

In today's unstable economy it's important to look for creative ways to cut costs and streamline operations. But that doesn't mean the quality of important documents and communications should be compromised. In fact, more than ever, it is crucial to find turnkey solutions that allow your mission-critical documents to be published and shipped anywhere in the world efficiently and on time.

Gilmore Global is a subsidiary of privately held Canadian corporation R.E. Gilmore Investments. Since 1993, it has been providing document management, production and distribution fulfillment solutions to companies like Nortel Networks, Cisco Systems, American Express, Global Knowledge Networks, and Sun Microsystems, just to name a few.

While Gilmore Global would technically be classified as a printer, it's "just-in-time" customer solutions go well beyond the printed word. Not only will Gilmore produce any type of media—compact discs, videos, electronic publications, color and black & white printing—they will manage the entire process, freeing the customer to perform more strategic functions. From file management, to order management, to publishing support, to production, to inventory management, to distribution fulfillment...Gilmore Global will develop a cost-effective and seamless solution to meet your company's evolving communication needs.

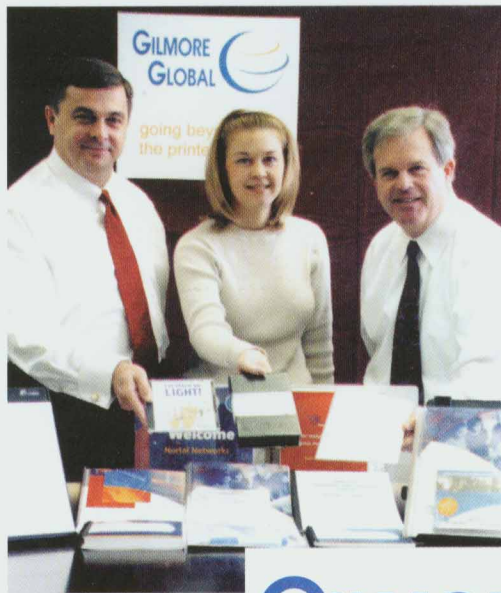
"Our specialty is not to create 10,000 marketing brochures, deliver them and wait for the next order to come in six months," points out Joel Thigpen, Gilmore's director of sales and marketing. "We work best when we can become the operational extension of an organization, and we've found that our customers like the fact that we are able to offer services that historically they would be providing for themselves or just doing without."

As the future of printed materials continues to change, Gilmore is leading the way with Internet-based tools that facilitate order entry and reporting, allowing client companies to place and track orders electronically and to view their finished goods inventory in real-time. In addition, Gilmore provides a revenue management service for many of its customers. This e-commerce solution includes order capture fulfillment, customer billing and accounts receivable management for documents and materials ordered through the customer's

Web site, which is maintained on Gilmore's server.

In 36,000 square feet of office, distribution and fulfillment space, located off Aviation Parkway in Morrisville, Gilmore is well positioned to function as that operational extension. It's team works two-to-three shifts a day, seven days a week to ensure maximum customer serviceability. And Gilmore's clients are not limited to what can

## GOING BEYOND THE PRINTED WORD: **GILMORE GLOBAL**



*Jan Fletcher, Lori Fisher  
& Joel Thigpen*



be accomplished locally. In addition to its sister Gilmore facility in Ottawa Canada, the company has established global partnerships that ensure each and every client's needs are met effi-

by Daniel Pearson

ciently. At Gilmore, you will always have a single point of contact to answer your questions in a timely and personalized manner.

"We believe very strongly and are dedicated to servicing our customers and providing the mechanism to solve their business problems," says general manager, Jan Fletcher. "Without a doubt, our success is dependent on helping our customers achieve their goals."

In recent years, due to intense competition and the advent of new electronic media, many companies in

the printing industry have experienced financial difficulties, some even

closing their doors for business. Gilmore Global, however, remains financially strong. With the backing of its parent corporation, its continuing strong customer relationships and more than \$100 million in annual revenue, Gilmore is a name you can trust to be here for many years to come.

"Gilmore has provided an excellent service and quick response to our needs," shares Albert C. Dejohn, whose worldwide e-learning company Global Knowledge Networks, uses Gilmore's services. "In particular, during a period of consolidating competing vendors, they were able to get the operation up and running with a minimum of downtime. Their unique suggestions enabled us to streamline our operation and realize greater efficiency and cost savings over other vendors." ♦

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