of cost-of-living, wages, space costs, and other business costs. The University of Nebraska-Lincoln provides research services and advanced computing facilities and features the **Jeffrey S. Raikes School of Computer Science and Management.** Further, colleges from throughout the region graduate students in relevant majors for business services and information technology businesses. There is also a large, established set of businesses in Lincoln within the business services and information technology industry cluster.

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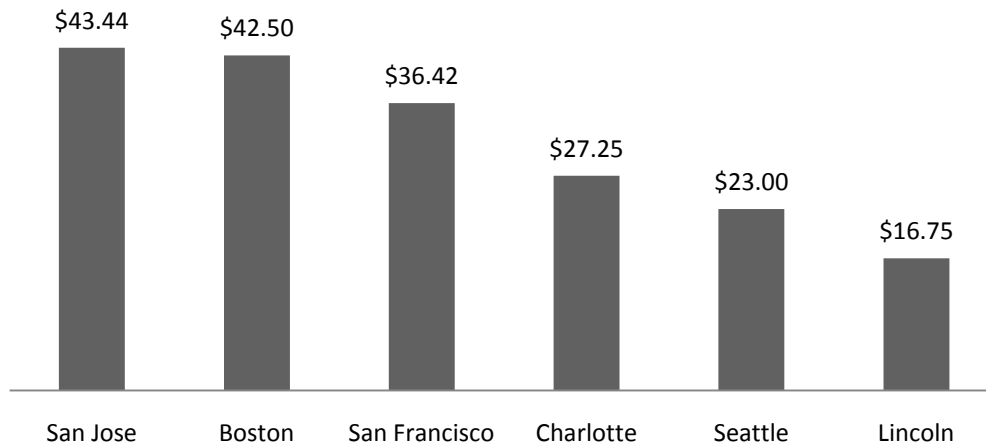
Cost Comparisons

Lincoln's cost of living compares favorably with the top technology-oriented metropolitan areas nationwide.¹



In addition to Lincoln's exceptional amenities and educated workforce, Lincoln has nearly the lowest commercial space costs among peer metropolitan areas.² These particular rent costs refer to building space especially well suited to the business services and information technology industry.

**Annual Rent per Square Foot:
Class A Downtown Office Space Effective Average, 2009**



¹Source: Council for Community and Economic Research, "Accra Cost of Living Index, First Quarter 2010." Published May 2010.

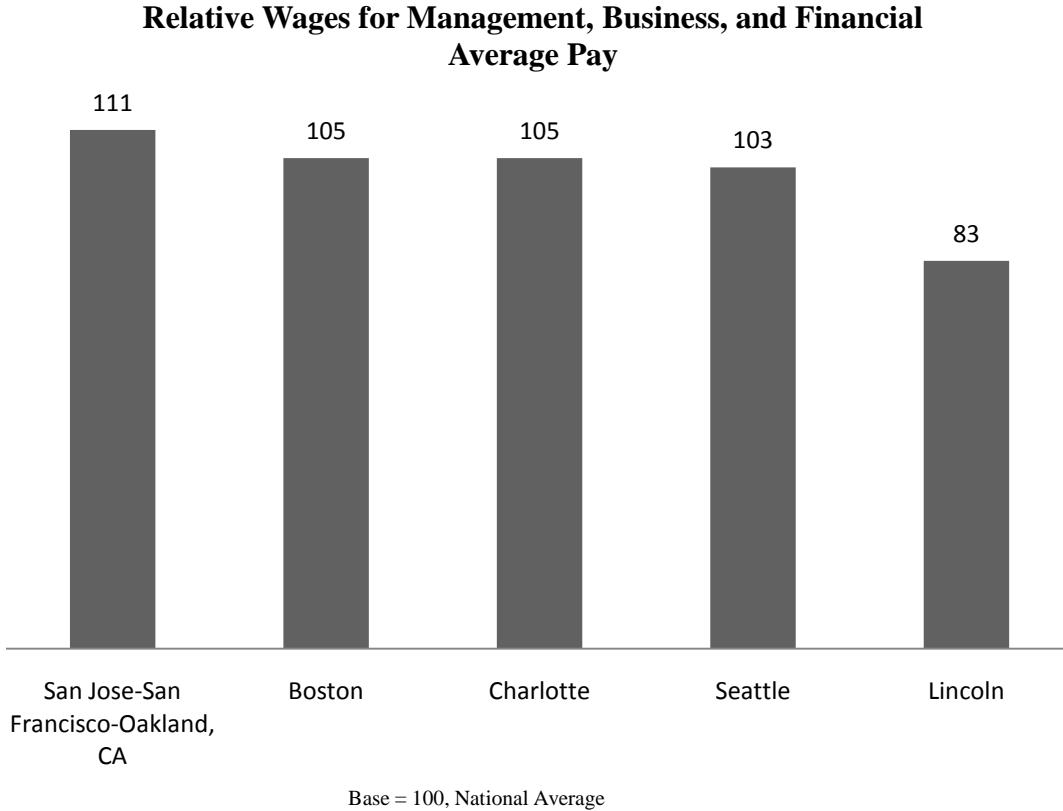
Note: Cost of living information not available for San Jose, CA.

²Source: NAI Global, <http://www.naidirect.com/mr.aspx>

Note: Class A downtown office space effective average not available for Des Moines, IA

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Lincoln also ranks amongst the lowest with regard to relative wage costs.³ This completes a perfect combination of unique amenities, low cost of living, and an attractive business environment through a highly educated workforce, and low costs of commercial space and employment.



We provide detailed salary information on several business services and information technology occupations on the next page. Cost comparisons for workers compensation costs, average unemployment insurance tax rate on taxable wages, industrial gas average price per Btu, commercial service average price per kilowatt, top state corporate income tax rate, and right to work can be found on page 5. Lincoln is one of the three lowest cost metro areas among comparison cities for each of these categories.

³Source: U.S. Bureau of Labor and Statistics.

Note: Relative wage information unavailable for Des Moines, IA. Wage data available on a combined basis for S.F. and S.J.

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Average Annual Salary, Lincoln MSA, 2009

	Annual Salary		
	Entry	Experience	Mean
TOTAL ALL OCCUPATIONS	\$18,200	\$47,365	\$30,960
MANAGEMENT OCCUPATIONS	\$45,950	\$108,915	\$78,420
Computer And Information Systems Managers	\$68,195	\$114,000	\$95,045
ANALYSTS			
Financial analysts	\$37,640	\$66,010	\$52,720
Management Analysts	\$41,310	\$72,675	\$58,160
Market research analysts	\$33,280	\$62,715	\$50,575
COMPUTER AND MATHEMATICAL OCCUPATIONS			
Computer Specialists	\$37,425	\$66,420	\$53,720
Computer Programmers	\$34,480	\$65,590	\$52,305
Computer Software Engineers Applications	\$44,535	\$70,465	\$58,435
Computer Software Engineers Systems Software	\$40,770	\$75,620	\$62,870
Computer Support Specialists	\$29,500	\$48,335	\$40,490
Computer Systems Analysts	\$44,870	\$71,300	\$60,070
Database Administrators	\$36,310	\$64,910	\$52,870
Network And Computer Systems Administrators	\$46,850	\$74,100	\$61,630
Network Systems And Data Communications Analysts	\$38,915	\$66,120	\$52,490
OFFICE AND ADMINISTRATIVE SUPPORT WORKERS			
Computer Operators	\$22,715	\$35,190	\$30,215
Data Entry Keyers	\$20,330	\$25,355	\$23,710

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Selected Business Costs for Business Services and Information Technology Industry (Three Lowest Cost Metro Areas Listed in Bold)

Metropolitan Area ¹	Workers Compensation costs per \$100 of Manufacturing Payroll 2009 (State Average)	Average Unemployment Insurance Tax Rate on Taxable Wages 2007 (State Average)	Right-to-Work State?	Average Price Industrial Gas/ Million Btu 2007 (State Average)	Av. Price/KWH Commercial Service, Jan 2009 (City)		Top State Corporate Income ² Tax Rate 2010
					40KW, 14mWh	500KW, 150mwh	
Lincoln	\$3.53	1.7%	Yes	\$7.73	\$0.054	\$0.075	7.81%
Boston	\$2.56	3.6%	No	\$14.37	\$0.185	\$0.172	8.8%
Charlotte	\$3.54	1.9%	Yes	\$9.67	\$0.067	\$0.064	6.9%
Des Moines	\$3.29	1.61%	Yes	\$8.29	\$0.062	\$0.053	12%
San Francisco	\$6.28	4.2%	No	\$8.79	\$0.120	\$0.109	8.84%
San Jose	\$6.28	4.2%	No	\$8.79	NA	NA	8.84%
Seattle	NA	2.0%	No	\$9.48	\$0.055	\$0.050	0%

¹ For metropolitan areas located in multiple states (Charlotte), we utilize state averages from the state where the metropolitan areas' economic activity is concentrated (North Carolina).

² Tax that may be eligible for use for credits earned in state incentive program.

Sources: Tax Foundation for corporate tax rates, Lincoln Electric System for commercial electric service rates, and Nebraska Department of Economic Development for workers' compensation costs, unemployment insurance rates, average natural gas prices, and right-to-work.

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Education Resources

Lincoln's Business Services and Information Technology sector benefits from the vast array of programs that support the development of a specialized workforce for this industry.

The University of Nebraska-Lincoln (UNL), Peru State, Concordia University, Southeast Community College, and Doane College all provide business management, administration, accounting and finance programs. In addition to which there are a number of programs and other institutions tailored to the information technology needs of the sector. While UNL is certainly the backbone of information technology research and education in Lincoln, there are many institutions that offer 2-year and 4-year degree programs in this field: **Concordia College, Doane College, Kaplan University, Nebraska Institute of Technology, Nebraska Wesleyan University, Southeast Community College, and Union College**. Lincoln is also home to numerous other private institutions that offer certification programs in IT, two of these are the **New Horizons Computer Learning Center** and **Easel Solutions**.

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In 2008 alone, the colleges and universities in Lincoln graduate over **1,500 students with bachelor's degrees** in majors related to this sector, another almost **300 with associate's degrees**, and nearly **300 with post-graduate degrees**.

Bachelor's Degrees Awarded	<i>Concordia University</i>	<i>Doane College</i>	<i>Kaplan University^A</i>	<i>Nebraska Wesleyan University</i>	<i>Peru State</i>	<i>Southeast Community College^A</i>	<i>Union College</i>	<i>UNL</i>
Accounting	4	14	15	9				80
Actuarial Science								25
Business Administration and Management, General	22	58	20		41	177	29	173
Business, Management, Marketing & Related Support Services, Other			8	2	67		1	
Business/Commerce, General	20			93				
Business/Managerial Economics								15
Computer Engineering, General								36
Computer and Information Sciences, General	2	6	15		1	36	2	32
Electrical, Electronics and Communications Engineering						84		53
Finance, General								128
Human Resources Management/Personnel Administration, General		36						
International Business/Trade/Commerce				5			1	28
Management Science, General		8						99
Marketing/Marketing Management, General								116

A: Associates Degrees

Source: <http://nces.ed.gov/collegenavigator/>

Post Graduate Degrees (M.A. & Ph.D.) Awarded	<i>Doane College</i>	<i>UNL</i>
Accounting		29
Actuarial Science		12
Business Administration and Management, General		98
Business, Management, Marketing & Related Support Services, Other		10
Computer and Information Sciences, General		24
Electrical, Electronics and Communications Engineering		8
Management Science, General	68	
Marketing Research		3
Telecommunications Technology/Technician		9

Source: <http://nces.ed.gov/collegenavigator/>

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Research and Industry Services

The business services and information technology sectors also benefit from research programs at the **University of Nebraska-Lincoln (UNL)**. UNL's extensive business services and information technology research program and infrastructure include:

Jeffrey S. Raikes School of Computer Science and Management

An innovative integration of computer science and management education, including a 2-year applied software design studio. The Jeffrey S. Raikes School develops leaders for a technology driven world. It is the recognized leader in interdisciplinary computer science and business management education for high ability and highly motivated students. The Raikes School is unique in that it is the premier program bringing together the domain of computer science and information technology with business, thereby developing leaders and entrepreneurs for the increasingly information technology-driven business world.

The Design Studio is the capstone learning experience of the Jeffrey S. Raikes School. In Design Studio, student teams partner with sponsoring businesses and government agencies to develop real-world, software-based solutions meeting their client's needs. Students gain project management, teamwork, and leadership skills essential in today's professional world. Design Studio gives students and clients the ability to interact and create innovative software based solution, while benefiting from the support of Raikes School faculty and facilities.

For more information, see the source of this passage: <http://raikes.unl.edu/>

College of Business Administration (CBA)

The CBA currently ranks among the top 12% of the small percentage of the schools offering undergraduate or graduate programs in business administration that are accredited under the high standards set by the Association to Advance Collegiate Schools of Business (AACSB). The college has maintained such a high ranking by fostering intellectual curiosity, business insight, and effective leadership through high quality instruction, research, and service to students, the citizens of Nebraska, and national and international communities.

The CBA is the second largest college on the University of Nebraska-Lincoln campus with approximately 3,000 students attending classes with 62 full-time faculty members. The undergraduate program offers nine majors; accounting, actuarial science, agribusiness, business administration, economics, finance, international business, management, and marketing. Masters and doctoral degrees are offered by the five departments; accounting, economics, finance, management and marketing.

The College retains close ties with professional and business leaders. Executives from all around the world come into the classrooms to speak to students and student organizations. Companies visit the college regularly to meet with faculty, attend job fairs, and forge closer ties with the College. Many student organizations are closely affiliated with professional and business organizations in the community. The College is also home to the Center for Entrepreneurship, which was named best in the nation by the U.S. Association for Small Business and Entrepreneurship.

For more information, see the source of this passage: <http://cba.unl.edu/>

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Department of Computer Science & Engineering

Graduates from this UNL department are highly capable, creative individuals whose skills allow them to work seamlessly across a broad spectrum of careers. The department graduates 30 students with Bachelors degrees, and another 25 students with graduate degrees every year. The department also conducts state-of-the-art research in software engineering, informatics, and systems. The faculty receives funding from a variety of sources including: National Science Foundation (NSF), U.S. Department of Agriculture, Army Research Office, Airforce Office of Scientific Research, NASA, National Institute of Health, Microsoft, and Intel.

The department also hosts a number of research labs and facilities that form an important hub for information-technology R&D in the state of Nebraska:

The Abacus Distributed Storage Lab, aims to design and develop distributed and parallel storage systems with high scalability, performance, reliability and availability.

ANDES, Advanced Networking & Distributed Experimental Systems Lab fosters research in the following core areas: high-speed computer network architectures and protocols, networking support for multimedia services, distributed heterogeneous computing, and real-time systems and protocols.

The **Constraint Systems Lab** investigations cover both theoretic and practical aspects of Constraint Processing, a sub-area of Artificial Intelligence. Constraint Processing provides powerful tools for modeling and solving effectively a wide variety of combinatorial problems spanning over Computer Science, Engineering, and Management.

ESQuaReD, (read as e²), the laboratory for **Empirically-based Software Quality Research and Development**, performs fundamental research on methodologies and tools for creating sufficiently dependable software. The focus areas are: software verification and validation, program analysis, empirical software engineering, software modeling and design, and domain specific software engineering techniques.

For more information, see the source of this passage: <http://cse.unl.edu/>

Management Information Systems Program

The College of Business Administration offers both undergraduate and graduate degrees (MBA & PhD) in Management Information Systems (MIS). The MIS faculty members work on organizational, behavioral, as well as design science research. The faculty members are well published and known nationally and internationally for their accomplishments. The MIS program emphasizes the conceptual foundation of MIS, information systems analysis and design, design science, electronic business/mobile/ubiquitous commerce, virtual world, knowledge sharing and management, enterprise integration, business intelligence, and global/strategic IT management. The program offers a comprehensive set of courses which are being constantly enhanced and updated.

For more information, see the source of this passage: <http://cba.unl.edu/academics/management/mis/>

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Center for Applied Land Management Information Technology (CALMIT)

The people and partners of CALMIT combine interdisciplinary expertise in advanced land management information technologies to conduct research and instruction of the highest quality in remote sensing, geographic information systems (GIS) and related technologies. CALMIT is an internationally recognized center of excellence for applications of geospatial technologies to issues in natural resources management.

For more information, see the source of this passage: <http://www.calmit.unl.edu/>

Holland Computing Center (HCC)

HCC provides various services to researchers associated with any campus of the University of Nebraska system. Agreements are also in place with corporate and non-University researchers who share common interests or needs related to high performance computing resources. The HCC houses and manages a number of supercomputers serving a broad range of functions. Firefly, a 21 TFlop supercomputer is used by scientists and engineers to study topics such as nanoscale chemistry, subatomic physics, meteorology, crashworthiness, and artificial intelligence. Other resources with specific roles include Merritt for shared memory processing; Red for LHC grid computing, analysis of the CMS particle physics experiment and deployment on the open science grid; and PrairieFire a 256 processor supercomputer that enables advanced simulation to perform product analysis, design, development, testing and manufacturing in a virtual environment.

For more information, see the source of this passage: <http://hcc.unl.edu/>

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University of Nebraska Technology Park (NUTP)

The University of Nebraska Technology Park is a joint endeavor of the University of Nebraska, private sector investors and the University of Nebraska Foundation which was established in 1997. The mission of the NUTP is to enhance the transfer of technology from the University to the marketplace, foster interaction between technology businesses and the University, nurture startup and emerging technology firms, and promote technology based economic development in Nebraska.

The NUTP provides the full spectrum of amenities and services for both new and established companies: a successful business incubator program in the Technology Development Center (OTP); office and lab space for lease at highly competitive rates within One Technology Place; and many building sites for additional multi-tenant buildings or stand-alone companies. NUTP allowable land used include: 1) laboratories and related facilities intended for basic and applied research, development of technology based products and services or testing of technology based products and services; 2) facilities intended for production or assembly of products of a technological nature, provided production is supported by on-site research or production development activities; 3) pilot plants in which prototypes production process can be tested and used for assembly of products of a technology nature; 4) corporate, regional and divisional headquarters of technology based or knowledge driven companies or organizations; 5) technology dependent or computer based facilities dedicated to the processing of data or analysis of information, provided that these information services are supported by on-site research or product development; or 6) any other facilities reasonably related to the intended mission of the technology park provided these users are consistent with the use permit approved by the University of Nebraska Technology Park LLC. The NUTP is home for numerous information and business service establishments including ALTS, Cabela's Technology Center, Computer Services Inc., Dell/Perot Systems, Highway Bridge Services, and Specialized Network Systems.

The NUTP provides access to university resources, technology transfer assistance, research funding resources, professional office services, and high-speed data services. The business incubator program housed in the **Technology Development Center (TDC)** assists clients in launching new firms. The TDC nurtures start-up and emerging technologies, and helps foster spin-off companies from the University of Nebraska. The TDC tailors a program to fit each company's individual circumstances. Business advisors are also available to assist with day-to-day operational issues. **Between 1997 and 2006, the park helped launch 30 new companies**, including 18 software firms, four engineering firms, four business services firms, three biotechnology firms and one nanotechnology firm. Some of the more prominent firms that have graduated from the incubator program include: Covalent Technology, Dynamic Solutions, GeneSeek, GIS Workshop, i2rd, Ingenient Technologies, MetaLogic, Midwest MicroSystems, Pro-Solutions, Safety by Design, Specialized Network Systems, Technology As Promised, and Unident. NUTP also houses the **One Technology Place (OTP)** which serves as a multi-tenant facility designed to offer midsized companies and TDC graduates room to grow. OTP provides an advantageous location, technical support, redundant fiber optic telecommunications service, an on-site OC -12 Sonet Node, fiber optic interconnectivity of park buildings, an on-site co-location facility for mission critical data storage, a "smart" auditorium available for internet based training, video-conferencing, access to University of Nebraska facilities and a student internship program.

For more information, check the source of this passage: <http://www.nutechpark.com/>

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Nebraska Innovation Campus (NIC)

The NIC is a unique collaboration between the University Nebraska at Lincoln, and State of Nebraska to develop a state-of-the-art innovation and research campus that will produce substantial new public and private investment and a significant number of new high-quality jobs for the state and local economy. In particular the NIC will allow UNL to expand its research capabilities, while improving commercialization of its discoveries.

The NIC is strategically located with excellent access to an interstate, highway, rail service, and two regional airports. The NIC will take advantage of special legislative measures that have created a progressive, pro-business tax climate. The NIC will offer a central location for UNL research. The NIC will serve the dual purpose of providing a flexible space that will house and expand the research of these existing facilities, while promoting interdisciplinary projects.

The NIC will have a central conferencing facility well suited for both small and large group meetings and seminars. The facility will include a business incubator, of approximately 20,000 square feet, until larger facilities are constructed on the Campus. This initial-stage business incubator will eventually become the central business development center of the NIC. The NIC will eventually house a state-of-the art business incubation facility, the **Innovation Center**, that will be in the range of 40,000 to 45,000 square feet, include flexible wet and dry laboratories, a clean room and high-bay demonstration space. The Innovation Center will also serve to expand the entrepreneurship and internship programs that are already thriving at UNL— achieved through substantial integration between the NIC and the exceptional education and research programs at UNL.

For more information, see the source of this passage: <http://innovate.unl.edu/>

Lincoln's Business Services and Information Technology Sector

Lincoln's Business Services and Information Technology sectors comprise a broad range of companies including major establishments such as Allied Insurance, Ameritas, Assurity Life Insurance, Fiserv, Dell Perot Systems, Sandhills Publishing, and State Farm Insurance. Many of these establishments are listed below in order to provide a sense of the breadth of the industry in Lincoln.

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Business Services

Continuum Inc

www.4continuum.com

Local employment: 10-19

Dell Perot Systems Corporation

www.perotsystems.com

Local employment: 500-999

Fiserv

www.fiserv.com

Local employment: 500-999

Kenexa

www.kenexa.com

Local employment: 250-499

Leadership Resources

www.lrsuccess.com

Local employment: 5-9

Talent Plus Inc

www.talentplus.com

Local employment: 120

Sandhills Publishing

www.sandhills.com

Local employment: 250-499

Insurance Carriers

Allied Insurance

www.alliedinsurance.com

Local employment: 250-499

Ameritas

www.ameritas.com

Local employment: 1000-1999

Allied Insurance

www.alliedinsurance.com

Local employment: 250-499

State Farm Insurance

www.statefarm.com

Local employment: 1000-1999

Computer Integrated Systems Design & Networking

Adaptive Process Technologies

www.adaptiveprocesstechnology.com

Local employment: 1-4

All Needs Computer Consulting Service, Inc

www.ancecs.com

Local employment: 5-9

Alterium Internet Applications Inc

www.alterium.com

Local employment: 1-4

Business Media, Inc

www.bmiav.com

Local employment: 10-19

Computing Extras Inc

www.computingextras.com

Local employment: 5-9

Isoft Data Systems Inc

www.Isoftdata.com

Local employment: 10-19

Mesa Corp

Local employment: 10-19

www.Mesacorp.com

Sterling Digital Networks

www.sterlingdigitalnetworks.com

Local employment: 1-4

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Computer Software Development & Custom Programming Services

A B Consulting Company
www.abconsultingcompany.com
Local employment: 1-4

Agile Sports Technologies, Inc
www.agilesportstech.com
Local employment: 10-19

Alderson Consulting Group Inc
www.aldersonconsultinggroup.com
Local employment: 1-4

Alexander Open Systems
www.aos5.com
Local employment: 5-9

Automated Systems Inc
www.asiweb.com
Local employment: 50-99

Centrix Solutions Inc
www.centrixsolutions.com
Local employment: 5-9

Codercraft Inc
www.codercraft.com
Local employment: 1-4

Creative Thinking Corp
www.creativethinkinginc.com
Local employment: 20-49

Digitec Inc.
www.digitecinc.com
Local employment: 10-19

Digitech Systems, Inc
www.dsiflow.com
Local employment: 10-19

Dns Durham, Llc
www.dnsdurham.com
Local employment: 1-4

Dorsey Technologies Llc
www.dorseytechnologies.com
Local employment: 1-4

Drec Enterprises
www.drecsoftware.com
Local employment: 1-4

Global Brilliance
www.globalbrilliance.com
Local employment: 1-4

Hyland Software Inc
www.onbase.com
Local employment: 10-19

Information Analytics Inc
www.4w.com
Local employment: 10-19

Ingenient Technologies, Inc
www.ingenient.com
Local employment: 5-9

Innovation Corp
www.innovationcorp.com
Local employment: 1-4

Interactive Info Research
www.i2rd.com
Local employment: 10-19

Intralot, Inc
www.intralot.com
Local employment: 20-49

J D Business Solutions
www.jdbbsi.com
Local employment: 5-9

Masterchain Development, Inc
www.wenedit.net
Local employment: 10-19

Micro Images Inc
www.microimages.com
Local employment: 20-49

Midwest Microsystems Llc
www.midwestmicro.com
Local employment: 1-4

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Natureware

www.natureware.com

Local employment: 1-4

Nanonation Net Inc

www.nanonation.net

Local employment: 20-49

Nebraska Electronic Transfer Systems Inc

www.netseft.com

Local employment: 20-49

Pen-Link, Ltd

www.penlink.com

Local employment: 10-19

Seemesellit

www.seemesellit.com

Local employment: 1-4

Salt Creek Software Inc

www.saltcreek.com

Local employment: 1-4

Tailored Software Svc Inc

www.tssi.com

Local employment: 1-4

Tech Fabric Presence

www.techfabricpresence.com

Local employment: 50-99

Tech Soft Solutions Llc

www.techsoftsol.com

Local employment: 1-4

The Ganzel Group Communications Inc

www.ganzelgroup.com

Local employment: 1-4

Vallis Software, Inc

www.vallis.com

Local employment: 1-4

Web MD Mac Health

www.mmmachealth.com

Local employment: 50-99

Data Processing & Software Development

5q Communications, Inc

www.5qcommunications.com

Local employment: 10-19

Healthcare Data Solutions

www.healthcaredatasolutions.com

Local employment: 10-19

Cepter Enterprises Llc

www.cepter.com

Local employment: 1-4

New Digital Group, Inc

www.davidhahn.com

Local employment: 1-4