///// RAILINC BY THE NUMBERS /////

3,085,698

WHEELSETS REGISTERED
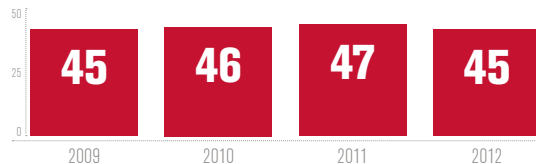
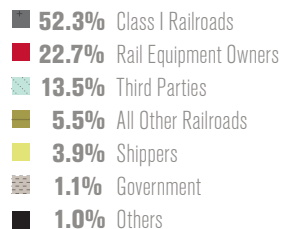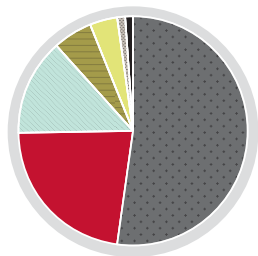IN UMLER™ COMPONENT REGISTRY IN 2012

12 Million+

ANNUAL RAIL CAR REPAIR BILLING TRANSACTIONS

RAILINC 2012 CUSTOMER MIX BY TYPE
ALL RAILINC PRODUCTS
CUSTOMER MIX BY TYPE AND REVENUE, 2012

- **52.3%** Class I Railroads
- **22.7%** Rail Equipment Owners
- **13.5%** Third Parties
- **5.5%** All Other Railroads
- **3.9%** Shippers
- **1.1%** Government
- **1.0%** Others

WHAT RAILINC EMPLOYEES SAY:

96% "I'M ALWAYS THINKING ABOUT WAYS TO DO MY JOB BETTER."

94% "I UNDERSTAND HOW MY JOB HELPS THE ORGANIZATION ACHIEVE SUCCESS."

93% "I FEEL LOYAL TO MY IMMEDIATE GROUP OR WORK TEAM."

93% "I HAVE A CLOSE AND TRUSTING RELATIONSHIP WITH ONE OR MORE COWORKERS."

92% "I BELIEVE THIS ORGANIZATION WILL BE SUCCESSFUL IN THE FUTURE."

90% "I WOULD LIKE TO BE WORKING AT THIS ORGANIZATION ONE YEAR FROM TODAY."

CUSTOMER LOYALTY RATING 2009-2012

2009	2010	2011	2012
83%	**84%**	**85%**	**83%**

NET PROMOTER SCORE 2009-2012

2009	2010	2011	2012
45	**46**	**47**	**45**

$500 M

AMOUNT SETTLED THROUGH SSDX IN 2012

$1.1 Billion

PROCESSED ANNUALLY IN CAR REPAIRS

$17.6 Billion

(GROSS) SETTLED AMONG RAILROADS THROUGH INTERLINE SETTLEMENT SYSTEM® IN 2012

///// CONTACT US /////

RAILINC

RAILINC

AT A GLANCE //

Railinc Keeps You **Moving**

OUR WORK //

Freight railroads are the backbone of the nation's economy, carrying the things Americans want and businesses need every single day. And, information technology is the connection that keeps it running smoothly. At Railinc, we create IT systems and applications that help keep essential goods like food, clothes and industrial materials traveling by rail across our great land. From critical operations and financial systems to tracking applications and business analytics, Railinc helps railroads, rail equipment owners, shippers and third-party logistics companies keep North America moving.

OUR TECHNOLOGY //

Railinc makes compelling and consequential IT products from rich internet applications to mission-critical data systems. Our credentials include leadership in Agile development, SaaS and DaaS development, and we recently implemented one of the most ambitious industry-wide technology

projects in more than 40 years. Those are just a few of the reasons why local and national organizations have recognized Railinc, its executives and employees for excellence.

Railinc's technology footprint rivals many Fortune 500 companies. We are vigilant about maintaining state-of-the art-technology. In fact, our most recent upgrade to a flexible, midrange product-delivery solution required more than 8 million lines of code and replaced more than 200 servers! Our technology partners include industry leaders like IBM, Xerox, Red Hat, Cisco, Teradata, Sterling, MicroStrategy and Oracle. Our data center operates 24x7. And we deliver more than 9 million messages daily over our EDI network, process hundreds of millions of rail transactions and settle billions of dollars among railroads each year through our proprietary IT systems.

OUR PEOPLE //

Our people are smart, creative, enthusiastic and dedicated. And our culture sets us apart. We care about our work just as much as we do about our community and each other. Railinc and its people have contributed time and money to vital community organizations such as the North Carolina Children's Hospital, the Food Bank of Central and Eastern North Carolina, Relay for Life, the American Red Cross, and Habitat for Humanity of Wake County, among others. We cheer our runners in local races, play weekly volleyball and compete during basketball tourney time. Employees bring their kids to work to show them that there is interesting and important work to do in their future. And chances are pretty good you'll see a few kids and employees running around in their costumes at Halloween.

INSIDE RAILINC

CEO & PRESIDENT	E. Allen West
LOCATION	Cary, N.C.
EMPLOYEES	Approx. 285+
SERVICES	Rail data providers, software as a service (SaaS), data as a service (DaaS), applications development, business analytics, business intelligence, cloud computing, GIS development
KEY PRODUCTS	RailSight™ System, Umler® System, DDCT System, Comprehensive Equipment Performance Monitoring (CEPM) program, EDI network, Interline Settlement System®, Equipment Health Management System, Car Hire System, Rail Industry Reference Files

RAILINC