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Call center opens in Chambersburg

By **JENNIFER FITCH**

waynesboro@herald-mail.com

CHAMBERSBURG, Pa. — As a call center with a major government contract marked its grand opening Thursday, the celebration seemed to be as much about its future growth and employment levels as accomplishments to date.

April Arnold of Dillsburg, Pa., answers customer questions Thursday at a Catapult Technology call center in Chambersburg, Pa. The company moved 45 employees from Letterkenny Army Depot to the North Pointe Business Center a month ago. **(Credit: Jennifer Fitch / Staff Writer)**

Catapult Technology moved 45 employees from Letterkenny Army Depot to the North Pointe Business Center a month ago. The information technology service provider is 2 1/2 years into a \$200 million contract with the General Services Administration.

The call center, which is actively seeking new contracts and work, can expand up to four times in the new facility, operations manager Scott Gallagher said.

"We're trying to be the employer of choice in Franklin County," he said.

Gallagher said new employees receive extensive training to help GSA callers with technology-related questions. The call center, now on Philadelphia Avenue, is staffed day and night all year.

Franklin County Commissioners Chairman Bob Thomas thanked Catapult Technology of Bethesda, Md., for retaining the jobs in Chambersburg, rather than sending them overseas.

"This is a small business that has made a big impact," Catapult Chief Information Officer Casey Coleman, saying the center has a customer satisfaction rate greater than 90 percent.

CEO Randy Slager built his business from nothing to today, when it employs 600 people. Slager suffered a spinal cord injury while serving in the U.S. Army and tries help other veterans with entrepreneurship.

"Catapult has always planned for smart growth," he said, saying he hopes to expand the call center through workforce and educational opportunities in Franklin County.

Gallagher said people can go to www.catapulttechnology.com to learn about job opportunities.

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