

GARTNER, INC. - Client and Wallet Retention - Organization and Enterprise Levels

	March 31, 2012	June 30, 2012	September 30, 2012	December 31, 2012	March 31, 2013	June 30, 2013	September 30, 2013	December 31, 2013	March 31, 2014	June 30, 2014
<u>RESEARCH</u>										
Client retention - organization level	82%	83%	83%	83%	82%	82%	82%	82%	82%	83%
Client retention - enterprise level	84%	84%	84%	84%	84%	83%	83%	83%	84%	84%
Wallet retention - organization level	99%	99%	99%	99%	99%	97%	97%	98%	99%	99%
Wallet retention - enterprise level	105%	104%	105%	105%	105%	104%	104%	104%	104%	105%
Research client organizations	12,303	12,474	12,612	13,305	13,203	13,315	13,422	14,099	13,983	14,091
Research client enterprises	8,053	8,132	8,210	8,630	8,526	8,516	8,541	9,071	9,094	9,115