

## Leadership, Expansion, and Personnel Growth.



**Hello Again.** Just a few months ago, I wrote about leaders emerging during crises. Well, I believe GLC is that leader in our industry. While many of our competitors trim operations staff and cut back on service offerings or market coverage, GLC continues expansion. By more than doubling our office space in Manhattan and adding another legal market sales executive, GLC continues our plans for growth and expansion in the northeast.

In addition, operations in Pittsburgh are going very well and are leading to expansion opportunities in Dallas, Texas; Chicago, Illinois; Denver, Colorado and beyond. I am confident that the high level of customer service provided by GLC across many office support services is leading many firms to consider using GLC. Whether for records management, copying, fax, mail or the newly expanding imaging program, clients see both the cost efficiency and high level of quality service GLC offers as major differentiators from other players in the field.

Law firms continue to be a primary focus for GLC. While many firms continue to tighten the budget belts, more and more are looking for cost effective ways to manage through these turbulent times. As a small but very responsive organization, GLC has been able to show firms of all sizes the benefit of working with a firm like GLC. Without the extensive overhead and levels of management, GLC focuses on the clients' ever changing needs and provides flexible and affordable support services. GLC provides extremely flexible contracts to enable ultimate control to the client. Recognizing that it is always about the level of service and quality, both the client and GLC develop a relationship that has trust at its core and service as its heart.

So, while the economy continues to languish, GLC continues to focus on growth. We have expanded our search for high quality personnel across all disciplines of customer service. We continue to focus on candidates with positive optimistic attitude as this goes a long way to make the daily office support services world a more enjoyable place. And when it's more enjoyable, each user can rest assured that when they make a request of a GLC Associate they can

### **Consider It Done.**

As always, I look forward to your feedback and comments. Please contact me any time on my cell at 585-704-4011 or at [gcham@glcbs.com](mailto:gcham@glcbs.com).



Gerard J. Chambers  
CEO