

GARTNER, INC. - KEY BUSINESS METRICS

	December 31, 2003	December 31, 2004	December 31, 2005	March 31, 2006	June 30, 2006	September 30, 2006	December 31, 2006	March 31, 2007	June 30, 2007	September 30, 2007	December 31, 2007	March 31, 2008
RESEARCH												
Contract value (CV) ⁽¹⁾	\$482,219	\$509,204	\$592,636	\$560,833	\$574,436	\$597,811	\$640,294	\$667,535	\$682,987	\$704,721	\$752,533	\$778,405
Client retention	78%	80%	81%	79%	80%	81%	81%	82%	82%	82%	82%	82%
Wallet retention	89%	95%	93%	88%	90%	93%	96%	104%	103%	102%	101%	100%
Client organizations	8,859	8,720	9,315	9,077	9,028	9,176	9,470	9,448	9,571	9,749	10,189	10,153
Executive program members	2,593	2,975	3,522	3,460	3,451	3,487	3,646	3,570	3,605	3,635	3,753	3,627
Gross contribution margin ⁽²⁾	63%	61%	56%	62%	61%	62%	58%	63%	63%	65%	64%	66%
CONSULTING												
Backlog ⁽¹⁾	\$99,718	\$111,779	\$119,903	\$109,656	\$99,969	\$107,679	\$109,622	\$106,576	\$108,826	\$108,622	\$121,400	\$116,829
Utilization	54%	60%	64%	68%	67%	61%	61%	67%	73%	64%	73%	72%
Billable Headcount	526	493	522	507	513	517	518	516	487	469	472	470
Annualized revenue per billable headcount ⁽¹⁾	293,797	340,269	417,667	417,536	407,074	353,000	367,000	410,000	451,000	391,000	471,000	460,000
Gross contribution margin ⁽²⁾	34%	36%	48%	45%	44%	37%	32%	37%	41%	38%	42%	40%
EVENTS ⁽³⁾												
Number of events	57	56	19	6	33	17	18	12	27	22	17	12
Number of attendees	27,547	31,223	14,248	4,226	13,905	6,578	16,375	7,392	12,842	7,307	16,675	5,256
Gross contribution margin ⁽²⁾	47%	50%	57%	44%	45%	39%	57%	54%	43%	36%	56%	44%

(1) In thousands

(2) We evaluate reportable segment performance and allocate resources based on gross contribution margin. Gross contribution is defined as operating income excluding certain cost of services and product development and selling, general and administrative expenses, depreciation, META integration charges, amortization of intangibles and other charges. Gross contribution margin is defined as gross contribution as a percentage of revenues.

(3) First quarter 2007 and first quarter 2008 data reflect the reclassification of the Company's former Vision Events business as a discontinued operation. This business accounted for 16 events in 2007.