



# 2020 YEAR IN REVIEW

## A YEAR OF CHANGE



### MEET ELEVITY

GFC acquired Information Technology Professionals (ITP) and launched Elevity, our new Managed IT services division. Elevity serves more than 400 customers and employs 70 staff across the Midwest. GFC also acquired Indiana-based Jim Gordon, Inc., a leading Canon, Sharp and Lexmark dealer.



# 98.6°F

A year ago, few people had seen a rapid temperature kiosk. Today, GFC has placed over a hundred kiosks across the Midwest, helping schools and businesses operate safely.



### GIVING BACK

The Gordon Flesch Foundation has donated more than \$2 million since 2002. With the challenges of 2020, GFC donated an additional \$14,000 to Midwestern food banks and \$5,000 to help the Cedar Rapids area recover from storms.

### 20 YEARS

That's the average tenure of our service team.

(Longer than Beyoncé has been a solo artist.)

### 12.9 YEARS

The average tenure of our entire staff.

(As long as Justin Bieber has been famous.)



# 145,000 SQUARE MILES

That's how much territory GFC serves, with 35 locations in 7 states. (Bigger than New York, Pennsylvania, Maryland and Virginia – combined!)



# 46,863

Service calls GFC handled last year. 95% are resolved within 24 hours. (That's about how many contestants have been on The Price is Right since 1972.)



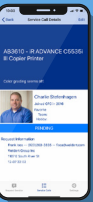
# 259,215

The number of visitors to our website, up 70% from 153,943 in 2019. (Impressive, but still a fraction of Kourtney Kardashian's Instagram followers.)

# 153

That's the number of GFC service technicians available in the new myGFC support app.

(We're not sure how many are on TikTok, the most downloaded app in 2020.)



That's the number of leases we hold, helping businesses to finance 46,000 individual assets.

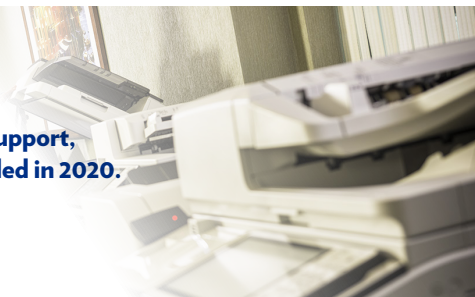
(Zero is the number of leases we sold to third parties.)

# 8,000+

# 70,000

Is the number of machines we support, including 8,604 new ones installed in 2020.

(That's almost the population of Bloomington, IN, home to GFC's newest branch.)



# 3.8 BILLION

The number of images GFC devices produced in 2020.

(3.8 billion is also the total number of people using social media in 2020.)



# #1

Our ranking as the highest-earning Canon dealership in the United States for 6 years running.

Learn more about our services, products and team.

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