

## E. GL Solutions – Company Background

Founded in 1997 by former licensing administrators, GL Solutions serves a government regulatory clientele with GL Suite. GL Suite is a browser-based, commercial-off-the-shelf (COTS) software solution designed to streamline processes and manage every aspect of licensing and regulation. GL Solutions has implemented GL Suite for a wide range of regulatory industries including health care, public health, emergency services, accounting, gaming, and professional and facility licensing. To date, we have served more than sixty agencies in seventeen states.

### PRIVATELY HELD

GL Solutions is a privately held company, with a single location in Bend, Oregon. The company has no obligations to outside investors or public shareholders. We have intentionally avoided encumbering ourselves with anything that might derail us from our mission: “GL Solutions helps government agencies succeed through strategy, technology, and process excellence”.

### MISSION & VALUES

To achieve our mission, we have identified five critical shared values that foster fruitful relationships between our staff and with our customers: 1) act with honesty; 2) do things right; 3) make customers happy; 4) succeed as a team; 5) focus on strengths. Employees at GL Solutions model these five values as a reflection of personal convictions. These values define how we conduct business, how we treat one another, and what you as a customer can expect from us. Our staff of more than 50 full-time employees is talented, experienced, and passionate. We strive to deliver excellence and a personal touch to everything we provide: software systems, service, and support.

The communal culture at GL Solutions is critical to our success. We do not outsource work. We work together as a team, supporting one another as we meet challenges and opportunities. Our company vision, “GL Solutions provides a place for talented friends to struggle, learn, and grow together while building something bigger than themselves”, is a guiding statement that allows intentional decision making to build and protect our culture. Life is just too short to spend it doing something that is not pleasant and satisfying. We enjoy what we do and take pride in our contribution to improving government.

## F. GL Solutions – Differentiators

When your agency chooses GL Solutions as your vendor, you will receive unique benefits from our company, our product, and our service:

Differentiators	Agency Benefits
<b>Centralized Business Structure</b>	Rather than focus on expansion through mergers and acquisitions, GL Solutions has focused on the growth and strength of our software and customer support. You benefit because we concentrate on quality not quantity. You also benefit from working with a company with a human face, determined to satisfy its customers.
<b>Regulatory Expertise</b>	When you work with GL Solutions, you work with staff that is knowledgeable in the business and processes of regulatory bodies. Our staff’s regulatory proficiency benefits you from the start of your project to its completion and into the future.
<b>Stable Software</b>	GL Suite is configured, not customized. We configure our software for each client without altering core code. You benefit because your system is tailored to your needs while at the same time resting on a mature, stable foundation. After implementation, you benefit because your administrators can continually modify your system without costly code changes.

<b>State-of-the-Art Technology</b>	GL Suite leverages Microsoft’s latest technologies including its most recent software, server, and database releases. GL Suite is also a Web 2.0 application, reflecting the newest changes in how software developers and end users use the internet.
<b>Home Page Personalization</b>	Your agency will be able to create unique Home Pages for each staff type. Home Pages that display personalized tools, work queues, and role-specific information improve staff productivity and help you operate more efficiently and effectively.
<b>A Regulatory Database</b>	GL Suite was designed to optimize regulatory operations. Our database’s high level of normalization (5 <sup>th</sup> Normal Form) reduces data redundancy and increases accuracy. It is also extremely adaptive to very specific regulatory changes through configuration, not core-code changes. Less normalized databases cannot model customer processes as accurately or be as easily changed to meet regulatory changes.
<b>Innovative Ongoing Support</b>	Our GL Simple support plan enables agencies to modify and enhance their systems over time without costly change and development fees.
<b>Centralized Support</b>	All GL Solutions support staff are full-time employees that work from our office in Oregon. When you call or email for support, you connect with internal staff members that have intimate knowledge of our software and your agency.
<b>Dedicated Service &amp; Support</b>	GL Solutions’ ongoing support is direct and personal. You will not deal with call centers and hold times or be required to scan website FAQs and help pages. When you partner with GL Solutions, you benefit from being paired with a dedicated Agency Partner and Agency Specialist who know you, your agency, and your system.
<b>Partnership for Growth &amp; Development</b>	We have developed a company structure and a support plan that help you attain your vision for the future. Our Agency Partners are trained to help you strategize for the future, and our GL Simple support plan enables you to achieve those goals.