



GartnerGroup

About Gartner Group

Gartner Group is the world's leading independent advisor to business professionals making information technology (IT) decisions. We provide research, analysis and advice on strategies for users, purchasers and vendors of IT products and services. Concise, actionable advice saves you time, money and resources while increasing your success.

With more than 250 analysts in 64 locations worldwide, Gartner Group is the most comprehensive resource for the trends and dynamics shaping the volatile IT industry. Gartner Group has 16,000 individual clients, representing 4,900 organizations worldwide. In addition, people worldwide access Gartner Group research and analysis using electronic mediums such as CD-ROM, Lotus Notes and @vantage, an online user forum where IT professionals share up-to-the-minute IT information provided by Gartner Group and other top-caliber knowledge sources.

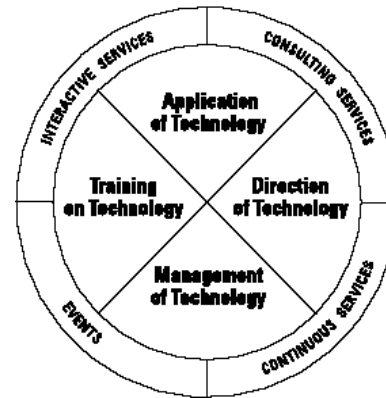
The Value of Gartner Group

The success of Gartner Group has resulted from the unique value provided to our clients. The values most often cited by our clients include:

- Saving you money
- Negotiating better with your vendors
- Supporting your decisions
- Supporting your strategic plan
- Extending your staff
- Keeping your staff trained

About Gartner Group

Core Areas of IT Expertise



Gartner Group's core expertise is mapped to four disciplines:

- Application of Technology covers the integration of your business needs with IT planning. The focus here is on strategic alignment, business strategies and industry trends.
- Direction of Technology helps you analyze the market trends, industry dynamics and vendor strategies that affect your IT architecture and your plans for the future.
- Management of Technology judges your IT effectiveness in relation to your business imperatives. The focus here is on management skills, competitive analysis, benchmarking and best practices.
- Training on Technology provides you with state-of-the-art tools and techniques to keep pace with technology. The focus here is computer-based training courses that provide enterprisewide solutions.

Product and Services Delivery Systems

By matching the services offered from our core expertise areas with your IT needs, and delivering our advice through four major mechanisms, we give you truly personalized service.

Continuous Services

These are subscription-based information services that combine bottom-line, business-oriented analysis with in-depth knowledge of technology trends and developments. Our continuous services cover the full range of IT products and services. The research and analysis from these services provides our clients with a continuous stream of information to help them gain a complete view of their present condition, create a strategic vision for the future, and implement sound technology strategies and migration plans. Gartner Group offers more than 60 unique personal advisory services.

Events

Gartner Group annually hosts conferences, symposia, seminars, briefings, audioconferences, videoconferences and vendor exhibitions for IT decision makers worldwide. Our events are the premier industry forums for gaining valuable insights into current trends that reflect on the hottest issues driving IT. Attendees receive actionable recommendations and benefits from visionary five-year forecasts of the key segments of the information industry. Call Ashley Pierce at 1-203-316-6757, or call our Event Fax Hotline at 1-800-778-1990 to access our voice response system for up-to-the-minute listings and descriptions of our scheduled events. Our event schedule is available on the World Wide Web at <http://www.gartner.com>.



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Interactive Services

Electronic access to Gartner Group research and analysis is available through a variety of mediums.

Gartner CD-ROM™: a 12-month database of research, accessed using a powerful and easy-to-use search and retrieval application, updated monthly.

Gartner on Lotus Notes®: a Lotus Notes database of research with custom Forms and Views, updated twice each week using dial-up replication.

Gartner First! Daily™: research and IT industry news from more than 450 outside sources combined with Gartner Group analysis. The news is custom-tailored to meet your personal profile data, and is delivered daily via E-mail or fax.

Gartner FLASH™: late-breaking analysis of timely, important events with bottom-line recommendations and action items that can save significant dollars. Delivered weekly via fax, E-mail or Lotus Notes.

@vantage™: is an interactive, online environment where professionals go to receive high value, concise and actionable advice about information technologies. It presents a broad range of information and analysis from Gartner Group and other top-caliber knowledge sources, delivering multiple viewpoints. To log on, call 1-800-697-5652 in the United States.

World Wide Web: come browse the Gartner Group home page on the World Wide Web (<http://www.gartner.com>) to learn what's new at Gartner Group as well as general information about our products and services. The Gartner Group home page also includes Tech Direct, a growing directory of IT vendors covered in Gartner Group research, complete with links to these vendors' home pages on the World Wide Web.

Consulting Services

Gartner Group consulting services provide customized consulting engagements that are focused on the management of IT infrastructure within the enterprise. We offer objectivity and integrity, providing usable and impartial results to guide our clients through technology decisions.

The Gartner Group Family

About Real Decisions

Real Decisions' mission is to provide a world-class set of quantitative and qualitative continuous improvement services to IT professionals.

Real Decisions offers comprehensive assessments of cost performance, efficiency and quality for all areas of IT. Its methodology reflects a top-down business and cost analysis, targeted not only to management in IT but to senior business managers as well. The Gartner Group-Real Decisions combination provides the industry with the strongest personal IT advisory company in the world. Real Decisions conducts studies that cover a broad spectrum of IT, including: applications development, data center, distributed computing, item processing, network services and output services. Gartner Group acquired Real Decisions, the leader in IT comparative benchmarking, in January 1994.

About Gartner Group

About Relational Courseware

Relational Courseware is the leader in innovative, computer-based training for technology professionals. Its self-paced courses provide the critical link between computer technology and the training needs of individuals who design, manage or operate computer systems. The computer-based courses deliver training to the desktop to match any learning style. Courses can be stand-alone or networked; they may be taken in sequence as a complete library or as individual courses.

We offer five comprehensive courseware libraries, each of which is composed of a series of specific courses. The courseware libraries are an ideal enterprisewide, cost-effective training solution. Courseware library offerings include: Client/Server, Object-Oriented Technology, Oracle, PowerBuilder and Unix. Gartner Group acquired a majority interest in Relational Courseware in July 1995.

About Decision Drivers Inc.

The Decision Driver product offerings incorporate Gartner Group's powerful research and analysis of IT vendors and products into criteria models and objective ratings that can be exercised in an elegant, customizable PC-based decision support tool. The Decision Driver places Gartner Group's guidance on the user's desktop and enables the user to perform "trade-off" or sensitivity analysis on that advice. Use of a Decision Driver will reduce the costs associated with technology purchases, and improve the value of key acquisition decisions. Today, Decision Drivers are available that aid in the selection process for the following: an enterprisewide application development toolkit, the platform for network and systems management, a general accounting financial application package, and the selection of a human resources applications package.