



Jerry Chambers, CEO
John Hayes, President & COO

GLC Business Services began as a small independent provider of onsite office support services in 1992 with a singular founding principle: to provide clients with custom-tailored managed services designed to exceed the unique goals of each organization it serves. Today, eighteen years later, GLC is still a privately held outsourcing company that has become the only managed services company that specializes in providing onsite support solutions for the law firm industry with a nearly 20 years track record.

The company is owned by Jerry Chambers, CEO and John Hayes, President and COO, who are the original founders of the Rochester, New York based firm. GLC also operates a satellite office in New York City to optimally serve its legal client base there and in cities from Pittsburgh, PA and Washington DC, to Stamford, CT among others.

The GLC Difference

GLC's marketplace success is exemplified by custom-tailored programs designed to maximize its people, process, and technology expertise. The company is known for its professionally-trained, nimble workforce, its performance measures and its continuous process improvement model. As a leading onsite services support provider, GLC has become known for its responsiveness to client needs and its ability adapt its people and processes to changing environments.

Originally founded with a customer-focused, quality-of-service strategy, we focus on people and solutions that create transformation. As an established equipment supplier, we are able to provide customers with "right fit" equipment solutions and are not under obligation to buy from a sole provider. Customers benefit from GLC's long-term, trusted vendor relationships.

Over the years, the firm has developed a best practice model to elevate its operational excellence. The model is called the GLC Business Support Transformation Process [BSTP]. This process is one of the key success factors that helped to solidify the company's reputation as the outsourcing firm with the highest retention rate anywhere in the industry. Since its inception, GLC has never had a contract cancelled and has maintained a client retention rate that exceeds 99 percent.



Jerry Chambers, CEO, is proud to report that the company still provides service to its first three original law firm customers.

The components which make up the BSTP are based upon a tried and true methodology that has at its core the following drivers: change management, lean thinking, and business alignment. GLC's motivated, hard working people, value driven process, and right fit solutions are the vital to the entire business support transformation process.

When the process is implemented and all phases are successful, the results exceed internal satisfaction. They include improved document and records management and streamlined operations. However, there is much more involved. Documentation acquired through monthly reporting reveals many additional client benefits including improved quality, work flow, department staff attitudes, consistent delivery of services, custom solutions tailored to specific departments needs, and improved overall productivity through efficient utilization of personnel, technology, and standardized operations systems and processes.

The GLC No-Risk Guarantee

"If any customer is unhappy with our services for any reason, we will correct the problem to your satisfaction within 30 days, or GLC will restore the operation to the previous setup at no cost to the organization."

This promise is the foundation of the integrity of the company that they have stood upon for the last 18 years. They have never wavered from it or had to deliver on it.

Accountability & Excellence

GLC grew its business quickly in response to the demand for a more comprehensive, flexible approach to onsite office support services. It has redefined responsiveness and accountability with its multi-centric approach to customer service and excellence.

The result has been successful exclusive contract relationships with law firms, manufacturers, private corporations, and services businesses throughout the country. GLC often competes with such large-scale, multinational industry providers as Xerox, Pitney Bowes, OCE and many others. GLC is positioned to provide better office services support solutions and works to match up the right people to the right opportunity with each new client site.

In addition to records management, onsite file storage services, and EDM, GLC's back office facilities management includes copying, faxing, mail, messenger, telephone and reception, dining and hospitality, and other office services. Each onsite team has day to day responsibility for the handling and oversight of all equipment, software and supplies required by the services center. Clients benefit from the increased productivity and quality of service delivered by GLC while reducing internal headcount and the management time and effort required to supervise staff.

If you'd like more information about GLC Business Services, please call us at (866) 258-3910.



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