



## ANNUAL TEAM LETTER

TO OUR TEAM MEMBERS

JANUARY, 2010

Gimmel has completed our seventh full calendar year and we consider 2009 to have been another successful year. Not in the sense that we grew like we had in prior years, but in the sense that we stayed true to our strategy, mission, and values. We persevered in the face of one of the most difficult economies we have seen. In Houston, we know a bad economy when we see one. Many of us lived through the Oil Crunch in the 1980's and the Enron and dot-com implosions in the early 2000's. This was a tough year. In the face of this difficulty, we maintained our team, achieved good financial results, and continued to establish or maintain excellent client relationships with some of the best respected companies in North America. **2009 was our finest hour (so far)! Bring 2010 on!**

We owe our continued success to the outstanding team we have assembled, which includes our employees, clients and partners. We have attracted and maintained a great group of talented and dedicated employees. We have a wonderful set of clients that have pushed us in new directions. Finally, our partners have worked shoulder to shoulder with us, and have been instrumental in our success. Our success to date has been a team effort.

When we began in 2002, we established fairly modest goals for growth that we have greatly exceeded. The momentum of Gimmel through 2009 continues to impress our partners, competitors, clients and friends. We are also building a company and culture that we can be proud of in every respect. While 2010 may still prove to be a challenging economic environment, we are confident in our team and believe that our clients and markets will continue to respect the contributions that we have made and will continue to demand the services that we provide.

Gimmel was recognized as a rapidly growing technology company in the Fast Tech 50 and Houston 100 listings of the Houston Business Journal, and we made the Fortune 5000 list for the fourth year in a row. We were also especially proud to have been recognized with the Alfred P. Sloan Award for Business Excellence in Workplace Flexibility.

Inside you will find a summary of key operating metrics for the company as well as an overview of our progress. We are also providing an outline for our direction in 2010.

But first, we need to say **Thank You** to everyone who contributed to the Gimmel Group success story in 2009.

K. David Quackenbush  
President, Gimmel Group

Mike Alsup  
SVP & Chairman, Gimmel Group

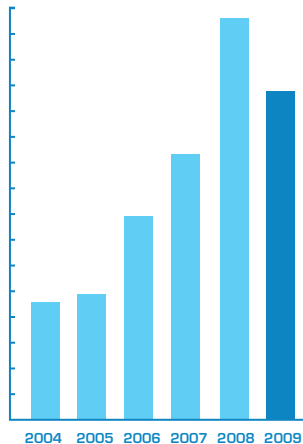
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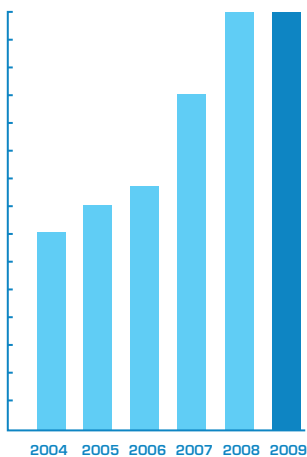
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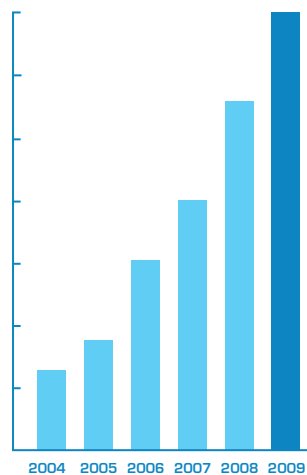
## REVENUE GROWTH



## EMPLOYEE GROWTH



## CLIENT GROWTH



## ECM/RM SERVICES

Gimmel Group is a leading content integration service and solutions firm. We help the world's leading companies improve business performance and compliance through the effective planning, implementation and integration of:

- Enterprise Content Management and Records Management (ECM/RM)
- Geographic Information Systems (GIS)
- Information Access and Search
- Interactive Design and User Experience

Gimmel has differentiated our services in the highly competitive enterprise content management and records management services market by providing a complete array of services from planning and strategy through implementation and integration. As large organizations wrestle with compliance and discovery, they frequently identify the need for an enterprise-wide program for content and records management. Gimmel has worked on some of the largest of these programs. We have industry-recognized methodology, deliverables, and thought leadership in this area. We are a trusted advisor, working in the program office for content and records management in some of the largest companies and government agencies in the world.

Our ECM/RM implementation skills continue to remain very strong and we maintain relationships with all of the leading providers who have ECM/RM offerings: EMC Documentum and SourceOne, Microsoft SharePoint, Open Text Livelink, IBM FileNet and several other related vendors. We have implemented solutions for content and records management at over 160 client sites. In many of the larger programs, we are building an enterprise architecture based on Microsoft's SharePoint that either stands alone or integrates with ECM suites such as Documentum and Open Text for enterprise content management and records management.

In mid 2010, Microsoft will introduce the next version of SharePoint, 2010. We have packaged the significant intellectual property we have created for SharePoint into a solution we call the Gimmel SharePoint Enterprise Framework. This will enable our clients to take the best advantage of this new product suite based on our technical solutions and best practices from our enterprise deployments of SharePoint 2007 and our experience working for Microsoft to plan for the capabilities of SharePoint 2010 in the areas of ECM/RM. We have developed a set of capabilities that can be combined with the best solutions in the Microsoft partner ecosystem to speed deployment and maximize the benefits that an organization can realize with SharePoint.

## OUR EMPLOYEES

The strength of our employee team is the heart of our success. Our strategy is to hire the best people with deep experience in the services we provide who have a strong focus on client service.

We believe that one of our most significant advantages is that we have continued to hire individuals that we know to be outstanding contributors. These are all individuals we are proud to have on our team. Our continued success is predicated on our ability to hire people of this caliber.

We will continue to focus on building our team and winning new business. We will continue to focus on developing programs for career planning, skills development and expect to define more formal communities of practice. We continue to learn from other organizations and build a great work environment at Gimmel.

## CUSTOMERS

### 2009 Gimmel Select Clients

AEI Energy  
Anadarko  
BHP Billiton  
BP  
Calpine  
Chevron  
City of Houston  
Conoco Phillips  
Dominion Resources  
DR Horton  
DuPont  
Fannie Mae  
GEICO  
Harris County  
Hess  
Home Depot Supply  
Kimberly-Clark  
Marathon Oil  
McDermott  
McGraw Hill  
MD Anderson Cancer Center  
National Gypsum  
Nations Petroleum  
Northrup Grumman Corporation  
Oceaneering  
Pepsico  
Pfizer  
PriceWaterhouseCoopers  
Reliant Energy  
Sallie Mae  
Shea Homes  
Solvay Pharmaceuticals  
Southwest Securities  
Standard & Poor's  
TIAA Cref  
Transocean  
US Attorney's Office  
US Department of the Interior –  
Minerals Management Services  
US Government  
Accountability Office  
Large San Antonio  
Insurance Company  
University of Texas Health  
Science Center  
Watson Wyatt

## INDUSTRY SUPPORT

We support and work closely with AIIM and ARMA, the two leading associations in the ECM/RM space. We are also working with and supporting the ESRI Petroleum User Group, a GIS special interest group, and the Houston SharePoint User's Group, both located in Houston, Texas.

## OUR PARTNERSHIPS

Gimmel has established and invested in partnerships with EMC Content Management and Archiving (Documentum, SourceOne), Microsoft, Open Text, and IBM. We have also established a variety of other partnering relationships with firms such as Knowledge Lake, Nintex, and Mark Logic that will help us develop deeper expertise in broader information management topics and complementary solutions in the Microsoft ecosystem. Finally, working with companies such as Guidance Software and ESRI will help us integrate their specific solutions with our clients' information management systems.

We continue to be very successful in our work with **EMC (Documentum, SourceOne)** in a variety of accounts, both locally and nationally. We have spent considerable time this year broadening our knowledge of the full range of EMC offerings including the SourceOne platform through client work and investment. We expect to continue our good work with EMC in 2010.

**Microsoft** is another relationship that we are really excited about. This is because of the rapid growth of Microsoft SharePoint, an offering that is changing the landscape of the

ECM/RM market. We have maintained our Gold status as a Microsoft Partner and are identified as a national go-to partner in the collaboration, portal, content management, and records management areas. We have implemented several of the largest and most successful SharePoint records management solutions in the world. We are investing in building out our SharePoint Enterprise Framework for SharePoint 2010 and expect to have a full ECM and RM solution and methodology ready to go with the launch of SharePoint 2010 around midyear.

We have grown our relationship with **Open Text** based on several large projects where we supported the integration of SharePoint 2007 and Open Text Livelink and established the role of Livelink in the context for a Fortune 100 company enterprise strategy. We are actively working with more clients in 2010 who use Open Text's products.

Our relationship with **IBM** is relatively new and we are working with several clients who have invested in IBM to expand or review their systems in the context of an enterprise solution.



## EXECUTIVE TEAM

**K. David Quackenbush**  
*President*

**Mike Alsup**  
*SVP and Chairman*

**Cynthia Wood**  
*VP Sales and Marketing*

**Danae Stephenson**  
*VP of Administration*

**Nancy Bratic**  
*General Counsel*

## MANAGING DIRECTORS

**John Couvillon**  
**John Flaherty**  
**Joel Klinger**  
**Tomlyn Kuhn**  
**Jeff Skiba**  
**Brad Teed**

## BUSINESS DEVELOPMENT DIRECTORS

**Neil Brien**  
**Paul Burian**

## THE GIMMAL VISION

Gimmel Group will be a premier provider of enterprise content and information lifecycle management solutions. We will enhance our clients' ability to achieve their business goals.

### We will be identified as:

- A premier firm by our clients
- The best place to work by our employees
- One of the best companies to own

## CUSTOMERS

Our objective is to work with companies that consider ECM/RM to be a tool for their success and with whom Gimmel can develop a long-term relationship.

## THE GIMMAL MISSION

Gimmel Group helps our clients bring structure to the creation, retrieval, and management of all of their paper, electronic documents, reports, email, web content, and digital assets throughout their business processes. We improve our clients' business processes by achieving better operational efficiencies, corporate compliance, and disaster recovery preparedness. We help our clients achieve these benefits on a department by department basis, within an enterprise content management and information lifecycle management infrastructure at the lowest total cost.

## LOOKING FORWARD TO 2010

- **People.** Attract, develop and retain "best and brightest" team members. Hire experienced people interested in building a premier integration firm and focused on Information Management.
- **Clients.** Develop long-term relationships with clients who want to define creative and new ways to deliver value to their organizations.
- **Methods.** Formalize and publish Gimmel's methodology so that it can become an enabling platform for growth, quality, and increased efficiency in client delivery.
- **Solutions.** Develop targeted business solutions that help solve complex Information Management challenges and allow Gimmel a greater opportunity to provide better value to our clients and better results for our firm.
- **Perspective.** Structure every project and relationship with our clients' success in mind. Client success is more than technical excellence. Projects must achieve their goals in order to be successful.
- **Partners.** Establish a network of partners that provide best in class and complementary solutions for our clients.
- **Marketing.** Increase awareness of Gimmel's expertise nationally through industry associations, and partner and client focused activities that drive new engagements for our services.