

JUNE 2010



GLC Coming on Strong.



Welcome. For the past 18 months most of us have been holding our breath waiting for the next shoe to drop. Reading the papers or listening to the news only makes these feelings of a lackluster economy more palpable. It is at times like these, times of crisis, that leaders emerge. This is precisely why GLC has put substantial investment into the expansion of its organization.

GLC is pushing forward with expansion of services and expansion of market coverage at a time when other companies, and many of our competitors, are cutting staff and reducing services. We have recently hired two highly experience sales executives to help GLC expand its growing records management business and to help capitalize on the recent expansion into Pittsburgh, Pa.

GLC put together a focused intense sales training program for these new sales executives and placed them directly at customer facilities to learn the business from those that know it best, the site staff and GLC's customers. Using hand held video cameras these executives captured the real life activity that is the day- to-day demand of the mid-sized law firm. They learned first hand the detailed nature of the tasks performed by GLC associates and the tried and true processes they utilize to insure the highest level of quality output available.

GLC did this with full awareness of the substantial cutbacks and outright cuts that mid-sized law firms have been making over this past many months to deal with the changing economy. GLC firmly believes that these firms need the level of support provided by GLC now more than ever. GLC believes that it has the experience and history to demonstrate to existing and new customers that now is the time to team with GLC to address the changing market and prepare for the continued changes to come.

GLC will continue to focus on providing the best service available in the office support services industry to firms across the northeast. As firms look for new and improved ways to provide cost effective services they can look to GLC and Consider It Done.

I look forward to hearing from you at any time. Please contact me at 585.258.3910 ext.11 or GChambers@GLCBS.com.

A handwritten signature in black ink that reads 'Gerard J. Chambers'. The signature is fluid and cursive.

Gerard J. Chambers
CEO