

Information & Communication Technologies



London, Ontario, Canada

www.ledc.com

FAST FACTS

Population (CMA)	469,700
Workforce	244,300
IT Workforce	8,000



Source: Statistics Canada; London Census Metropolitan Area (CMA) 2008



400 Series Highways in Southwestern Ontario

CITY	DISTANCE FROM LONDON	
	KILOMETERS	MILES
Chicago	640	400
Cleveland (via Buffalo)	466	290
Kitchener-Waterloo	100	62
Montreal	715	444
Niagara Falls	190	118
New York	920	575
Ottawa	570	354
New York Thruway	1,160	725
Sarnia/Port Huron	100	62
Toronto	208	120

SUCCESS

INFORMATION TECHNOLOGY: CANADA AND ONTARIO

London, Ontario, Canada is a vibrant city with a prosperous I.T. sector that has been built on innovative local start-up ventures finding a niche market and growing into successful Canadian and global players. The London Economic Development Corporation (LEDC) assists any company seeking information to help ensure a successful technology related investment in London. Please feel free to contact us with your questions and information needs.

INVESTING IN CANADA: FAST FACTS

- ✓ 32,000 ICT companies, with 79% in software and computer services.
- ✓ Over 575,000 highly skilled ICT workers; including 261,000 in the software sector alone.
- ✓ 92 universities produce 50,000 math, computer science and engineering graduates annually.
- ✓ ICT is Canada's largest private investor in R&D - \$5.7B annually, \$650M in software alone.
- ✓ 2nd highest number of Top 500 global software companies, after the U.S.
- ✓ 1st in the G7 for quality of life.
- ✓ 2nd Business Process Outsourcing market in the world.
- ✓ 9th in the world for ICT competitiveness.
- ✓ Canada is an ideal low-cost base to access the NAFTA marketplace of 435 million consumers.
- ✓ Wage-competitive—a systems analyst, for example, makes between \$61,250 and \$88,500 in Canada, compared to between \$66,000 and \$90,250 in the U.S.
- ✓ Canada has superb network and grid facilities, a commitment to Internet and broadband access, and excellent R&D collaboration with top Canadian universities.
- ✓ Canada is an acknowledged leader in wireless technology, biometrics, security technology, software, and multimedia and digital entertainment.

INVESTING IN ONTARIO: FAST FACTS

- ✓ Home to over 5,500 innovative IT companies, ranging from home-grown global giants like Research in Motion, Open Text, Mitel Networks, March Networks and Cognos (an IBM company) to foreign multinationals like IBM, Alcatel, Cisco Systems, Dell, Microsoft, Siemens and Motorola.
- ✓ Ontario's IT industry includes leaders in every sector from telecommunications to software development and services; digital media to microelectronics.
- ✓ Over 249,000 people working directly in our IT industry.
- ✓ 75% of Ontario's ICT workforce has a post-secondary degree.
- ✓ Ontario has 44 universities and colleges with thousands of students enrolled in degree and certificate programs in computer science and engineering including an extensive and focused system of co-op and internship programs.
- ✓ Ontario R&D tax credits that are among the most generous in the world. In fact, they can cut the after-tax cost of a \$100 R&D expenditure to less than \$36.
- ✓ Near-shore advantage for software and systems developers with easy access to the US and similar business cultures and security.
- ✓ More than 700 digital media companies call Ontario home, employing over 5,000 highly talented people.
- ✓ Ontario's ICT industry includes leaders in telecom equipment, software development and services, digital media and web, microelectronics, VoIP, wireless broadband and photonics.

INVESTING IN LONDON: FAST FACTS

- ✓ More than 350 I.T companies focused in many sectors including interactive game development; manufacturing plant floor software, financial services, and TV cable systems middleware.
- ✓ London's IT labour force is greater than 8,000 representing more than 3% of the total labour force.
- ✓ Home to The University of Western Ontario (Western) and Fanshawe College, providing programs in Computer Science, Computer & Software Engineering, Technology (programming & networking) as well as Contemporary Media (digital media, games, web development).
- ✓ Member of the Ontario Technology Corridor (OTC), with Ottawa, Toronto, Waterloo and Niagara. OTC promotes Ontario and member cities as destinations for technology investment.
- ✓ London-based Digital Extremes ranks as one of the world's top development studios in the interactive entertainment industry.
- ✓ Our IT sector boasts the development of a diverse range of products and services. Technologies developed by London companies include digital interactive games, automotive and IT knowledge content, interactive cable technologies, design simulation software, enterprise management software and banking, mortgage and asset management software.
- ✓ A small yet notable digital interactive games sector is emerging in London with significant gaming companies like Digital Extremes, Redjade Inc, Big Blue Bubble and other companies developing growing international reputations and employing 200 employees.
- ✓ Over 40 mature contact centre companies with a labour force of more than 7,000 people representing 2.6% of the labour force.
- ✓ With a 50-acre London campus adjacent to the university, the Western Research Park provides facilities, services, access to research skills, grants and capital.

Did you know...London hosts DIG London, an interactive game developer conference attracting industry and students from across Ontario?



Did you know...InterNetwork London, our oldest continuous technology sector networking event, is in its ninth year?

PEOPLE COMPANIES

LONDON REGION INFORMATION TECHNOLOGY SECTOR - TOP EMPLOYERS

TD CANADA TRUST (IT) - Large banking institution with customer contact centres. www.tdcanadatrust.com

AUTODATA SOLUTIONS - A leading software and data provider to the automotive industry.
www.autodatasolutions.com

TVWORKS/COMCAST - Leading provider of software solutions for the Cable industry. www.tvworks.com

INFO TECH RESEARCH GROUP - Practical research, tools and advice for the IT sector. www.infotech.com

IBM CANADA - Leading providers of advanced information technology, products, services and business consulting expertise. www.ibm.com/ca/

PHOENIX INTERACTIVE DESIGN - The world's first and leading provider of Windows-based multi-vendor ATM software. www.phoenix-interactive.com

FARMS.COM - Leading provider of innovative information products and services for the global agriculture and food industries. www.farms.com

HONEYWELL HI-SPEC SOLUTIONS - Leading supplier of advanced applications, training, and services for the hydrocarbon processing, chemicals, and pulp and paper, and oil and gas industries. www.honeywell.com

STARTECH.COM - Provider of a complete range of IT and A/V products for a diverse customer base that spans many channels, including government, education and industrial facilities. www.startech.com

BELL CANADA (IT) - Canada's largest communications company, providing the most comprehensive and innovative suite of communication services to residential and business customers. www.bell.ca

ACTIVPLANT CORPORATION - Software applications and plant-wide solutions to high-volume Manufacturers. www.activplant.com

DRN COMMERCE - Debt-recovery software provider to assist financial institutions, law firms, collection agencies. www.drncommerce.com

PFW SYSTEMS CORPORATION - Leading provider of management software for Equipment Dealerships throughout North America. www.pfw.com

IBM SOFTWARE GROUP - Leading Enterprise Asset Management software provider. www.ibm.com/ca/

DIGITAL EXTREMES - Proudly ranks as one of the world's top development studios in the interactive entertainment industry. www.digitalextremes.com

EK3 TECHNOLOGIES - A global multimedia company shaping the niche of the digital signage industry known as narrowcasting. www.ek3.com

TELETECH - A leading global business process outsourcing (BPO) company. www.teletech.com

CITICARDS - A leading full spectrum payment and credit services company. www.citicards.ca

STREAM GLOBAL SERVICES - A global contact center services provider. www.stream.com

ALLIANCE ICOMMUNICATIONS - Customer Contact Services Centre. www.allianceicomm.com

INFORMATION TECHNOLOGY SALARIES IN LONDON, ONTARIO		
CONVERSION RATE: C\$1.00 = US\$0.82		
	C\$	US\$
MIS Manager	85,079	69,765
Project Manager	76,095	62,398
Project Leader	63,106	51,747
Development: Systems Expert	77,394	63,463
Systems Programmer Analyst- Senior	60,724	49,794
Systems Programmer Analyst- Intermediate	52,714	43,226
Systems Programmer Analyst- Junior	35,937	29,468
Senior IT Architect	73,900	65,032
IT Architect	76,744	62,930
Software Developer - Senior	56,611	46,421
Software Developer - Intermediate	46,436	38,078
Software Developer - Junior	39,184	32,131
Integration Programmer - Intermediate	57,369	47,043
Business Consultant - Senior	77,610	63,641
Business Systems Analyst - Senior	62,132	50,948
Business Systems Analyst - Intermediate	44,813	36,746
Business Systems Analyst - Junior	38,968	31,953
Technical Services and Support - Director	85,620	70,209
Systems Administrator - Senior	66,678	54,676
Systems Administrator - Intermediate	50,550	41,451
Systems Administrator - Junior	41,241	33,817
Database Analyst - Senior	69,817	57,250
Quality Assurance Analyst	37,019	30,356
Operations Manager	69,059	56,629
Computer Operator - Senior/Team Leader	48,493	39,764
Computer Operator - Intermediate	34,097	27,959
Hardware Maintenance Technician	39,834	32,663
Help Desk Manager	62,348	51,125
Help Desk Support Specialist - Senior	48,709	39,942
Help Desk Support Specialist - Intermediate	38,318	31,421
Help Desk Support Specialist - Junior	28,901	23,699
Network Operations Manager	73,822	60,534
Network Technician - Senior	55,529	45,534
Network Technician - Intermediate	47,735	39,143
Network Technician - Junior	44,596	36,569
LAN Administrator	48,818	40,031

Source: LEDC

PEOPLE

TRAINING, EDUCATION AND FACILITIES

FANSHAWE COLLEGE

Fanshawe College is one of the larger colleges in Ontario with approximately 15,000 full-time students. The college encourages practical training and currently has approximately 3,500 apprentice positions and 32 postsecondary cooperative education (co-op) programs. Fanshawe works closely with industry to determine current and future skill requirements and organizes its programs to meet employer needs.

Fanshawe College has positioned itself as an industry leader in technology training, offering students a variety of programming options. Fanshawe offers a wide variety of undergraduate and post-graduate programs and courses that lead to employment opportunities.

THE UNIVERSITY OF WESTERN ONTARIO

Established in 1878, The University of Western Ontario (Western) plays an integral role in the education and training in London. With an annual enrolment of more than 30,000 students and some 190,000 alumni worldwide, Western provides the region with a constant stream of skilled graduates from more than 60 different degree and diploma programs.

GRADUATES	
Fanshawe College	
Contemporary Media	350
Information Technology	240
Art & Design	380
Western	
Computer Science	140
Software Engineering	35

THE STILLER CENTRE

Located in the Research Park @ Western, this 50,000 sq. ft. facility can accommodate up to 20 new companies at one time. The facilities are designed for start-up technology companies and offers tenants business planning support, including market research, mentoring and operations analysis. www.stillercentre.com

THE RESEARCH PARK

The Research Park is strategically located adjacent to the University of Western Ontario, the Robarts Research Institute, and the London Health Sciences Centre. Located in the park is a National Research Council facility, emerging companies in the Stiller Centre for Technology Commercialization, and a full service executive hotel and conference centre. The Research Park also maintains a second campus focused on the chemical industry and provides support services for business to access university resources. www.researchpark.ca

FACULTY OF ENGINEERING

The Faculty of Engineering at The University of Western Ontario supports several local companies with resources, research facilities and group including the Advanced Fluid Mechanics Research Group, the Biomaterials and Medical Devices Research Group, the ECE Robotics and Real Time Systems Lab and the Facility for Intelligent Decision Support, among others. eng.uwo.ca

SHARCNET

SHARCNET is a consortium of colleges and universities in a “cluster of clusters” of high performance computers, linked by advanced fibre optics. The unique computational infrastructure combines an active academic-industry partnership, enabling world class computational research in critical areas of science, engineering and business. www.sharcnet.ca

TALENT

The most significant incentive for locating in London is the overall quality of our labour force. London workers are among the most highly educated, skilled, productive and reasonably priced in the world. The governments of Ontario and Canada assist employers by providing tax incentives and wage subsidies for hiring and training.

- ✓ ***Apprenticeship Training Tax Credit*** provides private sector employers with up to \$15,000 for the first 36 months of training for apprentices in qualifying skilled trades including some IT positions.
- ✓ ***The Ontario Cooperative Education Tax Credit*** for employers consists of a tax credit for 10% of salary or wage to a maximum of C\$1,000 per three month work placement for students in cooperative education or leading edge technology programs.
- ✓ ***The National Research Council (NRC)/Industrial Research Assistance Program (IRAP)*** provides a wage subsidy which enables technology based companies to hire recent graduates for six months and use their skills to help develop their company's technology.
- ✓ ***The Ontario Job Connect*** program provides a wage subsidy to enable employers to hire and provide on-the-job-training.
- ✓ ***The Federal Targeted Wage Subsidy*** program provides wage subsidy for up to one year (maximum 60% of wages paid) to hire individuals re-entering the workforce.

RESEARCH AND DEVELOPMENT

- ✓ ***Industrial Research Assistance Program*** for small and medium size Canadian enterprises' pre-commercialization and commercialization efforts. This program provides non-repayable assistance up to \$350K and repayable assistance up to \$500K. Visit irap-pari.nrc-cnrc.gc.ca.
- ✓ ***Scientific Research & Experimental Development (SR&ED)*** program is a federal tax incentive program to encourage Canadian and foreign businesses to conduct research and development in Canada. It is the largest federal funding program for technology firms.
- ✓ ***Natural Sciences and Engineering Research Council of Canada (NSERC)*** is the national instrument for making strategic investments in Canada's capability in science and technology. NSERC supports both basic university research through discovery grants and project research through partnerships among universities, governments and the private sector, as well as the advanced training of highly qualified people.
- ✓ ***The OMDC Interactive Digital Media (IDM) Fund*** is designed to provide Ontario interactive digital media content companies with access to the final piece of funding required to move their proprietary projects into production. Successful applicants will receive a non-refundable contribution of up to \$100,000 to a maximum of 50% of the project budget to create a market-ready interactive digital media content product. For more information, please visit www.omdc.on.ca.
- ✓ ***The Ontario Innovation Tax Credit (OITC)*** is a 10% refundable tax credit for qualifying public and private corporations having a permanent establishment in Ontario. Corporations are eligible to claim the full OITC where their Ontario taxable paid-up capital and federal taxable income in the preceding taxation year do not exceed \$25 million and \$200,000 respectively. If the corporation is part of an associated group, the taxable paid-up capital and federal taxable income of those corporations must also be included in the determination of the annual qualifying expenditure limit.

INFRASTRUCTURE

GOVERNMENT SUPPORT PROGRAMS

GOVERNMENT OF ONTARIO PROGRAMS

- ✓ *The Innovation Demonstration Fund (IDF)* is a discretionary, non-entitlement funding program administered by the Ministry of Research and Innovation that focuses on the commercialization and initial demonstration of globally competitive, innovative technologies, processes and/or products.
- ✓ *The Ontario Research Fund Research Excellence (ORF-RE)* program is a four-year, \$217 million fund to promote research excellence in Ontario by supporting leading-edge research, developing research talent and encouraging partnerships between research institutions and business. Funding is open to Ontario research institutions that must have a commitment from private sector partners to contribute one-third of the total proposed costs.
- ✓ *The Ontario Research Fund Research Infrastructure (ORF-RI)* program promoted research excellence by supporting the eligible capital costs of research for Ontario's universities, colleges, hospitals and research institutes. The \$300 million program provides matching funds toward projects that have been awarded a grant from the Canada Foundation for Innovation (CFI). www.ontariocanada.com
- ✓ *The R&D Super Allowance*, another MEDT initiative, provides additional deductions for corporate income tax purposes for qualifying R&D performed in Ontario. For corporations which are not Canadian-controlled private corporations, Ontario provides a 25% additional deduction on qualifying R&D expenditures. For Canadian-controlled private corporations, Ontario provides a 35% additional deduction for qualifying R&D expenditures in Ontario.
- ✓ *Ontario Business Research Institute Tax Credit (OBRI)* provides a 20% refundable tax credit for research and development expenditures incurred in Ontario as part of an eligible research institute contract.
- ✓ *Ontario New Technology Tax Incentive (ONTTI)* encourages the development and transfer of new technology by helping to create increased access to the latest technology. It provides an immediate 100% income tax deduction of the cost of eligible intellectual property acquired by a corporation from an unrelated person for the purpose of implementation in a business of the corporation that is carried on in Ontario.
- ✓ *The Retail Sales Tax Exemption* on research and development and manufacturing equipment is provided on equipment used exclusively by manufacturers for a combination of manufacturing and R&D. It is also provided on equipment used exclusively for research and investigation by non-profit medical research facilities.
- ✓ *Ontario Centres of Excellence* consist of five centres - Centre for Energy; Communications and Information Technology Ontario; CRESTech; Materials and Manufacturing Ontario and Photonics Research Ontario. They promote the economic development of Ontario through directed research, commercialization of technology and training for highly qualified personnel. www.oce-ontario.org.

CONTACT

Larry MacKinnon
Director, Business Development, Technology
London Economic Development Corporation
Tel. 519.661.5011
lmackinnon@ledc.com

[10 really good reasons to invest in London

Our people

location

transportation infrastructure

healthcare facilities

educational institutions

research facilities

industrial strength

cultural diversity

work environment

quality of life]



LONDON ECONOMIC
DEVELOPMENT CORPORATION

800 327 2428 519 661 4545 www.ledc.com