

## Markham to be home to North America's largest 'super stage'

The City of Markham has greenlit the development of a \$100-million studio complex near 14th Avenue and Kennedy Rd. – including the largest film, TV and digital soundstage of its kind in North America.



Mayor Frank Scarpitti (left) joined First Studio City founders Frank Sicoli and Markham native Dominic Sciuillo (centre) and Vincent Ke, parliamentary assistant to the Ontario Minister of Culture, Tourism and Sport, to announce the project at the Toronto International Film Festival in September.

The 400,000-square-foot First City Studio complex will attract all levels of media productions, housing more than 20 sound stages of different sizes, plus extensive backlots, offices and support services on 15 acres within the 14th Avenue employment district.

Markham Movieland is to be designed by Quadrangle Architects and built by the Remington Group, with the goal to open by 2020. When it's completed, the facility will

be large enough to accommodate two major Hollywood-style productions as well as several simultaneous, mid-size features. The 70,000-square-foot "super stage" alone would support a blockbuster movie project.

Markham Movieland also plans to make the facility a hub for film and innovation, providing unique experiential learning and state-of-the-art media technology. It will work with area high schools, Seneca College and York University to

foster career development.

Mayor Frank Scarpitti joined the owners at the Toronto International Film Festival to announce the project in early September. "This studio will be

a major economic driver for us, creating high-quality jobs and a hub for talent and innovation," the Mayor noted. To learn more, visit [firststudiocity.com](http://firststudiocity.com)

## Celebrating homegrown talent!

From shooting hoops at Milliken Mills High School, to going neck-and-neck with Usain Bolt at the 2016 Rio Summer Olympics, Markham's own Andre De Grasse has risen to fame around the world. Now, he has a street named after him in his hometown.

"Andre's accomplishments have earned him a rightful place in the history books, and now his name will forever be a part of our city's landscape," said Mayor Frank Scarpitti at the dedication. "Andre's love for our community is strong. He has established the Andre De Grasse Family Foundation as a way to empower youth and help them reach their full potential."

Andre became the only Canadian to win medals in all three sprint events at a single Games. He burst onto the scene the previous summer, winning the 100m and 200m events at the 2015 Toronto Pan Am Games.



Olympic silver medalist Andre De Grasse joined Mayor Frank Scarpitti and well-wishers at the street-naming ceremony in Downtown Markham this September.



Markham is home to Canada's second-largest innovation ecosystem. We have the diversity of talent and culture needed for large-scale film and television productions, and the lowest industrial and commercial taxes in the GTA.



Markham Mayor

Frank Scarpitti



# Markham's net-zero plan targets major energy reductions

The City of Markham is undertaking an ambitious municipal energy plan with the goal of achieving net-zero emissions by 2050 through several innovative projects.

Laid out in a report entitled "Getting to Zero," the plan's three core goals are to decrease local energy consumption, switch to low-carbon renewable energy sources and increase local energy generation from renewable sources. The primary focus is on the transportation and building sectors, challenging Markham – and Markhamites – to find sustainable, non-fossil fuel sources and carbon offsets to achieve net zero emissions by 2050. The plan is based on 2011 figures.

Opportunities to reach this target include developing new

building standards, retrofitting existing buildings, greening vehicles and encouraging residents to engage in active transportation – from taking public transit to walking and riding bicycles. One project will study the impact of charging electric vehicles on the province's electricity grid, with increased charging stations available to aid users in the study area. Another proposes to create a net-zero neighbourhood of 400 homes anchored by a district geothermal energy system, helping to set up a framework for national net-zero construction standards by 2030.

Lead consultant for the plan is Sustainability Solutions Group. Among other recommendations, the group notes that land-use patterns can help reduce GHG emissions without major capital investment. This includes making appropriate use of increased building densities to encourage working and living within walking, cycling and transit distances.

"Our target is more aggressive than the provincial and federal goals," notes Graham Seaman, Markham's Director of Sustainability and Asset Management. "We think it's very achievable and we cer-



Meeting at the Markham Civic Centre are Satoshi Matsushita (left), Executive Officer & Group President, Global Strategic Planning & Marketing, Mitsubishi Electric Corp. from Japan and Graham Seaman, Sustainability Director, City of Markham. Markham's 2017 business mission to Japan kindled Mitsubishi's interest in the City's Net Zero 2050 objective.

tainly need our community on board to help us out with this."

# Doxim powers customer engagement in financial sectors

Since 2000, Doxim has scaled up its business to serve more than 1,800 clients across North America. Doxim's unique Customer Engagement Platform helps banks, credit unions and wealth management firms address their digitization and operational efficiency challenges.

Doxim helps its clients stay ahead of disruptive consumer and market trends. In the early 2000s, the original mission was to help financial institutions transition from a "paper-only" world to an omni-channel future where consumers had the choice of

solutions that help digitize processes and engage consumers along their entire journey with their financial institution. Doxim's unique Customer Engagement Platform includes account opening, loan origination, CRM, campaign management, content management, client onboarding and more.

# doxim®

receiving printed or electronic documents. Since then, Doxim has continued innovating, and today offers a full range of SaaS

Doxim employs 500+ people across eight locations in North America, with 20% of staff working at its Canadian headquarters in Markham. In fact, half of Doxim's Markham office staff



Doxim CEO Chris Rasmussen welcomes Mayor Frank Scarpitti at the company's Canadian headquarters in Markham.

live in York Region. By headquartering in the heart of the region's tech hub, Doxim has ensured access to great talent to power its continued innovation.

The company has received numerous awards recognizing its rapid growth, including rankings on the Growth 500, TechnologyFast50, and

Branham300 lists. "Doxim's purpose is to transform experience – the experience of our clients, their end customers, their staff and our employees," said Chris Rasmussen, CEO of Doxim. "We are proud of our success on the journey to achieve this vision." For details, visit [doxim.com](http://doxim.com)



# Optimizing network solutions for over 35 years

NDA is helping telecom providers worldwide increase the efficiency of their business through its specialized network optimization applications.

NDA's story began in 1983 in Unionville, in a room of founder Baris Dortok's home. Soon, with the aid of three scientists he employed, the team developed its first network optimization application and called it AUTONET. AUTONET proved to be a hit with all corporations with large enough networks, as it would significantly cut their network costs. In the following years, as technology expanded, a web application was developed to provide optimal solutions directly to telecom carriers.

Today, telecom companies rely on NDA's software platform to optimize, configure and generate quotes for their business and wholesale custom-

ers. Working with NDA, they have been able to decrease quote turnaround times, increase quoting efficiency and decrease sales administrative costs. NDA's platform is integrated to each telecom user's front and back office applications to further streamline operations. Initially focused on the North American market, NDA has now expanded to meet the needs of international providers in Europe and the Far East.

NDA attributes its success to its commitment to customer satisfaction and experienced staff, who have worked with NDA for an average of 15 years. Every implementation is adapted to each customer's spe-



Senior staff guiding the ship for NDA include (from left): Alex Dortok, Manager, Business Development; Mirela Tudorancea, Technical Director; Baris Dortok, President; Evelyn Dortok, Director, Operations; Hing Wong, Senior Developer; Albert Lam, Senior Developer; and Desiree Dortok, Director, Customer Solutions.

cific needs while taking advantage of the core functionality that has evolved through the years by customer feedback. The company celebrates 35 years of operating successfully

in Markham. For more information, visit [ndacorp.com](http://ndacorp.com)



# Innovation takes centre stage in Mayor's MBT speech

Kicking off his annual speech to more than 500 business and community members, hosted by the Markham Board of Trade in May, Mayor Frank Scarpitti returned again and again to one powerful theme: Markham drives innovation, and innovation powers the Markham economy.

"Innovation is a process of developing new ideas. It's about creating new value and a new way of doing business," noted the Mayor. "Markham lies at the heart of Ontario's innovation corridor, with more than 1,500 high-tech and life sciences companies based here generating 37,000 jobs. Markham businesses span the world, and the

companies in Markham are at the core of our changing world – from IBM, AMD and Huawei to General Motors Canada, whose new Technical Centre will support 1,000 employees, including 700 software engineers dedicated to creating the future car," he said.

Using a one-on-one interview format, the Mayor chatted with leaders about why they chose Markham and what they see for the future. General Motors Canada VP Ken Kelzer believes Markham has a clear capacity for innovation, as well as proven talent, great universities, startups and innovative partners. "This is now the tip of the spear," he noted. Chris Bratty, Remington President,



"Innovation drives fiscal success," noted the Mayor at the annual MBT business luncheon. "In addition to maintaining the lowest industrial and commercial taxes in the GTA, I'm proud to say we have robust reserves and are fiscally set to repair and replace the City's assets for the next 25 years."

Land Development & Investments, credits working with the then Town of Markham to plan and build quality developments within the Markham Centre lands, starting in the late 1980s. "Today's Markham is the result of intelligent effort. In my travels across Canada, Markham is

the apple of everyone's eye."

The Mayor closed with his vision to make Markham a magnet for global talent by creating a new talent hub with the private sector. "We need access to talent to thrive, to disrupt, to innovate – to win in a global economy."

# RESOURCES FOR MARKHAM BUSINESSES

The City of Markham recently launched ePLAN, a paperless, end-to-end, automated system allowing businesses, developers and builders to submit plans for review and approval. Whether

you're applying for planning approval for a new project or need a building permit for alterations or a tenant fit-up, ePLAN allows you to upload plans from home or office. Users need no special software,

just a Wi-Fi connection. The system can also be publicly accessed to track and update the status of a submitted development application. Access ePLAN at [markham.ca/ePlan](http://markham.ca/ePlan)



## Business continuity planning – the road to resilience

Every day, businesses large and small face disruptions that can directly affect their operations, causing a loss of money and reputation. With the frequency of severe storms increasing in recent years, business owners need to think about how their business would be impacted by a power outage, technology failure, flood, ice storm or disease outbreak.

Continuity planning helps a business be ready to prevent or mitigate a loss of service when any of various scenarios affect their work – loss of technology,

loss of facility, loss of people. It also builds resilience and can provide added assurance to clients that goods and services will be provided, even in times of crisis. Similarly, if a business depends on a supply chain, it is a recommended practice to require suppliers to provide their business continuity plans to prevent delays.

While continuity planning can be daunting at first, there are several resources available to help. Visit these links. York Region: [york.ca](http://york.ca) (Emergency Preparedness). Public Safety



Canada: [publicsafety.gc.ca/cnt/rsrscs/pblctns/bsnss-cntnt-plnng/index-en.aspx](http://publicsafety.gc.ca/cnt/rsrscs/pblctns/bsnss-cntnt-plnng/index-en.aspx). Public Health Agency of Canada: [phac-aspc.gc.ca/influenza/bcp-eng.php](http://phac-aspc.gc.ca/influenza/bcp-eng.php)

*It is estimated that as much as 40-60% of small businesses never reopen after an emergency or disaster.*

## Benefiting from York Region's water conservation programs

Since 1998, York Region has been offering water conservation programs to help meet increasing water demand across all sectors in one of Canada's fastest growing regions. The Region has been



delivering the ICI Capacity Buyback Incentive programs to

target high water users of industrial, commercial and institutional (ICI) facilities, which are typically the largest water consumers. The programs offer a water audit at no cost to an ICI consumer to identify customized water-saving upgrades and associated incentives. Through the ICI Capacity Buyback Incentive program, more than 300,000 litres of water have been saved daily.

The Region's Water Efficiency



*York Region offers water equipment replacement incentives to businesses. Annual water savings can total up to \$4,000 depending on the type of equipment replaced.*

Equipment Replacement Incentives program helps small- to medium-sized ICI businesses replace inefficient equipment with new water-efficient equip-

ment by providing a rebate per unit replaced. Find more info on York Region's water conservation program at [york.ca/waterincentives](http://york.ca/waterincentives)



# Markham delivered learning series on key global markets

The City works closely with local business networks and all levels of government to facilitate trade channels that support two-way investments between Markham and targeted global markets – the U.S., China, Germany, Japan and India.



*Export Development Canada's Vice-president and Chief Economist Peter Hall examined global market trends, challenges and opportunities for investment.*

In 2018, Markham's international program implemented a series of learning events focused on sharing intelligence on key global markets to support local businesses looking to enter international markets. The events were based on a partnership between the City of Markham and key organizations including the Association of Chinese Canadian Entrepreneurs (ACCE) and Export Development Canada (EDC), the Canada-India Business Council (CIBC), and Italian Chamber of Commerce of Ontario (ICCO).

Through panel discussions and keynote addresses, the series brought together leaders and representatives of ethnic business groups who possess

deep working knowledge and experience of targeted international markets to share insights, forecasts and ideas regarding the business climates, market trends and effective market-entry methods.

The City runs an active international investment and attraction program – part of the Global Markham priority of the Markham 2020 10-year Economic Strategy. The goal of Global Markham is to facilitate foreign direct investment (FDI) to equal or exceed domestic investment in new jobs in key growth sectors: ICT; Life Sciences; Financial Services, Professional, Scientific and Technical Services; Green Technologies; Education and Health Care.

To date, Markham is home to over 200 foreign-owned companies, representing the highest share of FDI in York (45% of total). More than 29,000 jobs generated by these companies represent 60% of all FDI employment in the region. ICT is by far the leading sector of FDI in Markham, representing about 50% of all foreign companies and FDI

employment. Life Sciences and Healthcare is the second largest industry cluster, followed by consumer products and Financial Services.



*Mayor Frank Scarpitti joined panel speakers and participants at the City's Learning Seminar Series, discussing opportunities and insights about the India market.*

## Leadership changes in Markham's innovation ecosystem



**ARVIN PRASAD** is Commissioner, Development Services for the City of Markham. His extensive portfolio includes Planning and Urban Design, Engineering, Building Standards and Economic Growth, Culture and Entrepreneurship. Arvin holds a Bachelor of Applied Arts in Urban and Region Planning and a Masters of Public Administration in local government. He is a professional planner with 25 years of progressive experience in policy and development planning.

**MELISSA CHEE** is the President and CEO of ventureLAB, a leading innovation hub in Markham, York Region. She is a visionary leader and successful tech entrepreneur, a passionate advocate for innovation in Canada to advance our global competitiveness, women in STEM and other community impact initiatives. Melissa serves on NGen Canada's board, leading Canada's Advanced Manufacturing Supercluster. She earned an MBA from the University of Toronto with Honours and a Bachelor's Degree in Computer Engineering from McGill University.



**DR. RUI WANG** joins York University as Deputy Provost to lead the Markham Campus planning and development. He comes from Laurentian University, and has held appointments at Lakehead University, University of Saskatchewan and Université de Montréal. His work has encompassed strategic planning, academic policies and programming, communications, enrolment management, student services and government relationships. He has worked closely with governments at all levels to foster strong partnerships and support local industry. Dr. Wang holds an MSc and MD from universities in Xi'an and Shandong, China and a PhD in physiology from the University of Alberta.

## Engineering local success with EXP

Pursuing its mission to understand, innovate, partner and deliver, EXP provides engineering, architecture, design and consulting services in Markham and around the world.

Over its 112-year history, EXP has grown to over 3,000 employees across more than 90 offices in North America. In Markham, the company is well positioned to lend its expertise to virtually any engineering project Markhamites need to live, work or play. Whether it's designing new building developments, expanding transit capacity, updating commercial and retail spaces or building entertainment and sports complexes, EXP has contributed to more than 500 projects that position our community for future growth.

EXP completed the award-

winning Stiver Mill renovation and restoration in 2014 and conducted in-depth geotechnical investigations for the Berczy Beckett parks. The company has repaired and maintained critical infrastructure such as the Cor-



nell Community Centre and parking garage. It also upgraded the Rougecrest pumping station. For the retail sector, EXP provided engineering services



EXP has provided engineering solutions for Markville Mall's expansion, redevelopment and renovations for almost 20 years.

for the Markville Mall redevelopment and the mixed-use community at Langham Square.

Beyond the world's built and natural environment, EXP also understands the responsibility of being a good corporate citizen. It actively raises funds and participates in a variety of community-driven events, such

as golf tournaments, charity runs, bake sales and boat races to support a wide variety of initiatives. In all, we've raised well over \$1.4 million for local charities and foundations. Discover more about how EXP helps Markham thrive at [EXP.com](http://EXP.com)

## Hyperion Sensors brings true smarts to power utilities

In three short years, Markham-based Hyperion Sensors has developed a ground-breaking solution for the power utility sector, using optical fiber-based sensing.

For the first time ever, Hyperion's solution gives the utility real-time data and analytics about the health and operational status of key power grid equipment such as transformers. Previously, utilities had access to little or no information from inside the core of their multi-million-dollar asset. Hyperion's revolutionary new solution can be deployed onto all high-voltage assets – from transformers and switchgear to underground power cables – making the entire grid “smart” from end to end.

The company is earning recognition on the global stage. In 2017, Hyperion beat out

more than 250 entrants to join the Ameren Accelerator program for energy startups. The company was also chosen as one of Canada's 25 Top Up and Coming Information & Communications Technology (ICT) companies by the Branham Group. Hyperion's research and innovation focus has helped it win awards from provincial (OCE) and federal (IRAP) research grant programs. In 2018, co-founder Anselm Viswasam was profiled by the Ontario Society of Professional Engineers as one of four “Remarkable Engineers” in Canada.

Hyperion's team of world-class engineering talent and



depth of industry experience make it unique among startup companies. Markham's excellent innovation eco-system allows Hyperion to undertake leading-edge R&D while also benefiting from access to top-level technical talent. Learn more at [hyperionsensors.com](http://hyperionsensors.com)

Mayor Scarpitti join members of the Hyperion Sensors team in their lab space at ventureLAB to learn about the company's impressive technology.





# Genesys, world leader in customer experience technology, accelerates growth in Markham

Innovations in the intersection of AI with customer experience are resulting in continued expansion in Markham for Genesys.

International software pioneer Genesys is a leader in cloud and premise customer experience (CX) solutions that enable more than 11,000 companies in 100+ countries to provide customers with superior



experiences at lower costs. In fact, Genesys has been named a leader in the Gartner 2018 Magic Quadrant rankings for the 23rd time. Genesys CEO

Paul Segre was named a 2018 Glassdoor's Top 25 CEO in Canada with a 96% approval rating, a key reason Markham is the company's highest-ranked global location.

Genesys has become a magnet for top talent. Seasoned professionals, co-op students and graduates from top universities are drawn to this flourishing company. Genesys provides a supportive environment with opportunities for innovative work and unparalleled career growth. Collaborative, cross-



Genesys hosts the Toronto Tech Summit to explore breakthrough ideas for experiences using technology.

functional teams are working on exciting artificial intelligence strategies and continuous improvements to an extensive suite of products for enterprise self-service and workforce engagement. Talented developers look forward to the Genesys Hackathon. Participants are provided with a robust set of tools, APIs and tutorials. Teams have 24 hours to create an application using the firm's powerful

Cloud APIs.

Genesys also hosts the Toronto Tech Summit, providing attendees with a day focused on revolutionizing, modernizing and crafting incredible experiences through technology. Genesys brings together innovative and knowledgeable speakers who provide insights into the emerging trends of technology. For more information, visit [genesys.com](http://genesys.com)



Gold Line's state-of-the-art Markham Data Centre is housed within the company's Canadian headquarters.

GL CloudConnect is the enterprise arm of the Group of Gold Line (GL), an international service provider and technology integrator that offers cloud and telecom solutions for small and medium-sized businesses, enterprise partners and clients, along with other value-added services.

GLCC enables customers and partners to optimize

today's technologies through a comprehensive portfolio built around three distinct applications: communications, out-



sourced customer care and data centres. While each GLCC offering stands on its own for addressing specific needs, they are highly complementary and

## GL CloudConnect reflects a cloud-first strategy

Cloud is the common thread to all of GLCC's offerings, designed to help businesses realize new-found flexibility to move from the constraints of legacy technology.

can readily be combined, either at once or in phases over time.

Headquartered in Markham, GLCC is 100% Canadian-owned and employs more than 250 people nationally. The company's data centre in Markham is compliant with PCI and SoC2 security standards. GLCC also maintains a redundant data centre in Montreal.

GLCC identifies its customer-centric culture as a point of real distinction, especially

compared to foreign-based companies who have only minimal support presence in Canada. Gold Line has evolved into a pioneering technology company with a stated mission of, "Connecting you to what matters." The company views the cloud as an untapped growth opportunity and plans to continue investing to expand its portfolio and provide more resources. For more, visit [glcloudconnect.com](http://glcloudconnect.com)

## Russell Aquatics realizes a shared dream

Sparked by Markham's Summer Company program, Russell Aquatics began as a backyard swim school in the spring of 2004 and has grown steadily ever since.

As students, sisters Kerri and Kristi Russell became involved in the Markham Summer Company young entrepreneurship program, managed through the Markham Small Business Centre.



This program fueled the love of business and entrepreneurship for both owners and encouraged them to create a business plan.

Over the past decade, Kristi and Kerri have taught thousands of children the importance of learning to swim. They have grown the company to include programs for all ages and levels – from parent-and-tot and adult swim to aquafit and certified lifesaving courses. Their staff of bright, enthusiastic instructors is passionate about teaching these important life skills. In the spring of 2018, Russell Aquatics was pleased to open a dedicated facility in Boxgrove, custom designed for swimming instruction as well as



Surrounded by their enthusiastic staff are sisters Kerri and Kristi Russell (sixth and seventh from left), who co-founded Russell Aquatics with guidance from Markham's Youth Entrepreneurship program.

family interaction.

"Through all our growth," explains Kerri, "it's still true that nothing feels better than having a parent come up and tell us how our classes have given their kids the skills they need to avoid tragedy. We have felt

the joy from the parents and students we've been blessed to know over the years. It's incredible when you are able to build your dream from your passion." For offerings and schedules, visit [russellaquatics.com](http://russellaquatics.com)

## York U's YSpace startups earn big boosts

Three of the shining startups incubated in York University's YSpace community innovation hub in Downtown Markham are gaining high-profile attention for their work.

**Node connects foodies** – Food creates amazing social media content and people are driven to it, said Armin Faraji, co-founder of the Node app, launched and widely publicized this summer. The app connects micro-influencers with Ontario restaurants. Instagram users with more than 1,500 followers can sign up to redeem "nodes" – free food or drinks from restaurants in exchange for a post. Businesses pay a \$100 a month and can create as many nodes as they

wish. More than 200 influencers and some 20 businesses are on the platform now, with more in the pipeline, Faraji said.

**Phyxable competes for Canada** – Phyxable is an app that provides users with actionable, step-by-step video tutorials to fix chronic or acute, physical pain. Taught by industry-leading practitioners, the video solutions empower people to fix their pain and prevent injuries on their own, before stepping into a clinic. Now, the found-



ABLE Innovations founder Jay Singh (second from left) is one of four contenders for a \$250K technology prize being awarded in the N100 Power Panel competition.

ers of Phyxable are representing Canada in Israel's Start JLM Competition, which brings together early-stage startup founders from around the globe to experience Jerusalem's startup ecosystem. Phyxable is one of five finalists competing to win the grand prize, with the winner announced at Startup Canada Day on the Hill in October

**ABLE Innovations short-listed for \$250K** – Markham app developer Able Innovations

is one of four finalists competing to win up to \$250,000 in a biennial technology startup competition known as N100, run by the Northumberland Community Futures Development Corp. Competitors pitched to the "N100 Power Panel" in September, and finalists made investment presentations and submitted business plans for review prior to the grand prize selection in November.



### Markham is open for business.

Department of Economic Growth, Culture and Entrepreneurship  
[business.markham.ca](http://business.markham.ca)

