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Osterman Research is pleased to announce the 2005 edition of the Osterman Research Information & Consulting Service (ORICS), an annual subscription program of market research, publications and consulting services. ORICS includes the following:

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ORICS is available for an annual subscription fee of \$7,500 for all deliverables in a hard copy and electronic format, plus your custom surveys in hard copy and electronic format.

## About Osterman Research, Inc.

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Osterman Research, Inc. provides market research, cost modeling, benchmarking and related services to vendors of technology-based products and services. We help vendors, IT departments and other organizations make better decisions through the acquisition and application of relevant, accurate and timely data on markets, market trends, products and technologies. We also help vendors of technology-oriented products and services to understand the needs of their current and prospective customers.

Among the things that make us unique is our market research panel: a large and growing group of IT professionals and end-users around the world with whom we conduct our research surveys. This allows us to conduct surveys quickly and accurately with very high response rates.

The founder and principal of Osterman Research, Inc. is Michael D. Osterman. Mr. Osterman has more than 20 years experience in the market research industry, conducting research for a wide variety of technology-based clients. Mr. Osterman has extensive experience in the design, deployment and analysis of market research programs, and has developed sophisticated cost modeling and forecasting methodologies in use by a wide variety of companies in the messaging industry. Mr. Osterman has written numerous articles for a variety of trade publications, and is currently author of a twice-weekly, online column on messaging issues published by *Network World Fusion*. He has been a panelist and speaker at various industry and vendor-sponsored events.

Osterman Research serves a worldwide client base, including BT, Symantec, BorderWare, Trend Micro, Postini, MessageLabs, Microsoft, FrontBridge Technologies, Cloudmark, FaceTime, Yahoo!, ZixCorp, IronPort Systems and Sendmail, among many others.

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