

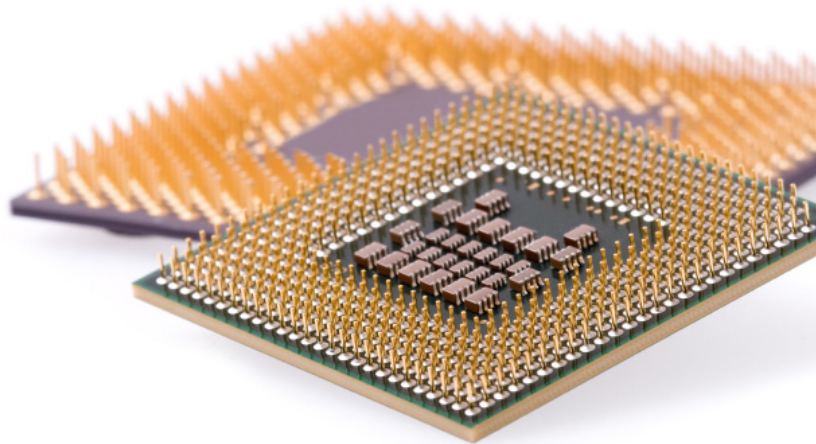
GE Capital



Industry Research Monitor

Technology & Business Services

Given current global macroeconomic uncertainty and related capital market volatility, the short term outlook for IT spending, particularly within the Financial Services industry, remains uncertain. As such, we thought it would be interesting to hear directly from GE Capital's Chief Information Officer about how IT spending at one of the world's largest financial services organizations might contrast with IT spending trends in the broader Financial Services industry.



CONTENTS

Current Environment	2
Q&A with GE Capital's Chief Information Officer	3
Profile of AccessGE Engagement w/Teradata	6
GE Capital Technology Spotlight Transaction	8
GE Capital's Commitment To Technology	8

Current Environment

According to IDC, the Financial Services industry including Commercial Banking, Insurance and Investment Banking, account for approximately 15% of total IT spending in North America. Similar to the differing degrees that macro influences and regulatory reforms are challenging various segments of financial services, IT spending trends can also exhibit significant variances across financial service business models.

Near-term IT spending outlook clouded by macro issues

During the most recently completed quarter, approximately 50% of the technology companies in the S&P 500 exceeded earnings expectations while only 3% fell short. Given the uncertainty about the macro economy, the earnings results seem surprisingly optimistic until taking into account the fact that most analyst earnings estimates for tech companies had already been reduced prior to the actual announcements. More importantly, almost universally cautious commentary by technology CEOs and CFOs reflects the fact that IT vendors are still fighting significant headwinds caused in part by turbulent capital markets, which has shaken the confidence of their enterprise customers and likewise their near-term plans for investment in IT. The reduced visibility of end market demand for IT products and services has resulted in analysts further reducing their 2012 earnings estimates on 2/3 of the technology companies in the S&P 500.

The financial services industry and in particular the investment banking sector, which has been at the epicenter of the capital market turmoil, has also been navigating the added challenge of adapting to an increasingly regulated environment. Not surprisingly, we have noticed that some CIOs in the investment banking sector have indicated that IT spending could be entering an extended period of no growth or even gradual decline. However, as the following interview reveals, the positive direction of IT spending at GE Capital mirrors the significant fundamental differences between GE Capital's core secured lending and equipment leasing business model and that of the global investment banking model.

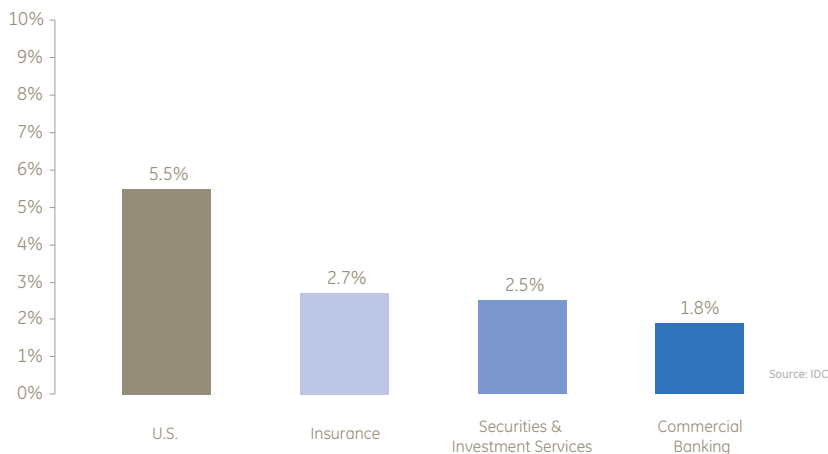
GE TO OPEN NEW GLOBAL SOFTWARE HEADQUARTERS IN BAY AREA

As the Internet evolved from the dial-up days of America Online to the always-on, cloud-dwelling social network, a parallel development has been taking place in the background: the digital web of the world's trillions of machines.

Over the last several decades, GE's software engineers have guided the growth of this emerging industrial Internet. Putting their brains and manufacturing skills to the task, they connected jet engines, power transformers, and medical devices to boost the efficiency of these complex systems and save customers money. With some 5,000 software engineers on staff, GE's software revenues are about \$2.5 billion and the company expects double-digit growth from now until 2015.

In mid-November, GE announced what would be a new dynamo powering this growth: a new Global Software Center, located in San Ramon, California. The center will hire and house 400 software engineers and other professionals developing digital tools that gather and analyze the millions of gigabytes of data generated by controls, sensors, computers and other parts of the brains of industrial machines. These tools will predict and respond to changes, and guide customers in how to best use their assets.

US 2012 Enterprise IT Spending Growth Forecast



Q & A with GE Capital's Chief Information Officer

At the beginning of December we sat down with Martha Poulter, GE Capital's Chief Information Officer, for a check-in on the direction of GE Capital's investments in technology.

Budget for 2011/2012

Q. For the purpose of providing a baseline, can you give us a rough idea of how much of the current year GE Capital IT budget is allocated among these categories (Hardware, Software, IT Services, Headcount, Other)?

A. Of our total budget, 9% is spent on hardware, 16% on software, 23% on outside services, 8% on network, 31% employee related, and 13% on amortization.

Q. Generally speaking, what percentage of the overall IT budget is dedicated to steady state maintenance of existing applications/infrastructure and how much is allocated toward new application development? Do you foresee any significant shifts in these percentages over the next 3-5 years?

A. Similar to what is likely a current theme throughout the IT industry, our percentage of RTS (Ready-To-Serve or Maintenance) is currently higher than we expect it to be a few years from now. We are actively driving application and data center simplification as well as hardware modernization strategies to lower that percentage significantly. We would strive to get the maintenance number into the 75-80% range.

Q. At the outset of 2011, what percentage change were you planning for the overall amount of IT spending compared to 2010?

A. We planned for a 9% increase in our overall IT budget from 2010 to 2011.

Q. What categories are you spending most of the incremental growth dollars in the current year budget (Hardware, Software, IT Services, Headcount)?

A. Most of our incremental growth came from employee hiring and IT services as we had incremental business demand for spend to position the business for growth.

Q. With all of the volatility in the external environment recently, are your outlays likely to be less/more or about on target for the remainder of the year relative to the IT budget set at the beginning of the year?

A. We are ending 2011 exactly as planned at the beginning of the year.

INTERVIEW WITH



Martha Poulter
GE Capital Chief Information Officer

Martha is Vice President & Chief Information Officer for GE Capital with global responsibility for the Information Technology strategy, organization and delivery of customer value through technology.

Prior to this role Martha was Chief Information Officer of GE Capital, Americas. This business provides financing for equipment, inventory and franchises; fleet services and M&A, buyout and restructuring capital to companies in over 40 industries, including healthcare.

Martha's career spans a range of information technology, e-Business, and Quality leadership roles at Southern New England Telephone Company and GE including CIO of GE Capital Solutions, an equipment leasing and lending business, and the Chief Information Officer and Quality Leader for GE Corporate Financial Services, a structured lending business.

Martha served for three years as the national co-leader for the GE Hispanic Forum. She is an active member of the GE Women's Network and a member of the board of directors for the Norwalk Community College Foundation and the Hispanic Federation. Martha graduated with a B.S.E. degree in Computer Science & Engineering from the University of Connecticut and completed her M.B.A. at the University of New Haven.

Q. Given what you know at this point, would you expect that your overall IT budget for 2012 is likely to decline, remain flat or grow compared to 2011? Would most of the incremental changes for 2012 (compared to 2011) be in the area of headcount, hardware, software and/or services?

A. While we do not yet have an approved budget, we are recommending an increase from 2011 with investments in hardware, employees and outside IT services.

Spending Priorities

Q. Can you rank order a few of the highest priority initiatives that you are currently dedicating the most resources towards? I.e. Data center consolidation, compliance applications, hardware upgrades, security, mobility applications/tablet adoption etc...

A. Security, customer connection/self-service, data center consolidation, regulatory readiness and mobility are our highest priorities heading into 2012.

Q. Do you foresee that your spending priorities might shift to other areas not mentioned in the prior question? If so, what types of initiatives are most likely to be seen as an increasing priority in the next couple of years?

A. Customer connectivity both in the form of self-service for customers as well as social communities has been an increasing trend for us over the last couple of years and we see that continuing into the future.

Data Centers/Cloud

Q. Data center consolidation has been a key theme inside and outside of GE for the past couple of years. Where is GE in the data center consolidation process and can you outline at a high level some of the quantifiable metrics that GE Capital and/or GE overall are driving towards in terms of # of facilities before/after, dollar cost savings etc...?

A. We are pursuing an active strategy to consolidate into strategic centers in each of our geographies. We expect that strategy will increase our productivity, standardize our processes, and result in higher asset utilization. We would like to reduce our data center footprint by 40% over the next 3 years.

Q. Clearly there is a heightened awareness around cyber-security given many recent high profile attacks on corporations and government institutions. No doubt the security of GE and GE Capital's information systems has always been a top priority. Can you describe any incremental initiatives or processes that GE or GE Capital is undertaking or plans to undertake around cyber security that may not have been present three or four years ago?

A. Given all the changes in the external security environment, we are also adapting our practices to continue protecting our customer's data and our own data. We will continue to invest in this area as a priority but for obvious reasons we cannot comment on our specific approach.

VISION



"To lead in manufacturing and technology, we must create high-value jobs in the U.S., we must invest in technology and people."

Jeff Immelt, Chairman and CEO

Microsoft

GE HEALTHCARE AND MICROSOFT LAUNCH HEALTH INFORMATION TECHNOLOGY JOINT VENTURE

GE Healthcare and Microsoft recently announced the launch of a healthcare information technology joint venture that will enable better care to more people at a lower cost. By combining Microsoft's expertise in building enterprise platforms with GE Healthcare's clinical and administrative workflow solutions, the global venture will deliver something truly different: the industry's first Healthcare Performance Management Suite focused on enabling population health management to alter the economics of health and wellness.

The need is real. For example, in the United States alone, wasteful healthcare spending has been calculated at up to US\$1.2 trillion of the US\$2.2 trillion spent on healthcare in 2008, or more than a half. The New England Journal of Medicine has reported that patients receive recommended care less than 55% of the time. The amount of clinical knowledge doubles every eight years, and it can take 14 years, on average, for new evidence to find its way into common practice.

Q. Have issues around security influenced your thinking about the pace of adoption of public cloud platforms and solutions?

A. Given our ability to leverage the capacity of the resources of both GE Capital and GE, we are fortunate to have scale within our own private cloud and have not sought public cloud hardware solutions. We have leveraged public cloud software solutions to increase our speed of solution delivery while maintaining our sensitive data within our own private cloud in those cases.

Q. Although GE Capital is not currently utilizing public cloud hardware solutions, do you think that could change over the next few years?

A. Each business needs to evaluate the value proposition related to cloud offerings. Given our scale, ability to provision on demand, and regulatory profile, it is difficult to envision that the value proposition of public cloud hardware solutions will change enough to warrant a move in that direction for us.

Relationship with vendors

Q. What are you currently experiencing from the standpoint of your relationships with hardware/software/services vendors? Would you consider it more of a “buyer’s market” or “seller’s market” in terms of who has more control over the pricing discussion (relative to beginning of 2011)?

A. In terms of hardware and software vendors, the large players have been able to maintain their price advantage and those who lost ground through the prior downturn are looking for price increases. In terms of services, there is a broader ability to switch vendors, so we continue to see price competitiveness there.

Q. Do you generally prefer to engage vendors that provide numerous types of solutions or do you prefer best of breed “single point” solution providers?

A. It’s a mixed answer. There are specialists who are very competitive in their spaces such as salesforce.com. However, given our purchase breadth, we like to maintain robust relationships with vendors who are able to provide multiple best of breed solutions.

Wrap up

Q. Any other topics or interesting trends that you are seeing that our readers might be interested in hearing about?

A. Two other significant trends that we see relate to data and social media. In the data space, there is a lot of analytics work focused on the ability to analyze data in motion versus our historical approach of analyzing data that is stored or at rest. This notion of analyzing data in motion could be very valuable when the analysis is most applicable to very large data sets or real time events. Social media as we know has become quite pervasive in the consumer world, but we see social media entering the world of commerce and changing advertising with the idea of “recommendations” as the new approach. Similarly, the presence of businesses via the social media channel has become a business must. Increasingly businesses want to be present, compete, and engage with customers from selling through to customer service.

DID YOU KNOW?

Data centers are currently using 1.5% of the total electrical output of the United States. With the forecast for energy consumption by data centers expected to grow, productivity and efficiency in data centers has become a front and center issue. To find out more, follow the link below:

www.gedatacenters.com

Reduce your energy and water consumption

With GE's powerful Data Center Solutions, you can reduce your operational costs while being more "green" to achieve a sustainable competitive advantage.

In today's digital information age, data centers serve as the heart of many companies' operations, housing critical electronic components needed for data communication and information storage. They also represent the highest energy consumption by facility type, and the demand is projected to grow by double digits annually, driven by factors such as the growth of electronic transactions, Internet communications and global commerce.

To remain competitive and meet "green" compliance requirements, it is imperative for companies to increase the efficiency of their data centers. The challenge is that all data centers have a disparate and complex infrastructure, including overlapping control and visualization elements, lack of real time and historical data to make improvement decisions, and manual processes—making operational improvements difficult to attain without significant new capital expenditures.

A comprehensive view to drive multi-function, coordinated improvements

A trusted partner
GE understands your business needs, and our Data Center Solutions can help you improve energy management and

drive more capacity from existing investments for a sustainable advantage. Our solutions encompass a proven set of integrated hardware, software and services that can provide a complete, tightly integrated facility solution—or tie existing standalone building management, power management and control into a simpler, yet comprehensive system.

An integrated, holistic approach
GE Data Center Solutions enable a "big picture" view of your operations as well as the ability to drill down into functional disciplines and root causes, automate manual processes and leverage real-time and historical data to drive continuous improvement. Our solutions are designed to:

- Help you understand the overall state of your operation or enterprise
- Provide real-time actionable information to drive improvements
- Deliver useful analytics to help you accomplish your longer-term needs
- Provide insight into cross-function synergies and constraints (e.g. did you just reduce your power consumption by \$1, only to raise your water cost by \$1.50?)

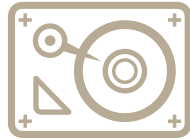
Delivering Proven Results for Customers

10-20% annual facility power savings
20-40% reduced water consumption

GE DATA CENTER SOLUTIONS

GE Capital

How do you expand your customer base while narrowing your customer focus?



Teradata Corporation

GE Capital helps Teradata build a better sales tool to target the right customers—right away.

Industry
Information
technology

Challenge
Grow sales and explore new markets

1,000 Web portal users



3-month development
time frame

Immediate access
to prospects



▷ THE RESULTS

The new prospecting tool GE Capital developed with Teradata is already being used by more than 1,000 of the company's global sales and marketing professionals. GE Capital's ability to fast-track the solution development also allows the company to begin reaching prospects immediately—a key priority for Teradata because its sales cycle can span more than two years.

3-month tool development, from concept to completion

Over 1,000 professionals already using the portal

Immediate ability to begin reaching prospects

Teradata wanted to expand its database of customers

Despite a shaky economy and fluctuations in business IT spending, Teradata has consistently strong sales and a firm market leadership position. Still, the company wanted to strengthen its competitive position and broaden its revenue base by expanding into new markets. Teradata planned to add new sales territories and hire additional staff to ramp up sales quickly, but it was critical that the company target the right prospects, right from the start. To optimize its prospecting efforts, Teradata turned to GE Capital.

"Teradata has best-in-class enterprise data warehouse solutions; GE Capital matches our commitment to our customers by offering a best-in-class program."

—Steve Reints, director of pricing, Teradata

What Teradata and GE Capital built together

Teradata partnered with GE Capital to develop a customized, Web-based prospecting tool to find and nurture new leads more efficiently than ever before. Within three months, GE Capital developed a secure Web portal by modifying GE's proprietary marketing tool. The resulting customized resource features the following premium information:

- Teradata's specific market information
- Business insights and research from third-party sources
- GE content on topics ranging from interest rates and industry trends to business best practices

Solutions beyond financing

GE develops advanced computing tools to analyze, interpret, and utilize data to improve real-time decision making, enable more efficient operations, drive innovation, and help ensure quality and regulatory compliance. We serve more than 20 industries worldwide, including energy, water, oil and gas, transportation, food and beverage, and manufacturing.

We make our expertise your expertise

We put our experience to work for your business:

- GE's RailEdge™ Movement Planner is a breakthrough software system that helps railroads run more efficiently and move more freight faster.
- GE Healthcare created an independent joint venture with the University of Pittsburgh Medical Center to digitize pathology.
- GE's TrueCourse™ Flight Management System uses crowded airspace more efficiently to save passengers time and airlines fuel.

To learn how we can add more precision to your prospecting efforts, contact your GE Capital sales representative or visit www.gecapital.com.



GE Capital • gecapital.com

More about Teradata

Teradata provides enterprise data warehouse solutions that help companies improve productivity, differentiate their businesses, and keep a competitive edge. A legend among IT circles for its humble beginnings in 1979 as a garage-based business, the company has grown to become the global leader in data warehousing and analytical solutions. Today, Teradata works with more than 1,200 customers worldwide and with companies of all sizes.

Copyright © 2011 General Electric Capital Corporation. The information contained herein is proprietary and confidential. It is for informational purposes only and is not intended to constitute legal, tax or accounting advice and you rely on it at your own risk. "GE," "General Electric Capital Corporation," the GE Logo, and various other marks and logos used in this publication are registered trademarks, trade names and service marks of General Electric Company. No part of this publication or any trademark or trade name may be used, copied, disclosed or distributed without the written permission of General Electric Company.

GE Capital Spotlight Transaction

\$185,000,000 Senior Credit Facility Joint Lead Arranger



In October 2011, GE Capital, Telecom, Media and Technology (TMT) was Co-Lead Arranger for a \$185 million senior credit facility to Welsh Carson Anderson & Stowe for the acquisition of Triple Point Technology Inc.

Founded in 1993, Westport, CT-based, Triple Point Technology Inc. is the leading global provider of software to manage commodities and enterprise risk. The company provides innovative solutions to competitively address the complex commodities value chain: mining, buying, selling, trading, and procurement; enterprise risk management; scheduling and logistics; storage; processing; and settlement and accounting. Triple Point's Commodity Management platform enables over 300 customers in 35+ countries to profitably manage exposure to energy and raw materials across industries, including energy, metals, minerals, agriculture, transportation, shipping, consumer products (CP), discrete manufacturers, and big box retailers.

GE Capital Commitments

\$9 Billion in Commitments Across the Technology Value Chain*

*GE Capital as of September 2011 (Americas only)



\$694 Million
Semiconductors &
Capital Equipment



\$5.7 Billion
Software & Services



\$966 Million
Systems & Storage



\$1.7 Billion
VARs & Distribution

DID YOU KNOW?

GE Capital's financing business for Telecom, Media and Technology (TMT) completed 21 transactions for \$2.3 billion during the first nine months of 2011.

GE CAPITAL — AMERICAS STRATEGIC MARKETING INDUSTRY RESEARCH TEAM

Michael Zimm, CFA 646-428-7015
Technology & Business Services michael.zimm@ge.com
Aerospace & Defense

Richard Aldrich, CFA 646-428-7365
Chemicals & Plastics richard.aldrich@ge.com
Metals & Mining
Auto & Auto Parts

Jeff Englander 646-428-7135
Healthcare jeffrey.englander@ge.com
Industrial Products & Services

Kimberly Savilonis 480-565-6289
Franchise kimberly.savilonis@ge.com

Loren Trotta 203-229-1877
Food, Beverage & Agribusiness loren.trotta@ge.com
Financial Services

Serena Tse 646-428-7249
Construction serena.tse@ge.com
Transportation

Disclaimer: Although General Electric Capital Corporation ("GE") believes that the information contained in this newsletter has been obtained from and is based upon sources GE believes to be reliable, we do not guarantee its accuracy and it may be incomplete or condensed. GE makes no representation or warranties of any kind whatsoever in respect of such information. GE accepts no liability of any kind for loss arising from the use of the material presented in this newsletter. This newsletter is not to be relied upon in substitution for the exercise of your independent judgment or legal advice.