



Information and Communications Technology (ICT) is one of three key sectors and two emerging sectors identified by the City of Niagara Falls as strengths of the economy.

The information and communication technology (ICT) sector is an amalgam of manufacturing, wholesale, and services industries. **Manufacturing subsectors** that fulfil the function of information processing (i.e., Computer and peripheral equipment manufacturing and communications equipment manufacturing) are considered to fall under the ICT umbrella, as do services that intend to enable the function of communications (i.e., data processing, hosting, and related services and computer systems design and related services).

ICT Sector Breakdown

Top Subsectors in the ICT Sector



Electronic and precision equipment repair and maintenance

ICT Subsectors with the greatest number of local businesses



Wired and wireless telecommunications carriers (except satellite)

Other machinery, equipment and supplies merchant wholesalers



Electronic and precision equipment repair and maintenance

ICT Sectors with the largest employment totals



Other machinery, equipment and supplies merchant wholesalers

Wired and wireless telecommunications carriers (except satellite)



Software publishers

Computer and communications equipment and supplies merchant wholesalers



ICT IN THE NIAGARA REGION

Innovate Niagara is a regional innovation centre which looks to support **entrepreneurs** and **companies**. Though they are not solely ICT-focused, their tech incubator has led to a number of successful, local tech companies. Successful ICT businesses that have grown out of Innovate Niagara include:



CREATIVE  BYTES STUDIOS



Morro Images

INFORMATION AND COMMUNICATIONS TECHNOLOGY (ICT)

Jobs and Talent

There are **488 Niagara Falls residents** that work within the ICT sector.

While the industry is currently relatively small in Niagara Falls, the ICT sector has grown with the total number of jobs doubling from **160** in 2010 to **322** in 2020.

Most Common Occupations within Niagara Falls' ICT Sector

NOC	DESCRIPTION	2010 EMPLOYMENT	2020 EMPLOYMENT	% CHANGE (2010-2020)	MEDIAN HOURLY WAGES
6411	Sales and account representatives - wholesale trade (non-technical)	21	37	81%	\$27.39
6221	Technical sales specialists - wholesale trade	15	32	115%	\$26.85
2242	Electronic service technicians (household and business equipment)	6	17	183%	\$25.07
2282	User support technicians	4	15	275%	\$27.11
2174	Computer programmers and interactive media developers	4	14	250%	\$41.54
6552	Other customer and information services representatives	8	13	63%	\$16.68
	<i>Other</i>	<i>102</i>	<i>194</i>	<i>90%</i>	

Top Growing Occupations within Niagara Falls' ICT Sector

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ICT Businesses Located in Niagara Falls

As of 2019, there were 228 healthcare businesses located in Niagara Falls.

Number of Businesses in Niagara Falls' ICT Sub-Sectors

SUB-SECTOR	TOTAL BUSINESSES
Wired and wireless telecommunications carriers (except satellite)	9
Other machinery, equipment and supplies merchant wholesalers	6
Electronic and precision equipment repair and maintenance	4
Paper, paper product and disposable plastic product merchant wholesalers	3
Other	3

Source: Niagara Employer Inventory 2019

Top 10 ICT Businesses in Niagara Falls by Number of Employees

BUSINESS NAME	NO. OF EMPLOYEES
SWS Warning Lights Inc	50-99
Circus World Displays Limited	50-99
Factor Forms Niagara Ltd.	50-99
Tecvalco Ltd.	20-49
Vyadom Inc. / FREEDOM MOBILE	20-49
Bell Canada	10-19
Freedom Mobile	5-9
Tyco Integrated Fire/Security	5-9
Telus	5-9
Wireless Point Communications	5-9

NEW INVESTMENTS

With the new **Niagara South Hospital** anticipated to open in Niagara Falls in 2026, it is expected that cutting-edge technology will overhaul the patient experience, and that smart devices and voice technology will greatly improve the communication capabilities of patient care, allowing for new capabilities including²:

- ▶ Linking doctors virtually to people waiting for a family member in surgery.
- ▶ Using voice technology to replace bedside buttons to expedite and improve patient care.
- ▶ Enhanced connection to Ontario's Telemedicine Network technology, reducing the need for patients to travel to the hospital and reducing the burden on Niagara Falls' healthcare system.

Niagara Falls-Ryerson

Innovation Hub is designed explicitly for tech startups in Niagara Falls. The Hub

offers entrepreneurs access to industry expertise, mentorship, research and development, and a network of available partners. The Innovation Hub is projected to support 85 new ICT companies, commercialize 12 new innovations, and stimulate growth and diversification within this burgeoning sector. healthcare subsectors has opened within the last two years in Niagara Falls.



LOCAL POST SECONDARY PROGRAMS SUPPORTING ICT

The Niagara region's two flagship post-secondary institutions, Niagara College and Brock University, both help develop a substantial skills base within the ICT sector. The programs offered ensure that the next generation of Niagara Falls residents have ample opportunity to grow their skillset in ways that are attractive to advanced manufacturing businesses.

Brock University Programs

- » Faculty of Mathematics and Science
 - Applied Computing
 - Computer Science
 - Computing and Business
 - Computing and Networking Communications
 - Game Programming

Niagara College Programs

- » Computer Engineering Technician
- » Computer Programming
- » Computer Programming and Analysis (Co-op)
- » Computer Systems Technician – Network and Cloud

THE CITY OF NIAGARA FALLS



GENERAL INFORMATION

The City of Niagara Falls, located in the Niagara Region, is a globally recognized brand, and a critical hub for trade between Canada and the United States. The close proximity to the U.S. border and established binational trade corridor through Niagara Falls offer advantages for local businesses within the globalized sector. As one of North America's most important economic trade corridors, the trade that flows across Niagara Falls' borders totals well **over \$100 billion.**

Niagara Fall's GDP accessibility within the 800 km radius equals

\$5.7 trillion

combined GDP.



Strategically Situated

The City of Niagara Falls is strategically located in the centre of some of North America's largest regional markets and represents one of the busiest trade corridors on the continent.



WATERWAYS

Welland Canal (St. Lawrence Seaway) and Niagara River



MAJOR HIGHWAYS

QEW (connecting with 400 series highway)



COMMUTER RAIL AND TRANSIT SYSTEMS

GO Transit (rail and bus), City Regional and local WEGO options



RAIL LINES

CN and CP (passenger and freight)



AIRPORTS

less than 125 kilometres to one regional airport and four international airports



CANADA-U.S. BORDER CROSSINGS

3 international border crossings in the City of Niagara Falls



TELECOMMUNICATIONS CONNECTIVITY

Niagara Regional Broadband Network - dedicated fibre optic network offering ultra-fast service from 10Mbps to 10Gbps

**EASY ACCESS TO OVER 150 MILLION CUSTOMERS WITHIN A DAY'S DRIVE -
2 MILLION WITHIN LESS THAN AN HOUR'S DRIVE (35 km to Buffalo, NY and 128 km to Toronto, ON)**

GENERAL INFORMATION

Talent/Labour Force

When new skill-sets are required, local post-secondary institutions such as Brock University and Niagara College are quick to work with industries to develop specialized training programs.

- Niagara's labour force strengths are in post-secondary educated and skilled-trades workers, with significantly higher proportions of the workforce holding these qualifications than in the province of Ontario.
- Our entrepreneurs continue to invest in new technologies and adapt to the demands of the global marketplace. Companies are meeting the challenges of the new economy by investing in state-of-the-art facilities and emerging technologies. 52% of Niagara businesses are owner operated.

Educational Attainment for Niagara Falls



Brock
University

nc **Niagara**
College
Canada
APPLIED DREAMS.

POPULATION (2021)


97,220
City of
Niagara Falls



491,120
Niagara Region

Top Industries by Workforce



Accommodation
& Food Service



Healthcare and
Social Assistance



Retail and
Trade



Arts, Entertainment
and Recreation

Strategic Business Advantages

The City of Niagara Falls expedites the Development Review Process for major and developments, and does not have any City industrial development charges.



Niagara Gateway Economic Zone and Municipal Employment Incentive Plan provides:

- ◀ Tax Increment Based Funding Program
- ◀ Regional Development Charge Grant Program
- ◀ Municipal Employment Incentive Programs
 - ◀ Planning Application Fee Waivers
 - ◀ Building Permit Fee Rebates
 - ◀ Study Grants



Niagara Foreign Trade Zone (FTZP) provides a 'one-stop shop' access to government programs (from all levels of government) helps businesses reduce administrative costs and burdens associated with international trade by facilitating access to various trade programs available to importers and exporters in Canada.

- ◀ Customs Bonded Warehouse (CBW) Program
- ◀ Duties Relief Program
- ◀ Duty Drawback Program
- ◀ Export Distribution Centre Program
- ◀ Exporters Of Processing Services Program

Competitive Advantages

- 01** Located in the heart of the most affluent consumer market in the world where there is opportunity and connections to multi-modal transportation/global shipping with four major highways, five international bridges, three railways, St. Lawrence Seaway and Canal System, several airports.
- 02** Recognized as Canada's Foreign Trade Zone.
- 03** Large market prospects with a population of 150 million neighboring the United States and the Greater Hamilton and Toronto Area spending over \$100 billion and supporting jobs in Canada and US.
- 04** Quick access to 56% of the North American industrial marketplace.
- 05** Unique and affordable land and financial incentives.
- 06** 14 million tourists from around the globe spending over \$2 billion annually.
- 07** One of North America's top 20 centres for competitive research and development.
- 08** One of the world's greatest sources of clean, renewable electricity.
- 09** Ultra-reliable fibre-optic network providing high-performance data and voice solutions.
- 10** Highly skilled workforce drawing from a regional population of more than 490,000 and 1.85 million people living within commuting distance.

Top Businesses by Employment

Businesses with 500+ employees



Businesses with 200-499 employees



Industry Sectors

Key Industry Sectors

Emerging Industry Sectors

Advanced Manufacturing



Knowledge-Based & Professional Services



Tourism



Healthcare



Information & Communication Technology

