

Written by Lisa Lacher

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Strategic Investment in Caleris to Preserve Iowa Jobs and Ensure Expansion WEST DES MOINES, Iowa – (Feb. 5, 2014) –

[Iowa Network Services](#)

(INS) announced today the acquisition of

[Caleris](#)

, an Iowa-based company offering outsourced call center solutions and other services primarily to telecommunication and technology businesses.

“Caleris is a great fit with the back-office services we currently provide to enhance the productivity of our business customers, as the company has a great onshore call center model that competes with global leaders,” said Ron Keller, President and CEO of INS. “This is one more example of how we’ll continue to support our current customers and shareholders by diversifying into businesses with a proven track record of profitable growth.”

Caleris was founded in 2003 by two native Iowan entrepreneurs, Rick Grewell and Sheldon Ohringer, who will remain in their leadership roles with the company following the acquisition. Caleris will continue to operate under the same name.

“We are thrilled to be partnering with INS, a company that has continually supported rural economic development in Iowa. We look to expand our current operations and workforces in Manning, Jefferson, Newton and Marshalltown, while also seeking additional sites in our state,” Ohringer said. “Although we were approached by other potential partners, our No. 1 goal is to propel our long-term growth strategy right here in Iowa, and we are pleased to announce our plans of adding 100 people by year-end.”

INS and Caleris are working closely on this transition to ensure customers continue receiving the highest levels of service. While the companies will work together to add jobs across the state, the acquisition will improve certain organizational efficiencies, leading to the reduction of some INS positions in Des Moines. Impacted individuals have been notified, will receive at least 60 days notice and outplacement services, and have been encouraged to apply for

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openings within other areas of INS or at Caleris, which is constantly seeking qualified individuals with similar skill sets.

The acquisition reflects INS' continued commitment to expand service offerings and leverage network connectivity to the business community. When formed in 1987, INS was focused exclusively on serving the more than 150 Independent Telecommunications Companies in Iowa with voice and long distance services. Now, INS has expanded its markets and product offerings to include the state's largest fiber optic network, digital video services, a data center, cloud computing, wireless communications, human resources services and a host of other information technology and communication solutions.

INS has a positive history of acquiring Iowa companies and achieving diversification. In 2013, Merit Resources and Internet Solver were welcomed to the INS Family of Companies and both have exceeded their revenue and profitability goals.

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About the INS Family of Companies

The Iowa Network Services (INS) Family of Companies employs 400 Iowans and forms the only statewide end-to-end communications, information technology and business services resource that is Iowa-owned and supported by Iowans. INS is privately owned by a group of 122 Iowa Independent Telecommunications Companies that has served rural Iowans since 1989.

About Caleris

Headquartered in West Des Moines, Iowa, Caleris operates exclusively from Iowa customer support centers in the communities of Newton, Marshalltown, Manning and Jefferson. The company specializes in delivering outsourced inbound support services including technical support, customer care, and IT corporate help desk. Caleris serves clients in varying industries, ranging from consumer electronics manufacturers, telecom and datacom companies to insurance companies. In addition to help desk services, Caleris provides user-generated content moderation for social media websites. For more information, visit www.caleris.com or call

[515-331-0560](tel:515-331-0560)