

We Know Technology.

We Know Your Business.

Annual Report 2003



Company Profile

In 2003, CTG began our 38th year of delivering information technology (IT) services that provide real business value to our customers. Our fully integrated array of IT staffing, application management outsourcing, and industry-focused IT solutions is backed by a time-tested suite of formal methodologies, a proprietary database of best practices, and an international network of strategic alliances and partnerships. Our 2,700 business and IT experts, based in an international network of offices in North America and Europe, help our clients use IT to achieve their business objectives.

Mission

CTG's mission is to provide IT services and solutions that add real business value to our customers while creating professional opportunities for our employees and value for our shareholders.

Vision

CTG's vision is to be recognized as a leading provider of value-added IT services and solutions in our selected markets.

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Statements included in this document that do not relate to present or historical conditions are "forward-looking statements" within the meaning of that term in Section 27A of the Securities Act of 1933, as amended, and Section 21F of the Securities Exchange Act of 1934, as amended. Additional oral or written forward-looking statements may be made by the Company from time to time, and such statements may be included in documents that are filed with the Securities and Exchange Commission. Such forward-looking statements involve risks and uncertainties that could cause results or outcomes to differ materially from those expressed in such forward-looking statements. Forward-looking statements may include, without limitation, statements relating to the Company's plans, strategies, objectives, expectations, and intentions and are intended to be made pursuant to the safe harbor provisions of the Private Securities Litigation Reform Act of 1995. Words such as "believes," "forecasts," "intends," "possible," "expects," "estimates," "anticipates," or "plans" and similar expressions are intended to identify forward-looking statements. Among the important factors on which such statements are based are assumptions concerning the anticipated growth of the information technology industry, the continued need of current and prospective customers for the Company's services, the availability of qualified professional staff, and price and wage inflation.

Dear Fellow Shareholder:

2003 was the fourth and hopefully the final year of a prolonged and difficult technology recession. In 2003, CTG again fared better than most of our competitors due to our strategy that focuses on higher demand verticals where we have significant experience, our vigilant attention to cost control, and our diverse business and client base. This strategy positions CTG well in a recovering economy and an improving market for IT services. Current key indicators in the markets and in our business do point to a modest recovery in 2004.

In 2003, CTG reported net income of \$2.7 million, our highest level of profitability since 1999. Diluted net income per share was \$0.16 in 2003, compared to net income before a cumulative change in accounting principle of \$0.08 per diluted share in 2002. Earnings per share in 2003 included a one-time net benefit of \$0.07 per share from a favorable tax ruling affecting our European operations. Revenues of \$252.3 million were approximately 96% of 2002 revenues of \$263.3 million, an indicator that our top line began to stabilize in 2003. Debt at year-end 2003 was eliminated—a reduction of \$8.5 million—and represents the first time CTG has been out of debt since the February 1999 purchase of Elumen Solutions.

For CTG, 2003 was a solid year for our strategic staffing business and another excellent year for our healthcare practice. We are continuing our strategy of offering core IT services—staffing, application management, and solutions—targeted to vertical markets that are significant consumers of technology. In July 2003, we expanded our vertical practices to include life sciences, a dynamic market where we have significant experience. Demand for external IT support in the life sciences industry is being driven by industry growth and the need to comply with increasing federal regulation of companies manufacturing or selling products regulated by the Food and Drug Administration.

In 2003, CTG performed work for 587 clients. We place great importance on understanding our clients' business and IT needs because it enables us to better respond to client needs and provide more effective technology support. CTG's ability to do this has contributed enormously to the many strong, long-term client relationships we have. We see this commitment contributing to our future growth as customers increasingly look to their external technology service providers to bring both industry knowledge and best industry practices to technology support.

Two and a half years ago, we began the shift to our strategy that focuses on bringing CTG's core competencies to vertical markets, which is based on the model of our very successful healthcare practice, CTG HealthCare Solutions®. Today most of CTG's business comes from four major focused verticals: technology service providers, financial services, healthcare, and life sciences. CTG's vertical market focus also puts us in a good position to capitalize on positive trends and emerging opportunities in each of these markets.

CTG's Vertical Market Opportunities

Technology service providers Technology service providers are a powerful and growing vertical market. This group, which Gartner calls technology aggregators, is expected to be responsible for procuring 50% of all IT services in the United States within five years (Source: Gartner Group). CTG has a proven track record of effectively supporting the needs of large technology service providers. We primarily support this group by supplying IT talent to supplement their internal resources. CTG is ideally positioned to support this growing market because we have effectively developed and executed the low-cost/high-service model of providing IT talent to large technology service providers and users.

Healthcare As one of the largest providers of IT services to the healthcare industry, CTG is already well-established on a national level in this very large market with unique business and IT needs. We are strong in all healthcare software packages used by providers, which is driving a higher level of development and integration work as hospitals upgrade to newer software. Our leadership position also positions us favorably as more providers are outsourcing IT as they focus on their core business.

Financial services As an industry, financial services is one of the largest and most frequent consumers of information technology. Technology drives many of the advancements in productivity and service in this industry. We see our greatest opportunities in this vertical in staffing and transitional outsourcing and have a focus on smaller and mid-sized financial institutions. In CTG's European operations, financial services is our largest vertical and provides a strong foundation to grow our European business as the economy recovers and capital spending increases.

Life Sciences CTG Life Sciences Solutions, our newest vertical, supports a dynamic industry where CTG has significant references and expertise. CTG Life Sciences Solutions' clients include several industry leaders in the pharmaceutical and biotechnology segments of this market. Our experience developing 21 CFR Part 11 compliance solutions is opening doors for us in this high-growth vertical market.

CTG's Opportunities in Industry

In addition to our four largest verticals, CTG also has significant experience providing technology support to a variety of industries. Many of the productivity advancements in domestic industry are a result of IT solutions that support inventory and raw material management and logistics and distribution systems. CTG brings significant experience in this solution set to both industrial and retail companies which should favorably position us for new work as the economy recovers and companies increase capital spending. Additionally, because CTG has many years of experience in installing wireless capabilities in plant, warehouse, and retail environments, our ability to support this market is enhanced as more companies employ wireless solutions in these environments.

CTG's Offshore Outsourcing Strategy

Apart from the economy and its impact on technology spending and employment, offshore outsourcing emerged as the largest single issue in the IT services market in 2003, a trend that will likely continue. CTG is responding to the challenges and opportunities of offshore outsourcing by selectively partnering with providers of offshore IT services, by focusing on transitional outsourcing, and by shifting our outsourcing focus to mid-sized companies.

Our strategy is to partner with offshore providers as needed and to make our partnering decisions based on our customer-specific needs with geography a secondary and flexible consideration. We think that this approach makes more sense than purchasing at this time an offshore provider focused on one geography, industry, or technology.

CTG's long-time focus on transitional outsourcing mitigates some of the impact the offshore factor is having on outsourcing providers. The significant initial investment in establishing offshore application management support typically does not make offshore a viable option for sunseting applications. CTG has also focused its application management marketing on mid-sized firms in industries such as



James R. Boldt,
Chairman, President and Chief Executive Officer

healthcare who are less inclined to go offshore for application management support. In 2003, we added several new application management clients in our healthcare practice and continue to see strong proposal activity for outsourcing engagements from this market.

A Technology Turnaround Possible in 2004

Growth in capital expenditures and further reduction in unemployment are essential for a full-fledged recovery in our business since capital investments drive the solutions business and companies turn to external suppliers when IT skills are difficult to find. Gains were made on both of these key economic measures in 2003 with domestic capital spending increasing to 7% of GDP from 5.2% of GDP in 2002 and U.S. unemployment declining year over year from 6.0% to 5.7%. These improvements represent meaningful progress on the macroeconomic front but additional improvement is needed to bring the market demand in our industry closer to normal levels. We also see a benefit for us from the consolidation and failures that have occurred in IT services and solutions firms over the last three years.

From an internal perspective, several favorable signs in our business and markets in 2003 also point toward further improvement aligning for 2004. CTG experienced continued growth in staffing demand with six consecutive quarters of improvement. We are also seeing a higher level of proposal activity for application management and the fledgling signs of an increase in development and integration work.

It has been a long and challenging four years for CTG and for our industry. CTG is proud to be a technology recession survivor and to have reported consistent operating profitability over the last two years, a claim few of our industry peers can make. Going forward, we are in a very solid position to benefit from a recovery in the economy and technology spending based on our high demand service offerings and established client relationships with major technology users in high demand vertical markets. CTG is also in a strong financial position—despite the prolonged technology recession—with no debt and strong receivables and cash flow.

As the year begins, we are cautiously optimistic about a gradual recovery in the economy and the IT services market and are looking for modest revenue growth and further improvement in CTG's profits and margins this year. Our focus in 2004 will be on keeping CTG's business and financial results on track for renewed growth and on improving our market valuation. We are feeling better about the future than we have in some time and are confident that our vertical market strategy remains the right direction to take CTG.



James R. Boldt
Chairman, President and Chief Executive Officer



We Know Technology

CTG has over 37 years of experience helping our clients use technology to achieve and support their business objectives and needs. We continually keep pace with advances in technology and today our expertise and experience as a technology service provider provides us with a solid foundation to support our core product set of IT staffing, application management, and solutions. CTG's 2,700-person IT consulting organization offers our clients capabilities in hardware, software, local and wide area networks, the Internet, intranets, wireless devices, and the IT services that make computer applications and systems productive and bring the power of technology to businesses.



Large technology service providers are increasingly becoming key aggregators of IT talent and services, securing the staff and knowledge to support large-scale engagements or complex solutions from a variety of sources. As a well-established, mid-sized technology services firm with a significant geographic presence in North America and western Europe, CTG is in a strong position to support this growing vertical market. Additionally, many leading technology firms are also turning to outside sources like CTG to manage or support their internal IT services so they can focus on their core business of developing, manufacturing, and marketing technology products and consulting services.

Our common ground as technology professionals enables us to work closely and in partnership with other IT companies, IS departments, and computer hardware and software manufacturing and services companies. CTG brings teams to our engagements with technology companies that include IT professionals with strong skill levels and up-to-date training, complemented by an approach that emphasizes teamwork and delivering to client requirements.

Typical support CTG provides to our customers in the technology market includes:

- Large-scale and flexible technology staffing support
- Assessments to identify and prioritize ways to better align business and IT strategies
- Web-enabled order entry system implementation, linking companies with their supply chain
- Planning services, technology recommendations, and design changes for customer-driven applications
- Evaluation, testing, and validation of applications
- Implementation of corporate intranets and Internet infrastructures
- Security architecture for corporate intranets for a global community of users, involving design, development, and implementation
- Integration services ranging from point-to-point applications to enterprise application integration (EAI) and e-business

CTG's technology clients benefit from our experience and expertise in the industry, and our ability to quickly and cost-effectively secure IT talent to meet their requirements. For staffing contracts, we use a suite of staffing methodologies, including fulfillment recruiting, subcontractor certification, orientation, and reporting, to provide rapid response to a high volume of requests for skilled IT professionals. As a result, we have become expert at building pipelines to a qualified pool of candidates, enabling us to be prepared when a large staffing requirement is presented to us. For our solutions engagements, we use a wide variety of industry-recognized methodologies to ensure that we provide our clients technology support that is consistent with best industry practices.



CTG's structure, processes, and business model enable us to help large companies augment their IT staffs quickly while reducing services costs. Our experience and approach positions CTG to effectively support the growing number of large technology service providers that aggregate technology services from a wide range of sources on behalf of their clients.

Low cost and superior service have made
CTG a leader in supporting the staffing needs
of large **Technology** users.





We Know Healthcare

CTG HealthCare Solutions® (CTGHS) is a leading provider of IT consulting services to healthcare providers and payers in North America. CTGHS currently serves approximately 275 healthcare clients. Our healthcare IT consultants average over ten years of healthcare IT experience and many previously worked for healthcare software vendors or in integrated delivery networks or hospitals, providing in-depth industry experience and a valuable shared perspective with healthcare clients.

CTGHS is recognized for our use of proven project management methodologies geared to the healthcare industry and our ability to mobilize both healthcare and IT expertise. Access to the consulting and knowledge resources of the entire CTG organization enhances the competitive position of CTGHS as an IT provider to the healthcare market. This capability enables us to offer an expanded and comprehensive product set, including application management; system optimization solutions; network design, implementation, and support; and HIPAA-related services. In addition, we offer business planning solutions for the healthcare industry that focus on strategic IT alignment, IT architecture planning, technology assessment and selection, and business process modeling.

Our expertise with every major healthcare information system also contributes significantly to our ability to serve the healthcare market. We maintain separate practices for Cerner, IDX, McKesson, MEDITECH, PPMS, EPIC, and Siemens. We also operate a dedicated practice for systems integration, reflecting the importance of this solution set as the healthcare industry updates and links systems.

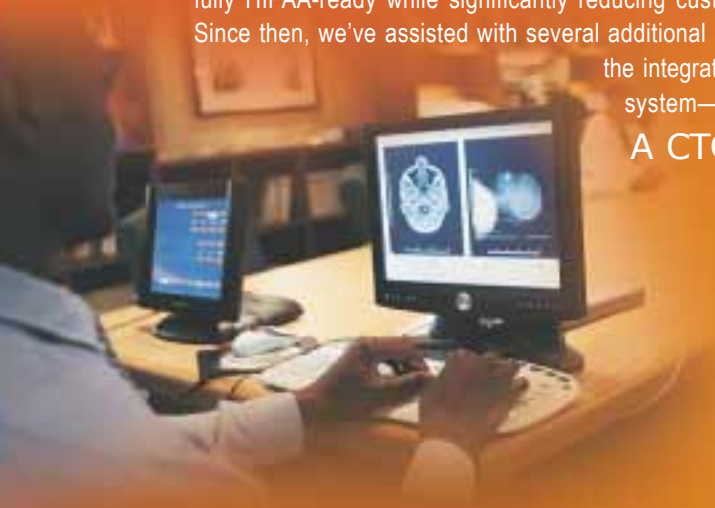
The strength of our service offerings and our consulting organization enables us to provide healthcare organizations and integrated delivery networks with solutions that achieve both clinical and financial objectives, improving patient care and service, while reducing costs and increasing efficiency. We also offer healthcare clients a single source for comprehensive IT consulting and enterprise-wide solutions. These competitive advantages, combined with our leadership position and knowledge of the U.S. healthcare industry, position CTGHS for continued growth serving this key vertical market. Demand for technology is growing in this market at a double-digit pace because healthcare organizations are increasingly turning to technology to balance the need to control spiraling costs while providing higher standards of care

delivery. An increasing number of healthcare organizations are also outsourcing IT to focus on their core business, which will be a key growth driver for CTG's healthcare practice.

Medical College of Georgia Health, Inc. MCG Health, Inc. (MCGHI) is a not-for-profit corporation that operates the MCG Health System. Located in Southeastern Georgia, the system incorporates a 483-bed adult hospital, a 149-bed children's hospital, and 80 outpatient specialties. MCGHI decided to update a major hospital information application responsible for facility billing. Not only did the system need to be brought into compliance with HIPAA mandates, but it was heavily customized, requiring extensive—and costly—day-to-day maintenance.

CTGHS' in-depth expertise in both HIPAA regulatory compliance and the relevant technology made us the best choice to carry out these important projects. Our specialists led several engagements that resolved MCGHI's business issues by making the system fully HIPAA-ready while significantly reducing customizations and associated maintenance costs, on time and within budget. Since then, we've assisted with several additional IT projects for MCGHI, including system implementations and upgrades and the integration of a new patient access component with the original hospital information system—all without negative impact to healthcare delivery or cash flow.

A CTG Client Since 2001





CTG's application
management support for
Healthcare
clients increased in 2003.



We Know Life Sciences

CTG Life Sciences Solutions, our newest vertical practice, is already CTG's third largest practice, an indicator of the strength of our client relationships and the demand in this market. We work with many leading pharmaceutical and biotechnology companies in the life sciences industry. This dynamic market, which numbers approximately 4,000 companies in North America and Europe, also includes medical device manufacturers and clinical trials and contract research organizations. In addition to being a high-growth market, the life sciences industry is one of the most profitable industry groups with capital spending and external IT spending outpacing most other sectors.

This practice combines CTG's core service offerings with over 10 years of experience in the life sciences market and focuses on good automated manufacturing practices (GAMP) and regulatory compliance solutions. For clients in North America and Europe, CTG's Life Sciences Solutions' services include IT and validation strategy, regulatory compliance, software and system development, information security, adverse events reporting, audit services, process manufacturing, and application maintenance outsourcing. We also have the capability to provide life sciences clients support from remote solution centers.

Global validation and remediation, with a focus on 21 CFR Part 11 compliance, is currently the highest demand solution set in this vertical market. This regulation, implemented by the Food and Drug Administration (FDA) in 1997, established requirements for electronic records and signatures for all companies that produce or distribute FDA-regulated products.

Because many life sciences companies do not have the internal resources to perform the planning and validation needed to comply with FDA regulations such as 21 CFR Part 11, there is a robust market for external support in the compliance area. Since the electronic submission requirement for new drug applications was implemented in 1997, CTG has completed a substantial amount of this work for existing clients that provides us a solid foundation to market this solution to prospective clients.

CTG support in the area of regulatory compliance provides IT and validation strategy, managed services, and validation resources that deliver comprehensive support for life sciences firms. In 2003, we packaged our validation solutions in a new product, CAVS (CTG's automated validation and software development system), which contributed to the growth CTG achieved last year in work supporting the life sciences market.

CTG's strategy to continue a strong growth pace for our life sciences vertical practice includes a continued focus on GAMP and regulatory compliance with an expansion of our solutions offering over the next few years to include systems for clinical trials, pharmacovigilance, adverse effects reporting, and CAPA (corrective and preventive action) management.

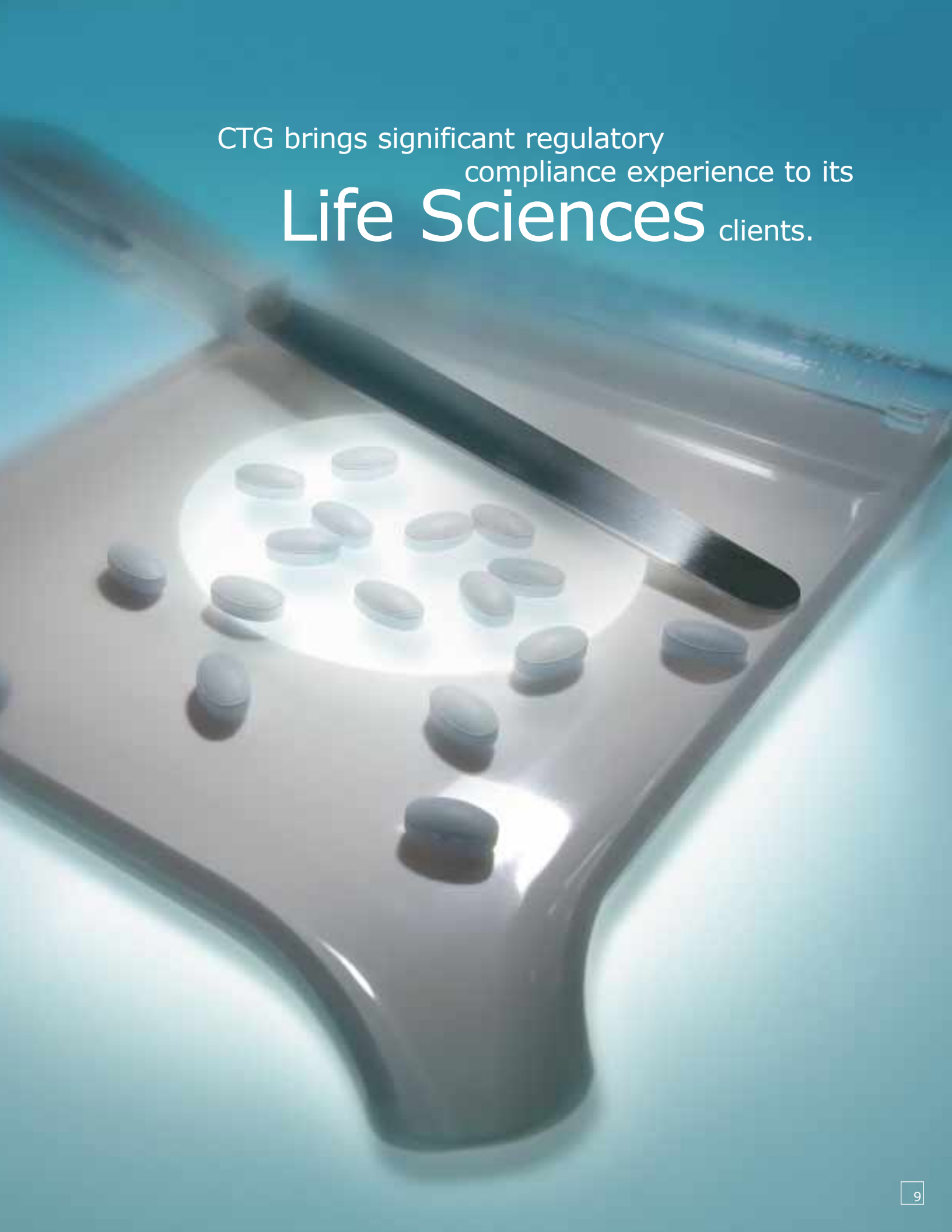
Digene Digene Corporation (Nasdaq: DIGE), based in Gaithersburg, MD, develops, manufactures, and markets proprietary DNA and RNA testing systems for the screening, monitoring, and diagnosis of human diseases, with a focus on women's cancers and infectious diseases. Digene's ongoing expansion of its discovery and production activities relies on state-of-the-art computer systems, and since the company is subject to FDA regulations, many of those systems require 'validation': documented evidence that they comply with regulatory mandates and support the development of safe, effective products.

Digene engaged CTG in 2003 to help develop a formalized strategy for computer system validation and carry out this mission-critical activity. Our experts collaborated with Digene staff on the many aspects of the process. In addition, CTG delivered educational workshops on a wide range of validation issues. Digene regards CTG as a valuable provider of computer system validation expertise, IT recruiting, staffing, and general IT solution consulting.

A CTG Client Since 2003

CTG brings significant regulatory
compliance experience to its

Life Sciences clients.





We Know Financial Services

CTG has a long and significant history as a provider of technology support to the financial services industry. Our client references in this vertical include banks, insurance companies, and securities brokerages, and range from small local institutions to Global 1000 companies. We support traditional financial services business functions, as well as activities such as mergers and acquisitions integration, risk management, and e-commerce. In addition to traditional transactional experience, CTG has extensive references in consumer and mortgage lending, compliance, and fraud detection.

We provide financial services clients with support covering a full range of mission-critical IT functions, including staffing, applications management, helpdesk, infrastructure, data center, desktop support, and network management. CTG supports a comprehensive software set used by the financial services industry including the packages of AMS, ASC, ATM, Bell & Howell, Checkfree, Computer Associates, Fair Isaac, Fiserv, IBM, Kofile, Mainsoft, M&I, Primary Payment Systems, and Provenir. Our technical skills encompass virtually every major hardware system and programming language used by the industry.

A key area of strength in this vertical is CTG's experience in integrating new applications and technologies with existing systems, which is a high demand solution set given the industry's diverse and changing mix of product sets and the systems supporting them. We are also very effective at providing transitional outsourcing to the financial services industry, where we typically manage 'sunsetting' applications to allow the client's internal IT staff to focus on implementing new applications.



CTG also brings significant international experience in financial services IT to clients in this vertical market. Financial services represents our largest vertical market in Europe, accounting for 27.6% of revenues in our European operation. Our European financial services clients currently include institutions in Belgium, The Netherlands, and Luxembourg, which is a major European banking center.

CTG excels at supporting the financial services market because of our deep understanding of its business processes and how to use technology to enhance service levels and productivity while lowering costs. Our ability to quickly source specialized IT talent in large volume is valuable to this market based on its

significant, but variable need for supplemental IT support. CTG's application management capabilities also enable us to take on outsourcing engagements of a significant scale.

Our growth focus in this vertical market is on expanding our business as an IT staffing supplier to larger financial institutions and increasing the application management work we perform for small-to-mid-sized banks and financial services companies.

Fortis CTG's association with Fortis, an international banking, insurance, and investment services provider, began in 2000 after its formation as the result of a merger of ASLK and Generale Bank, itself a CTG client since 2000. While the merger established Fortis as one of Europe's leading financial institutions, it also confronted the new organization with a problem: two sets of mission-critical applications operating on two different computing platforms. CTG's widely-recognized installation and testing expertise, as well as our relationship with Generale Bank, prompted Fortis to ask us to lead a project to merge the disparate applications on a common operating platform.

Following the successful conclusion—on time and within budget—of that project, Fortis and CTG have entered into an ongoing managed staffing agreement under which CTG provides IT experts that fit skill profiles defined at the start of the engagement.

Fortis has the option to change the composition of the team and expand or reduce it as necessary to accommodate seasonal demand or special project requirements, while CTG takes full responsibility for training to ensure the seamless integration of new team members. Our flexibility and attention to quality, continuity, and knowledge transfer have earned CTG a strong client approval rating from Fortis.

A CTG Client Since 2000



CTG's Financial Services

clients include U.S. and European
banks and insurers.



We Know Industry

CTG solutions and IT consultants support business operations in a wide range of industries including retail, consumer products, food and beverage, fragrances and cosmetics, household appliances, automotive and tire, metals, and petrochemical. The breadth of our IT capabilities and industry experience enhances CTG's appeal as an external provider of IT services and solutions.

For our manufacturing clients, logistics, Internet-based supply chains, and health, safety, and environment (HSE) stand out as the solutions sets where we have done the most work and where client demand is strongest. CTG's customer relationship management (CRM) and vendor allowance solutions complement our logistics capabilities for large retailers and help these clients increase gross profit, same-store sales, and average transaction size, while automating and securing the maximum benefit from vendor allowance programs.

We view logistics as the foundation of supply chain management and a key component of enterprise resource management. CTG develops customized, 'common-sense' distribution management systems that enhance productivity, increase revenues, and reduce operational costs by an average of 30%. We also deliver business solutions that optimize the enterprise-wide management of inventory, resources, and facilities.

CTG's work automating distribution and warehouse facilities numbers in the hundreds of facilities—ranging from less than 20,000 to over two million square feet—in both North America and Europe. We design logistics and distribution systems to integrate seamlessly into enterprise resource planning or legacy host systems. Our logistics solutions are also designed to deliver real-time, critical business information that managers can use to make tactical decisions that achieve corporate initiatives, increase productivity, and reduce operating costs. A key niche of CTG's logistics expertise is development of wireless logistics solutions able to operate in challenging environments for radio frequency systems.

We see the Internet as the backbone of an effective supply chain because it supplies the most efficient mechanism for integrating all the organization's suppliers of services, raw materials, and inventory with its business processes and information systems. CTG also develops customized solutions specific to client products, markets, and companies, which helps our manufacturing clients maximize their return on investment through reduced inventories, greater customer loyalty, lower operating costs and faster product development and delivery.

For most manufacturers, HSE is a mission-critical priority. CTG applications have helped HSE professionals more effectively collect and report HSE information and use it for a variety of purposes including hazard identification, root and contributing cause determination, development and improvement of risk management, safety and training programs, resource utilization, and comprehensive data collection and reporting.

A unique advantage that CTG brings to our manufacturing clients is that we are one of a very few IT services companies that has a Total Quality Management program certified to ISO 9001:2000. Our ISO-certified status makes us an ideal IT partner with manufacturing companies because these companies have typically adopted ISO and value working with suppliers who are also ISO-compliant.

Lone Star Steel 2003 marked the ten-year anniversary of a highly successful partnership between CTG and Texas-based Lone Star Steel Company, a world-leading manufacturer and distributor of quality tubular products for energy, industrial, and automotive applications. This year, CTG completed two major projects for Lone Star: implementation of Oracle manufacturing software and installation of a wireless communication network. The Oracle implementation concluded a three-year collaboration in which CTG specialists worked closely with Lone Star Steel business experts to tailor the applications to Lone Star's business processes and integrate the various phases of its production lines.

Full utilization of the Oracle applications required extending networking capability to all areas of the business, including the mill floor. Although the mill's age and extreme conditions had previously made networking problematical, CTG developed an innovative wireless solution that fully supported the Oracle rollout. In fact, the wireless network's outstanding signal strength and reliability were instrumental in the success of the implementation effort. Now that the Oracle system is up and running, CTG and Lone Star are looking forward to next year's challenge: harvesting the information provided by the new applications to optimize Lone Star's bottom line. **A CTG Client Since 1994**

The breadth of our IT capabilities and

Industry experience
make CTG an ideal external technology partner.



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