



WHAT THE BEST COMPANIES DO

Second Quarter 2010 Financial Results

Investor Conference Call
3 August 2010

“SAFE HARBOR” DISCLAIMER

This presentation contains forward-looking statements within the meaning of the Private Securities Litigation Reform Act of 1995. Statements using words such as “estimates,” “expects,” “anticipates,” “projects,” “plans,” “intends,” “believes,” “forecasts” and variations of such words or similar expressions are intended to identify forward-looking statements. You are hereby cautioned that these statements are based upon our expectations at the time we make them and may be affected by important factors including, among others,

the factors set forth below and in our filings with the U.S. Securities and Exchange Commission, and consequently, actual operations and results may differ materially from the results discussed in the forward-looking statements. Our expectations, beliefs and projections are expressed in good faith and we believe there is a reasonable basis for them. Factors that could cause actual results to differ materially from those indicated by forward-looking statements include, among others, our dependence on renewals for our membership-based services, the sale of additional programs to existing members and our ability to attract new members, our potential failure to adapt to member needs and demands, our potential inability to attract and retain a significant number of highly skilled employees, risks associated with the results of restructuring plans, fluctuations in operating results, our potential inability to protect our intellectual property rights, our potential exposure to loss of revenue resulting from our unconditional service guarantee, exposure to litigation related to our content, various factors that could affect our estimated income tax rate or our ability to use our existing deferred tax assets, changes in estimates or assumptions used to prepare our financial statements, our potential inability to make, integrate and maintain acquisitions and investments, the amount and timing of the benefits expected from acquisitions and investments, our potential inability to effectively anticipate, plan for and respond to changing economic and financial markets conditions, especially in light of the ongoing uncertainty in the worldwide economy and possible volatility of our stock price. These and other factors are discussed more fully in the “Management’s Discussion and Analysis of Financial Condition and Results of Operations” and “Risk Factors” sections of our filings with the U.S. Securities and Exchange Commission, including, but not limited to, our 2009 Annual Report on Form 10-K. The forward-looking statements in this presentation are made as of August 3, 2010, and we undertake no obligation to update any forward-looking statements, whether as a result of new information, future events, or otherwise.



ENCOURAGING RETURNS FROM FOCUS ON OUR FOUR KEY PRIORITIES

- Improving booking trends drove sequential increases in Contract Value and revenues
- Organic growth supplemented by Iconoculture acquisition
- Raising guidance to reflect improved performance and to incorporate Iconoculture
- Continuing planned investments for growth

FINANCIAL SUMMARY

\$ in Millions, Except Earnings per Share

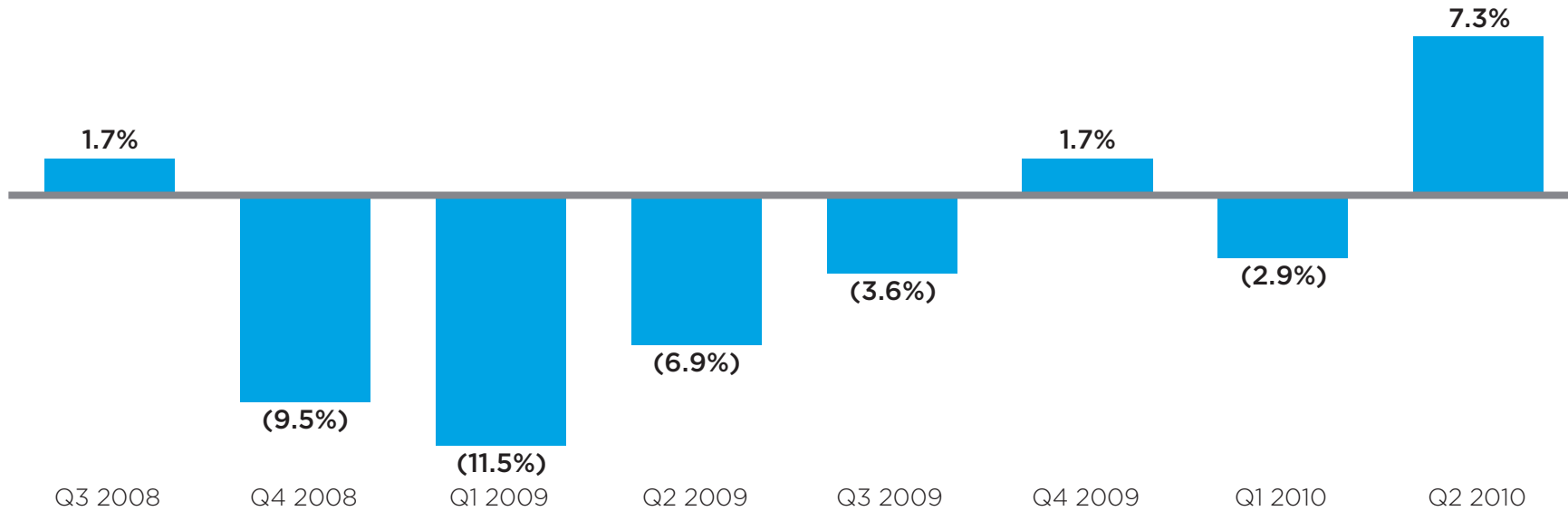
	Q2 2010	Q2 2009	% Change	Q4 2009	% Change
Contract Value	\$ 410.1	\$ 401.6	2.1%	\$ 382.1	7.3%
Revenues	\$ 109.6	\$ 110.7	(1.0%)	\$ 100.2	9.4%
Adjusted EBITDA Margin	22.1%	26.9%	n/m	24.5%	n/m
Non-GAAP Diluted Earnings per Share	\$ 0.32	\$ 0.41	(22.0%)	\$ 0.34	(5.9%)

- Revenue “lag effect” tempered by Iconoculture acquisition
- As expected, sequential declines in both margin and EPS

n/m = not meaningful.

Q1 2010 HIGHLIGHTS

Sequential Contract Value Change

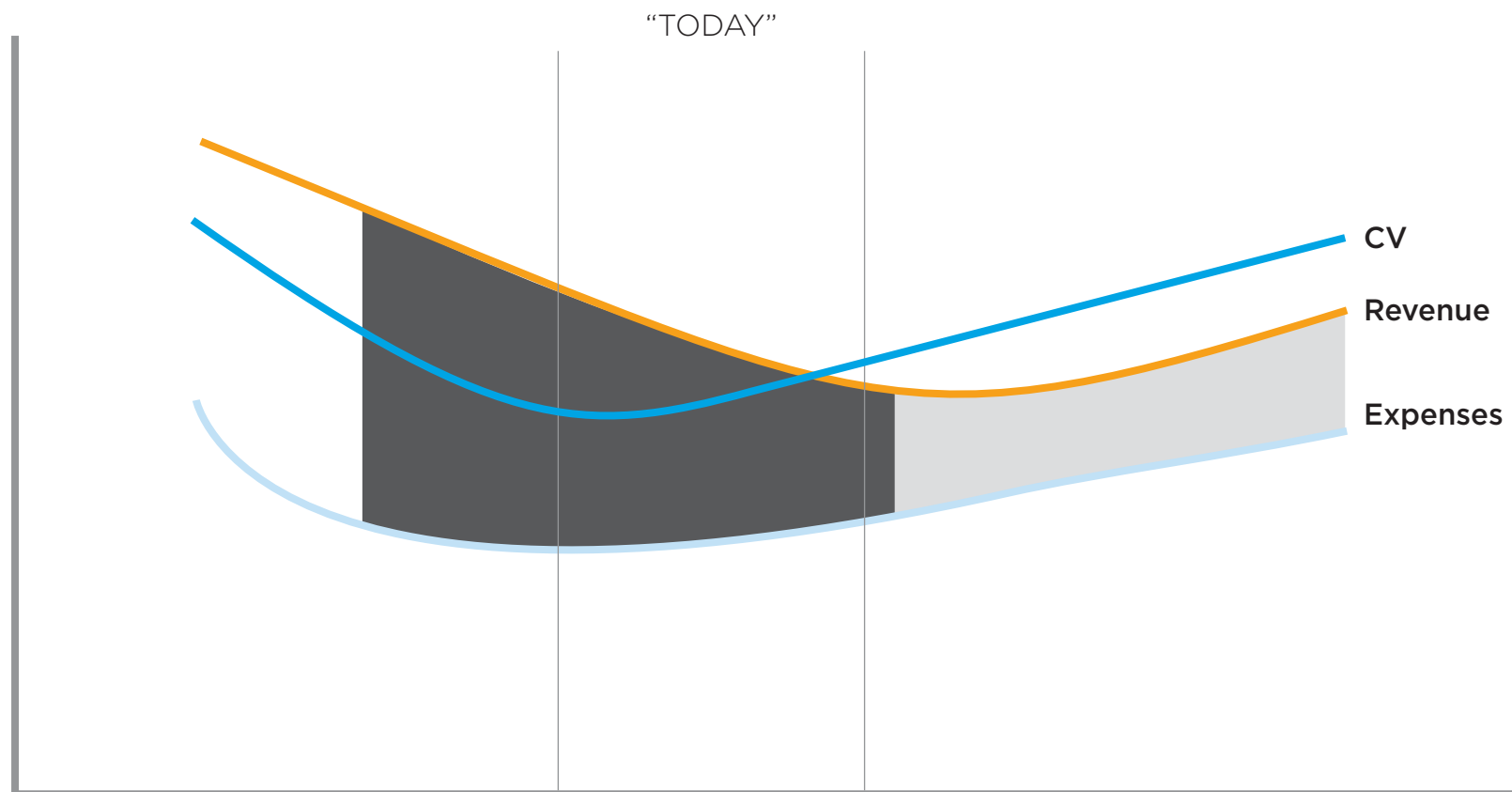


As expected, sequential increase in Contract Value

- Continued strong program renewals
- Improved cross-sales and new sales
- Iconoculture acquisition
- Encouraging performance across all geographies and practice areas

NEAR-TERM MARGIN PRESSURE DUE TO REVENUE LAG AND SELECTIVE INVESTMENTS

Illustrative



Investing to Sustain Growth Opportunities

UPDATING 2010 OUTLOOK

Bookings and Revenues

- Continued sequential Contract Value growth
- Revenue lag persists
- Some variability in non-subscription revenues

Expenses

- Continued ramp in product investments
- Additional sales and service capacity

Guidance

Revenues	\$430 M to \$440 M
Adjusted EBITDA Margin	21.5% to 23.5%
Non-GAAP Diluted Earnings Per Share	\$1.20 to \$1.35
Depreciation & Amortization	\$19 M to \$21 M
Capital Expenditures	\$6 M to \$8 M

BUILDING ON SOLID PROGRESS

- Continued improvement, but a great deal remains to be done
- Time, focus and investment still directed against our 4 key priorities:
 - Drive customer loyalty through high-value personal engagement
 - Invest globally in our strongest brands
 - Improve the member experience through enhanced technology and analytic platforms
 - Elevate member performance through great content and product innovation

DRIVE LARGE CUSTOMER LOYALTY THROUGH HIGH-VALUE PERSONAL ENGAGEMENT

Q2 2010

- Renewals continue at high rates
- Cross-sales and new sales both gaining traction
- Improving member engagement
- Completed European commercial model rollout



Across 2010

- Selective investments in additional sales and service staff
- Preserve renewal rate gains
- Drive greater momentum in both new sales and cross sales

INVEST GLOBALLY IN OUR STRONGEST BRANDS

Q2 2010

- Continued to create visibility for most powerful content
 - Sustained high-end media presence
 - First post-acquisition Iconosphere conference
- Sustained momentum in middle market
- Used new Singapore office to further penetrate Western Multi-Nationals and spur growth in Southeast Asia



Across 2010

- Continue to build Asia team
- Lay groundwork for international expansion of middle market product set
- Explore opportunities to build brand through partnerships and alliances

IMPROVE MEMBER EXPERIENCE THROUGH ENHANCED TECHNOLOGY AND ANALYTIC PLATFORMS

Q2 2010

- Finalized design of new member portals
- Continued strong usage growth trends
- Strengthened adoption of Employee Analytics platforms



Across 2010

- Implement new portal structure
- Build more analytical tools that link content to member work
- Sustain momentum and invest in performance analytics platform growth

ELEVATE MEMBER PERFORMANCE THROUGH GREAT CONTENT AND PRODUCT INNOVATION

Q2 2010

- Finalized Iconoculture acquisition
- Delivering unique data and insight on urgent member issues:
 - Understanding and managing risks to the enterprise
 - Driving performance of critical employee segments



Across 2010

- Proceed with launch slate
- Add sales and marketing capability to support new product launches

LOOKING AHEAD

- Realizing tangible returns, and see room for continued improvement
- Maintain managerial and investment focus on four key priorities:
 - Drive customer loyalty through high-value personal engagement
 - Invest globally in our strongest brands
 - Improve the member experience through enhanced technology and analytic platforms
 - Elevate member performance through great content and product innovation
- Keep intensive focus on attracting, growing and developing exceptional talent

APPENDIX

This appendix and the accompanying tables include a discussion of EBITDA, Adjusted EBITDA, Adjusted net income, and Non-GAAP diluted earnings per share, which are non-GAAP financial measures provided as a complement to the results provided in accordance with accounting principles generally accepted in the United States of America (“GAAP”). The term “EBITDA” refers to a financial measure that we define as earnings before interest income, net, depreciation and amortization, and provision for income taxes. The term “Adjusted EBITDA” refers to a financial measure that we define as earnings before interest income, net, depreciation and amortization, provision for income taxes, impairment loss, costs associated with exit activities, restructuring costs, and gain on acquisition. The term “Adjusted net income” refers to net income excluding the after tax effects of impairment loss, costs associated with exit activities, restructuring costs, and gain on acquisition. “Non-GAAP diluted earnings per share” refers to net income excluding the after tax per share effects of impairment loss, costs associated with exit activities, restructuring costs, and gain on acquisition.

These non-GAAP measures may be considered in addition to results prepared in accordance with GAAP, but they should not be considered a substitute for, or superior to, GAAP results. We intend to continue to provide these non-GAAP financial measures as part of our future earnings discussions and, therefore, the inclusion of these non-GAAP financial measures will provide consistency in our financial reporting. A reconciliation of these non-GAAP measures to GAAP results is provided below.

We believe that EBITDA, Adjusted EBITDA, Adjusted net income, and Non-GAAP diluted earnings per share are relevant and useful supplemental information for our investors. We use these non-GAAP financial measures for internal budgeting and other managerial purposes, when publicly providing the Company’s business outlook and as a measurement for potential acquisitions. A limitation associated with EBITDA and Adjusted EBITDA is that they do not reflect the periodic costs of certain capitalized tangible and intangible assets used in generating revenues in our business. Management evaluates the costs of such tangible and intangible assets through other financial measures such as capital expenditures. Management compensates for these limitations by also relying on the comparable GAAP financial measure of income from operations, which includes depreciation and amortization.

APPENDIX

(\$ in Thousands, Except per Share Amounts)

	Three Months Ended		
	June 30, 2010	June 30, 2009	March 31, 2010
Revenues	\$ 109,577	\$ 110,695	\$ 100,175
ADJUSTED EBITDA			
Net Income	\$ 10,980	\$ 4,946	\$ 11,633
Interest Income, Net	(363)	(475)	(436)
Depreciation and Amortization	5,639	6,263	5,135
Provision for Income Taxes	7,923	3,297	8,185
EBITDA	\$ 24,179	\$ 14,031	\$ 24,517
Cost Associated with Exit Activities	-	11,518	-
Restructuring Costs	-	4,244	-
Adjusted EBITDA	\$ 24,179	\$ 29,793	\$ 24,517
Adjusted EBITDA Margin	22.1%	26.9%	24.5%
ADJUSTED NET INCOME			
Net Income	\$ 10,980	\$ 4,946	\$ 11,633
Adjustments, Net of Tax:			
Cost Associated with Exit Activities	-	6,911	-
Restructuring Costs	-	2,546	-
Adjusted Net Income	\$ 10,980	\$ 14,403	\$ 11,633
NON-GAAP DILUTED EARNINGS PER SHARE			
GAAP Diluted Earnings per Share	\$ 0.32	\$ 0.14	\$ 0.34
Adjustments, Net of Tax:			
Cost Associated with Exit Activities	-	0.20	-
Restructuring Costs	-	0.07	-
Non-GAAP Diluted Earnings per Share	\$ 0.32	\$ 0.41	\$ 0.34



WHAT THE BEST COMPANIES DO