

# the Download

ISSUE V: APR 2010

## WHAT'S IN THE DOWNLOAD?

What is Microsoft Dynamics?	1-2
Buchanan Laboratories	3
HR: Live Well. Work Well.	4-5
Morningstar Retirement Manager	6
Happy 80th Dean Watts!	7
Buchanan Client Spotlight	8-9
Regional Updates	10-11
Ask Jim	12-13
Community Matters	14-15
Employees of the Quarter	16
SOAR Award/EOY Program	17
Buchanan Announcements	18
New Hires/Anniversaries/Jobs/Certs	19
Kudos	20
Cooking with Uncle Rick	21
Buchanan Contact List	22-23
Q1 Wins/ 7 Summer Health Tips	24
Candid Moments	25-26

**BUCHANAN**  
TECHNOLOGIES

## WHAT IS MICROSOFT DYNAMICS?

Microsoft Dynamics is a line of ERP (enterprise resource planning) and CRM (customer relationship management) applications developed by the Microsoft Business Solutions group within Microsoft. Microsoft Dynamics applications include CRM, SL, GP, NAV and AX, and are designed for small, mid and enterprise size clients. Each solution integrates with a host of other Microsoft products such as Office, SharePoint, and existing third party software.

In January 2006, Buchanan won a project with ICM in Colwich, Kansas. At the time, ICM was in the process of implementing a new Enterprise Resource Planning (ERP) system but they were also growing rapidly as a business with the emergence of Ethanol. BT was hired to augment the Information Systems team and in the end was responsible for the delivery of the new system. During this 10 month engagement, BT gained experience in the platform that was being deployed, Microsoft Dynamics: NAV. We continued to support ICM until the company had a fully staffed IT Organization. As the resources began to end their engagements, BT began partnering as a subcontractor with Tectura, the world's largest Dynamics VAR.

During this time, BT began to build the competencies required to become a VAR for Microsoft Dynamics: NAV. It was an opportune time as there was also a competitor in the Wichita Region that had opted to end their practice leaving potential customers without support in the area. We were able to complete our certification and win a new NAV customer last year.

*continued on next page*

# Microsoft Dynamics Practice

In addition, we started partnering with the Toronto team in a joint project for NWMO. This was our first implementation of Microsoft Dynamics: GP.

This allowed us to continue building our internal competency. We are in the process of completing our last certification to obtain our VAR status for the Microsoft Dynamics: GP.

## What does this mean for Buchanan?

We are now able to resell the software as well as support new or existing implementation of the products. Buchanan typically does not represent one product line; however, since we had already built the skills set assisting a customer it made sense for us to be able to sell the licenses as well as provide the support services.

## How do we approach or identify this type of opportunity?

We leverage our BT project methodology to help drive the solution. It is best to engage a customer in a Discover Project if they are trying to identify or select a

software

solution to

purchase. This way we can help

the customer identify all the requirements of a software solution and assist them in the make or buy decision. This is also a great way for us to leverage the Application Development Center. The end goal is to make sure the customer has a deliverable at the end of each stage that will help them with the success of their project.

## What Services can BT support?

BT is focusing on the two mid tier solutions; GP and NAV. We've selected these products as they are both good fits for most mid-size clients and are flexible enough to be used out of the box but also support customizations and modifications necessary to solve a client's unique problems.

## Questions?

Contact Lori Parker at [lparker@buchanan.com](mailto:lparker@buchanan.com).



## Buchanan Laboratories New Venture

Buchanan Laboratories is an exciting new venture focused on solving complex business needs.

Our internal Development, QA, and Automated Scripting teams have combined to form a unique section of our company. Buchanan Laboratories is a unique effort with a wide variety of talents, ranging from ASP.NET development to Robotic Arm programming. This group focuses on identifying opportunities and combining the technologies to make them work. Application development and LEO Automated Testing are the staples of this team, but that is only the beginning.

Buchanan Laboratories is a vital piece of our internal operations. Clickright.net is an internally written application created to support ourselves and our clients. This application is configured to work with many external systems; creating a central portal for all internal business activities. Buchanan Laboratories is constantly building on this system, expanding its reach and ability while maintaining a core structure of user settings and client affiliations.

As mentioned above, LEO Automated Testing is a large part of Buchanan Laboratories. This usually entails writing a script to test a specific software function and return a pass or fail; the main goal being to run through a list of tests to verify software functionality after a change. Some software is developed to communicate with hardware, so naturally there are tests involving interaction with the software and hardware components. Utilizing a robotic arm, we are now able to complete complex tests by "kicking off" a specific robotic movement during software testing. After the robotic arm does

what is needed, the automated script returns to the software to verify the physical action.



For more information on Buchanan Labs and LEO, or to discuss possible opportunities, contact:

General Questions:

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## What's in the Future for LEO?

LEO will run his Automated Testing Lab at the 2010 NACStech TradeShow in New Orleans, LA on May 5th—7th!

# Live Well. Work Well.

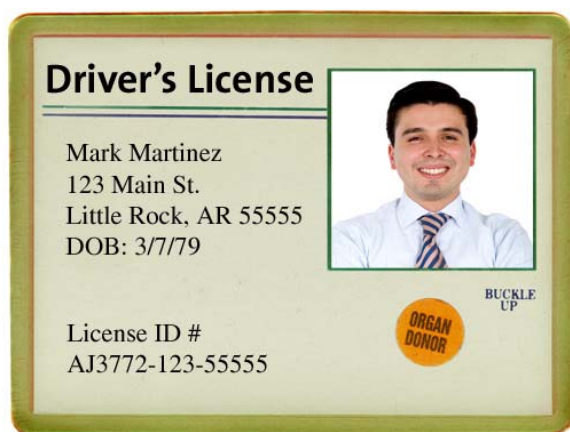
HUMAN RESOURCES

## Donate the Gift of Life!

With over 106,000 people on the national organ transplant waiting list, there's no better time to become an organ and tissue donor. One donor can save or help as many as 50 people!

### How To Be Become an Organ Donor:

- Register with your state donor registry at your state's Department of Transportation Web site.
- Designate that you are an organ donor on your driver's license. You can do this when you obtain or renew your license.
- Download a donor card at [organdonor.gov](http://organdonor.gov) to fill out and carry with you until you can designate your donation decision on your driver's license or join a donor registry.
- Talk to your family about your donation decision. Help them understand your wish to be an organ and tissue donor before a crisis occurs.



**SAVE A LIFE... BECOME  
AN ORGAN DONOR!**

## Celebrate Sustainability

April 22 marks the 40<sup>th</sup> anniversary of Earth Day. While many are celebrating by encouraging environmental awareness around the world, you don't have to completely revamp your lifestyle to help make a difference. Here are some simple ways to help conserve the Earth's resources:

### At Work:

- Turn off the lights when you leave a conference room, classroom or office. Make sure all lights are off before going home at the end of the day.
- Shut off faucets tightly. Report and leaks to your supervisor immediately – even a dripping leak can waste gallons of water a day.
- Only print out e-mails when necessary. Whenever possible, use both sides of paper when printing.
- Turn off the power strip to the equipment you use. Shut down your computer at the end of the day instead of just putting it on standby mode.
- Turn off the televisions in your reception area at the end of the day. If you are a 24-hour business, consider turning off several monitors during non-peak business hours.
- Bring your lunch to work in a reusable lunch bag. Consider using reusable containers instead of plastic bags.

### At Home:

- Install Energy-Star<sup>®</sup>-rated light bulbs and appliances. These are proven to use significantly less energy.
- Purchase nontoxic cleaning products and biodegradable soaps.



- Pay bills online rather than through the mail. This is more eco-friendly and will also save you money on checks and stamps.
- Carpool, ride the bus, use other public transportation or bike to work.
- Open the doors and windows to let fresh air in. Indoor air quality is often worse than outside air, so circulate fresh air in.
- Find out from your city what is recyclable. There may be items that you are currently throwing in the trash that could go in your recycle bin.

## IRS Scams Increase

Protect yourself from online identity theft and other scams that increase during and just after the filing season. Such scams have been known to impersonate the logo, names and design of IRS or U.S. Department of Treasury to mislead taxpayers into believing the scam is legitimate.

The "Refund Scam" is the most common IRS-impersonation scam during the filing season. A bogus e-mail claiming to come from the IRS says that the recipient is eligible for a tax refund of a specified amount. To claim the refund, the recipient must fill out a claim form requiring the entry of personal and financial information. Use extreme caution as this scam claims to be sent by the Exempt Organizations area of the IRS or from a genuine or made-up name of an IRS executive.

### Watch For E-mails That:

- Request personal and financial information. The IRS does not send unsolicited e-mails to taxpayers. It does not discuss tax account information with taxpayers via e-mail or use e-mail to solicit

sensitive financial and personal information from taxpayers.

- Threaten a consequence for not responding to the e-mail such as additional taxes or withholding the refund.

If you are sent a suspicious e-mail, visit [www.irs.gov](http://www.irs.gov) and use the "Where's My Refund?" tool, not the e-mail, to determine your refund amount. Then, forward the e-mail to the IRS and delete it from your inbox.

## Dangers of Driving Drowsy

We all know that driving while sleepy isn't smart, but just how dangerous is it? Studies show that driving while sleep deprived can be just as hazardous as driving while intoxicated. Both result in a decrease in alertness, impairing your reaction time. Keep these tips in mind and make it safely to your destination:

- Avoid driving between midnight and 6 a.m. if possible.
- Pull over and stop if you feel sleepy. Even a 20-minute nap can make a difference in your alertness.
- Caffeine may keep you alert, but it is only a temporary solution.
- Avoid making long drives after you've lost sleep.
- Above all, call for a ride if you're too sleepy to drive!



## Lost when considering what to do with your retirement? USI has a great tool for you!!

USI Consulting Group has teamed with Morningstar Associates, LLC, a registered investment advisor, to help you set up a plan for retirement through your employer-sponsored plan. Through Morningstar Retirement Manager, you can receive a personalized retirement strategy that includes recommendations for how much to save and which asset mix is right for you. Simply follow the instructions below for accessing and using Morningstar Retirement Manager and start setting your sights on the future.

### Accessing Morningstar Retirement Manager

1. Log onto [www.usicg.com](http://www.usicg.com)
2. Click on the [Defined Contribution/401\(k\)/403\(b\)/USIRA Participants](#) account access button
3. Select [Participant Login](#)
4. Enter your User ID and Password and click the [Login](#)
5. Click on Retirement [Savings Account](#)
6. Click on the [Planning & Guidance](#) tab on the top horizontal menu bar
7. Scroll down and over [Advisory Services](#) and select [Morningstar Retirement Manager](#) from the drop list
8. [Click here](#) to begin and follow the step-by-step instructions on using Morningstar Retirement Manager

### NEED HELP?

If you need help, you may call the Help Line for technical assistance. The tollfree number is **1-866-257-1325** or e-mail [usionline@morningstar.com](mailto:usionline@morningstar.com). You may call between 8:00 a.m. and 1:00 a.m., Eastern Standard Time, 7 days a week. Or contact Regan Feigel at [RFeigel@buchanan.com](mailto:RFeigel@buchanan.com).

## Using Morningstar Retirement Manager

### 1. Confirm Your Information

Morningstar Associates will analyze your specific information to develop a personalized strategy. You can confirm the information is correct or make changes as appropriate. You can also add outside accounts or spouse/partner information to further personalize your recommendations.

### 2. Review Your Strategy

A five-star rating system shows you Morningstar Associates' assessment of your overall strategy and its individual components such as your savings and risk level. If you want to explore different scenarios for your retirement strategy, you can edit the details of each individual component.

### 3. Select Your Investments

You will be presented with the proposed recommendations on how much to allocate to each asset class, such as large-cap stock, bond, etc. For each asset class you may select the fund(s) that add up to the suggested percentage and click [Next](#).

### 4. Finalize Your Strategy

Click [Finish](#) to accept the changes and follow the prompted instructions.

## Morningstar Retirement Manager Additional Tools and Resources

### Investment Research

Allows you to analyze every available investment option in your plan using Morningstar, Inc.'s world-class data and analysis.

### Educational Resources

Through the Learning Station link, you can find articles and interactive calculators on almost any investing topic from college savings to IRAs to plan loans.

# Happy 80th Dean!

## Happy Birthday to Dean Watts!

Most of you already know Dean Watts—but for those of you who don't....Dean has acted as an unforgettable Mentor for many of the employees at Buchanan Technologies. He has provided guidance and support and has led the company to success since our humble beginnings.

In celebration of his 80th, all the employees at the BT Corporate office enjoyed a day full of fun, good food, cake and music to honor the Mentor on Friday, March 26th. The office was decorated with different pictures of Dean throughout his 80 years of life. And it wouldn't have been complete without all the famous "Dean-isms" posted all over the wall. Several of the employees in the office went in together to get Dean a nice grill and grill tool set. We've heard the grill is going to great use already!

It was a wonderful party! Dean made the announcement that we cannot have another party until the big 100!!! Get ready, it is going to be a PARTY!!

*Sayings by Mr. Dean Watts:*

*"You can't put percentages in the bank."*

*"Are you doing anything else besides using up real estate?"*

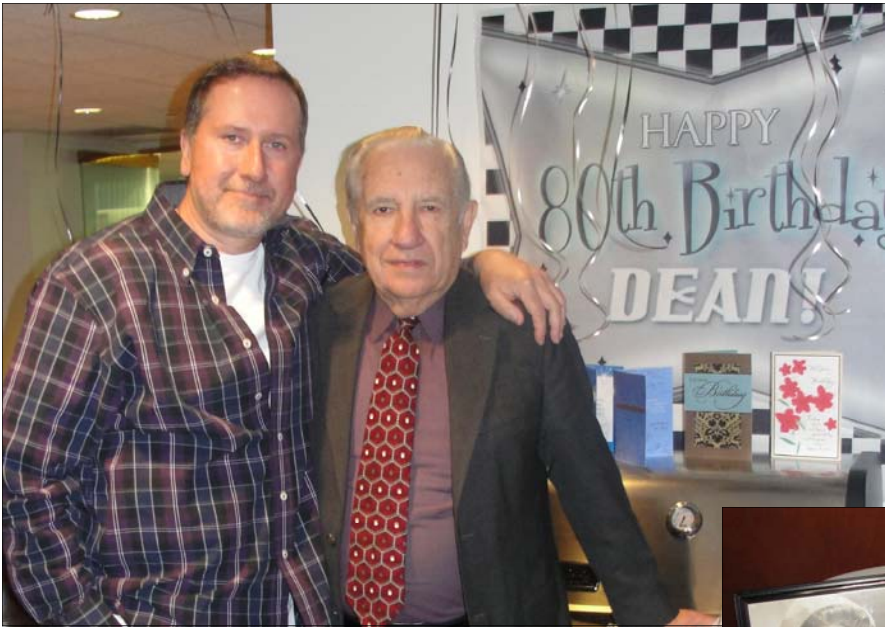
*"If I were doing any better, I'd be as good as you"*

*"Not too bad for a Kid!"*

*"Any day I get out of bed is a good day."*

*"Act the way you want to be and soon you'll be the way you act."*

*"My Alias: Roberto Wattsini."*



# Buchanan Client Spotlight



Rahmouni, Norah Kalbfleisch, Pardeep Gill, Robert Grigsby, Simon Chan, Sylvester Kuteyi, Vlad Luzhko, and Yuri Vaynerovsky.

Meet some members of the MYTRAK Team...

## MYTRAK Health Systems

MYTRAK Health System is a health and wellness company delivering solutions that engage people to get fit, stay fit, and make better choices in their day-to-day lives.

For the past five years Buchanan Technologies has worked with MYTRAK to assist and support the development of solutions; the developed solutions help standardize the process of making people healthy - guiding success by engaging and motivating people to stay physically active at home, at work and at play through the use of our state-of-the-art technology. During 2009, MYTRAK released a new service offering called the MYTRAK M2, a personal device that helps people get healthier and provides immediate, meaningful feedback. The MYTRAK M2 was released with a community based portal that allows users to view their MYTRAK M2 data online, and to participate in secure online forums.

Our team of consultants assisted in the design, development, validation, deployment and maintenance of the new solutions; with our resources providing business analysis, application development, quality assurance and project management services. Over the past year the following Buchanan Team Members have provided services to MYTRAK: Anca Matei, Dina Puscareov, Dmitri Kondramachine, Eugene Ciocoiu, Igor Klepoch, John Rorabeck, Lisa Walsh, Matthew Barbaro, Nathalie Borizki, Njoud

### Lisa Walsh

Mytrak was Lisa's first assignment with Buchanan. She joined the M2 project in July 2009 as a senior business analyst to help define requirements for the Mytrak online store and is herself a happy M2 customer today. Lisa has had a long and varied career in IT and now works as a Project Manager on the AAFES account. That keeps her pretty busy but in her spare time she loves to cycle, ride her horse, and take walks with the family dachshund, Ella.



### John Rorabeck

John is a senior technical project manager with over 20 years of progressive project management experience. His areas of expertise includes: initiating, planning, executing and controlling project deliverables and business analysis. He has extensive experience in managing all areas of project integration, time, cost,



quality, human resources, communications, risk, and procurement management. John started with Buchanan in July of 2009 and is also working on AAFES projects and Peel Regional Police Projects.



John is married with 3 children. Enjoys curling in the winter, fishing and golf in the summer.

## Dina Puscareov

Dina is a .NET developer, her big projects lately include Mytrak, CMG, and KPMG. Currently Dina is enrolled at Ryerson University for Business Communication in ITM.

## Eugene Ciocoiu

Eugene joined BT (former BA) in October 2004 and has been involved in couple projects before Mytrak. He worked with Jim and Leo on the Clickright project for about 6 months then switched to PRP (Peel Regional Police) for the LEIP (Law Enforcement Information Portal). Eugene has worked on Mytrak projects January 2006. He started with wireless implementation of club software, continued with weigh stack, reinvented the product with RFID technology, implemented CDS (Central Data Store) for collecting club data and culminating with the new M2 portal.

*"As a software architect at Mytrak I am facing challenges every day, from technical to making people believe in ideas and give their best to build a successful product. Buchanan Technologies plays a key role in Mytrak's growth, BT is basically responsible for the success of all the above mentioned projects."*

- Eugene Ciocoiu



*Dina Puscareov, Dina's husband Ghenadie, Eugene's wife and Eugene Ciocoiu*

## Robert Grigsby

Rob has been working with the MYTRAK Team since the spring of 2007. Over the past year, he managed the development and deployment of the MYTRAK Health Portal which accompanied the launch of the MYTRAK M2. Rob was one of the first users of the MYTRAK M2, and has racked up 416 miles on his M2!



# Regional Updates

## Dallas

Buchanan Technologies was invited to participate in Microsoft's Virtual Technical Specialist Program. Microsoft has invited Buchanan Technologies to participate in customer presales events by providing technical expertise on behalf of Microsoft. Select Buchanan Technologies consultants in the Dallas region will receive Microsoft employee badges, access, and training in conjunction with participating in presales technology guidance to Microsoft customers and potential customers. This highlights the growing relationship between Microsoft and Buchanan Technologies.

### **Buchanan Technologies renews VMWare, Cisco, and Microsoft partnerships.**

By meeting stringent certification guidelines set forth by the respective companies, Buchanan Technologies has continued partnering relationships with Microsoft, VMware, and Cisco for 2010. These partnerships give Buchanan Technologies an edge in training, product awareness, and support methodologies for major technologies from each company.

### **Subject Matter Expert Program:**

Buchanan Technologies is proud of being a leader in the Technology realm. If you are a Subject Matter Expert in your particular discipline of technology in the Dallas region, and are interested in "showing your stuff" by providing your input on prospective projects, please contact Rob Trout at [rtrout@buchanan.com](mailto:rtrout@buchanan.com)

## Charlotte

The Charlotte office has a monthly luncheon to celebrate the birthdays and other notable events of the employees in the office. Since no one in the office has an April birthday, they had a good time celebrating the announcement of Patrick Mandazou as Employee of the Quarter and discussing the Buchanan Technologies acquisition of PEQ Services + Solutions. They reviewed the Buchanan Technologies' booklet and spoke about the attainment and how it affects everyone in the office. Everyone had a great time eating pizza, telling jokes, talking about football (GO DALLAS / STEELERS / LIONS (yes, Lions)/ PANTHERS / GIANTS / ANY TEAM BRETT FAVRE IS A CURRENT MEMBER OF), and learning more about Buchanan Technologies.



*From left to right: Greg Heckler, Erin Doherty, Roger Edwards, Patrick Mandazou, Ted Richardson, Richard Boggs, Scott Dixon, Monica Starks, John Connor, and Kendrick Johnson*

## Bulgaria

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Честита Баба Марта

**Baba Marta** ("Baba" (баба) is the Bulgarian word for "grandmother" and *Mart* (март) is the Bulgarian word for the month of March) is a Bulgarian tradition related to welcoming the upcoming spring. The month of March, according to Bulgarian folklore, marks the beginning of springtime. Therefore, the first day of March is a traditional holiday associated with sending off winter and welcoming spring. Baba Marta is the name of a mythical figure that brings with her the end of the cold winter and the beginning of the beautiful spring. Her holiday of the same name is celebrated only in Bulgaria on March 1<sup>st</sup> with the exchange and wearing of **martenitsas**.

*Baba Marta* is seen as an old lady who has very contrasting moods. This is related to the weather during the month of March, which is traditionally extremely variable in Bulgaria.

**Martenitsa** is a small piece of adornment, made of white and red yarn and worn from March 1 until around the end of March (or the first time an individual sees a stork, swallow or budding tree). The red and white woven threads symbolize the wish for good health. They are the heralds of the coming spring in Bulgaria and life in general. While white symbolizes purity, red is a symbol of life and passion—Some ethnologists have proposed that in its very origins the custom might have reminded people of the constant cycle of life and death, the balance of good and evil, and of the sorrow and happiness in human life. The martenitsa also symbolizes new life, conception, fertility, and spring. The time during which it is worn is meant to be a joyful holiday commemorating health and long life.

The common belief is that by wearing the colors of the martenitsa, people ask Baba Marta for mercy in hope that it will make winter pass faster and bring spring. Martenitsa are given as gifts from loved ones and are never bought for yourself. Most people wear more than one at a time and are typically worn pinned on the clothes, near the collar, or tied around the wrist.

The ritual of finally taking off the martenitsa may be different in the various parts of Bulgaria. However most people tie their martenitsa on a branch of a blossoming fruit tree, thus giving the tree and the nature health and luck, which the person wearing the martenitsa has enjoyed himself while wearing it.



## Toronto

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Our Toronto offices held their quarterly meeting on March 31st. Included in the meeting, awards were given to recognize employees in 3 different categories:

1. *Customer Satisfaction:*

- Pardeep Gill
- Michael Chepelev
- James Mace
- Stephen Campbell

2. *Sales:*

- Terry Wiley

3. *Outstanding Performer:*

- Lisa Walsh

Congrats to all of you—we appreciate your hard work!

## 1. Any idea when “Buchanan Technologies” items will be available in the Web Store?

- We're adding new items now. You'll see them online in the next couple of months.

## 2. I know different companies do different things to encourage good health habits among their employees. I was wondering if we have any program in place like this. An example of this would be participating in a challenge in which we have several options to choose and if we complete them be able to get a 10% discount on our insurance price.

- We do programs like the Biggest Loser contest and exercise programs from time to time with other employees. We aren't able to get discounts on insurance unfortunately – health insurance continues to increase, but we're trying to take advantage of every opportunity we can to lower health care costs and promote wellness.

## 3. Are we out of the recession yet? How have we been doing at weathering it?

- It appears the recession is starting to ease. The stock market is back over 11,000 and credit markets are loosening. There is still \$1.8 trillion dollars worth of commercial real estate that hasn't hit bottom yet, but it's anticipated to be revalued by 2012. I think the technology industry will grow in the next couple of years due to hardware upgrades and new OS upgrades.

## 4. When do you think will be the next major dip in the stock market?

- I don't think we'll see a wide spread drop in the market like we did last year. Some segments of the market are going to be affected – commercial real estate and possibly banks with too much invested in the commercial real estate market. I think we'll see the auto industry go up (where else can it go? We have to drive something). Energy companies are



also going to do well in the next few years as our energy consumption increases.

## 5. What do you think the future holds for the US economy once the government starts to unwind the fiscal stimulus? Are you concerned of either another relapse into recession or a prolonged period of stagnation?

- I think the government stimulus costs won't be seen for a few years. I think we're going to see inflation in a couple of years. I think now is a good time to buy a house, and lock in a low mortgage. Unfortunately, energy prices will have a direct impact on the economy – especially if gas hits \$160 a barrel again. If we have inflation and unsupportable energy prices, I believe the economic recovery will slow.

## 6. Is there any interest in purchasing the current building in Miamisburg? If so what is the status?

- Not at this time. I believe our lease runs through 2011 or 2012.

## 7. In business, what would you say is your strongest and weakest talents?

- I believe my strengths are my people skills and my interest and knowledge in the information technology industry. My weakest talent would have to be my project management skills.

## 8. Is there any place that you haven't been that you would like to visit?

- I'd love to visit Europe – Italy, Germany, England, Scotland, etc. I'd also like to visit Mumbai and Manila to meet our staff there. The moon would be pretty cool too. :)



**9. Is there any consideration within Buchanan to make our sales efforts more international? From the perspective of a consultant in the field we do not always see this.**

- This cross selling of services across our organization is happening, but not as much as I'd like to see. It seems each of our organizations has a unique characteristic about it. I continue to see partnerships between the regions to solve a customer's needs. I believe this will continue to develop as we grow. We can't do this artificially. We have to take the time to visit other regions to understand our capabilities and how to take advantage of them.

**10. My son has a full ride college scholarship to a local college. It is so close he can commute. He also has a scholarship from another college 2 hours away. This second scholarship covers all expenses except \$6,000. My son would like to attend the college that is 2 hours away (\$6,000) versus the full ride (free). With me being parsimonious, what are your thoughts on the direction I should take?**

- If you can afford the \$6,000, I'd suggest putting some of the financial responsibility on your son – let him raise a portion and if he does, then you kick in a portion. If he's serious about going to this particular college, he'll make it happen.

**11. If the HR team has had a chance to scrutinize the Health Care Bill, how does the passing of the Health Care Bill effect a company of our size? Do you foresee any short term changes (2011) or any long term changes (2015) in the company's cost and our cost?**

- Have you seen the healthcare bill? It's massive. Our partners and staff will be digging through this for some time. In short, I'm going to guess our health care costs are going to continue to increase. That said, we'll have to wait and see.

**12. What skills or certifications are in demand today?**

- Virtualization, VM & HyperV. Cisco routing & switching, PMP certified staff, .NET, Silverlight, SQL, non microsoft: MySQL, Python.

**13. Will the school tuition reimbursement be increased anytime in the future? My university is costing me about \$9k a year so the \$500 currently available only pays for 1/3 of 1 class.**

- We are working on ways to subsidize tuition, however no plans have been established. We're working to maintain adequate levels of profitability to keep our company strong through the downturn. I don't see BT expanding our tuition benefits at this time.

**14. Why did you change your mind about leaving PEQ as a subsidiary company of Buchanan and are there more things coming that you changed your mind about? I only ask because some customers were surprised when I changed the telephone messages to state "formerly PEQ".**

- I never changed my mind about our plans to integrate PEQ into Buchanan Technologies. We discussed integrating the businesses, and consolidating overhead functions to save money. Part of that includes branding and marketing. It doesn't make a lot of sense to keep our organizations separate when we're one team. This is a process however, and it will take time to fully integrate our teams.

**15. What does being successful mean to you?**

- Personal success is developing life long friendships and pursuing what makes us happy. Business success is helping others achieve their objectives and benefitting from our efforts helping others.

**16. Who did you have for the NCAA winner???**

- UNC.

If you have any questions that you would like to ask Jim, please send an email to Jade @ [JSwanson@buchanan.com](mailto:JSwanson@buchanan.com).

# Abby's Book Corner Book Drive



## DALLAS

Abby's Book Corner is the Children's Library at Medical City Children's Hospital in Dallas, TX. This library was created in memory of Abigail Ann Kearney, who died on May 12, 2008 at the tender age of 13 months. Throughout Abby's short life, she displayed a love of books and reading. Reading and looking at pictures was a part of their daily routine. Abby was admitted to the Pediatric Intensive Care Unit at Medical City Children's Hospital. Her family wanted to read books to Abby, yet there were no books available for the children. Abby's parent's had to purchase books at the gift shop to be able to read to Abby. Once Abby passed away, her parent's felt that it would be a good idea to hold a book drive in Abby's memory. This would make it possible for parent's of other critically-ill children can enjoy a simple moment with their child. To date, they have collected several thousands books. The books will be expanding to other affiliated hospitals as well. For more information on Abby's Book Corner, please visit [www.abbysbookcorner.com](http://www.abbysbookcorner.com).



*Buchanan's Collection of Books*



*Grand Opening of Abby's Book Corner Library  
at Children's Medical Center, April 9, 2010*

The generous employees at Irving Headquarters donated over 100 books and \$520 for Abby's Book Corner Drive!

## DALLAS

Dallas Sheriff's Children Advocacy's mission is to improve the lives of abused children in Dallas County and provide national leadership on child abuse issues. The Irving region donated a generous **\$1000** during the 1<sup>st</sup> Quarter of 2010 to this agency. For more information on ways to help, visit <http://www.dcac.org>.



## DALLAS

The Irving region is proud to support our local veterans, as we donated \$1000 during Q1 to the Vietnam Veterans Foundation of Texas (VVFT). VVFT was incorporated in 1987 to provide service and assistance to needy war veterans and their families throughout Texas. Our donation helped provide food certificates to benefit veterans who are homeless, unemployed, sick or disabled. For more information, please visit [www.vietnamveteransfoundationtexas.com/](http://www.vietnamveteransfoundationtexas.com/).





## DALLAS

Growing up with eight siblings, Jerome Obinabo witnessed multiple acts of compassion, kindness, and generosity from his parents on many occasions. These included donating money to churches, sponsoring seminarians through priesthoods, contributed to school fees, clothing, etc. They helped people get back on their feet in regards education. They never failed to help those in need of school fees. They believed in the principle of "teaching one how to fish".

Jerome never asked his parents why they felt the need to help the less fortunate in the community. They always said, "It does not matter what your position is in the society (financial or otherwise); there is always someone you can help. You were put in the position to help others."

Jerome have found himself helping others whenever or wherever he could. He has donated to different charities, volunteered at different shelters, purchased food for the beggars, and sometimes purchases extra burgers knowing that he would run into someone asking for food along my way to work.

He has volunteered at the Stew Pot center and the Arlington Life Shelter (ALS). He began volunteering at the ALS last year because of an email he received from a friend asking for food, clothing, financial donation, etc. to help those at the shelter. He is also a sponsor for a scholarship program benefitting those at the shelter that are improving their grades in school.

Earlier this year, Jerome was appointed to the Board of Directors of ALS, a great honor and a platform for him to brainstorm and contribute ideas on how to help the needy in our community. Additional responsibilities as a Director include; setting organizational direction, ensuring the necessary resources are available and providing oversight.

Besides the fact that it is a morally good thing to do, Jerome believes he is making a priceless investment in the community and in the life of others...You never know when *you* might need help from others. Some of our very own peers are only steps away from being homeless; All it takes is one drastic incident. This is more so for those of us that do not have immediate family, relatives, or friends to help. Even those that do, a friend or family member can only help so much.

Those at the shelter are Americans (families, adults, children) just like you and I but for some reason have ended up at the shelter with the hope of getting back on their feet. They do not want to be there; they have nowhere else to go. We, the community, are their last hope.

"In the end, you are your community. Your community partly reflects who you are and how people see you. I would encourage everyone to be involved in their community and help in any way they could," Jerome stated. "I would also encourage you to visit the ALS to see how they live. One visit and your life would change forever!"

***We are so proud of Jerome and all that he gives our community! Congratulations Jerome!*** If you would like to learn more about ALS, Arlington Life Shelter, please visit: [www.arlingtonlifeshelter.org](http://www.arlingtonlifeshelter.org).

# Employees of the Quarter

Each quarter, anyone in the company can nominate employees that support Buchanan's core values of People, Customers, Principles, and Community Matters. The nominees are carefully considered and selected by the Executive Team. Here are the winners for the 1st quarter of 2010:

## NOMINEES FOR EMPLOYEE OF THE QUARTER

Patrick Mandazou  
Richard Pilgrim  
Angela Cuenca  
Chris Brown

### Patrick Mandazou

*Sonic Automotive Service Desk*



**Patrick** is on the Level 2 Service Desk for Sonic Automotive. He exhibits all of Buchanan's 4 core values – but the main value he exhibits most is ***Principles Matter***. No matter what the circumstance or predicament, Patrick stands by Buchanan's principles and does the right thing at the right time. Customers constantly comment that Patrick would be on their payroll if he wasn't on Buchanan's – such a great thing to admire!



### Angela Cuenca

*Marketing*



**Angela** consistently demonstrates the importance of the values: ***people and community matter***. Angela does so much behind the scenes of what our employees, the community and our customers see that really portrays what Buchanan is all about. On top of her lengthy project list, she schedules all of the Dallas region's community service events and gets the employees involved to participate. She always seems to be there to participate at each event as well. She is an exceptional employee and contributor to our organization. In addition, she also coordinates with Jade Swanson every quarter to format and distribute the "Download" that all of our employees so very much enjoy!

### Richard Pilgrim

*Field Technician*



**Richard** is a critical member of Buchanan's Internal IT team and has gone above and beyond this quarter, demonstrating that ***People and Customers Matter*** to Buchanan. He tirelessly worked on the integration of PEQ's internal IT systems, putting in several 12 hour+ days over the course of multiple weeks in order to ensure that the internal computer systems were functioning in time for a tough deadline. He personally addressed multiple issues of employees, making the transition for them as painless as he possibly could. This integration could not have happened so smoothly without him!





## Winners and Nominees of the SOAR Award!

The SOAR program recognizes employees on the following:

- Customer Service
- Initiative
- Employee Support
- Team Player Attitude
- Innovativeness
- Performance

All winners received a certificate of appreciation and gift card!  
Congratulations to all...we appreciate your hard work and efforts!

\*Note: Q1 was the last quarter for the SOAR program, as we will be moving forward with an updated EOQ program (see below).

### January

Recipients:

**Jane Kowaski**  
**Rudy Rodriguez**

Nominees:

Chris Brown  
John Holton  
James Thomas

### February

Recipients:

**Clayton Pruett**  
**Kris Carsner**

Nominees:

Ted Richardson  
Malcom Keith  
Jon Lovegren

## NEW and IMPROVED EOQ and EOY Program!

We are excited to announce effective Q2 2010, the Employee of the Quarter program will change! Moving forward we will have EOQ award winners and one Employee of the Year award. The new program will also replace the S.O.A.R Awards Program.

All 2010 Quarterly winners will be up for nomination for the new Employee of the Year award! The Employee of the Year winner award will only go to one of the Quarterly winners.

Nominations are still open to all W2 employees with Buchanan Technologies and the criteria will remain the same, based upon Buchanan's four core values - your participation is absolutely essential in making this program a success. We appreciate your support and nominations of your fellow coworkers!

### Employee of the *Quarter* Winners will Receive:

- \$1000 USD Visa Gift Card!

### Employee of the *Year* Winner will receive:

- An *All Inclusive*, 5 day trip for 2 to Hawaii (travel and hotel included)
- \$500 USD spending money for the trip!
- Travel must be booked within one month of the departure date
- Travel must be booked within 12 months of the winner announcement
- Travel will be booked through Jade Swanson, [jswanson@buchanan.com](mailto:jswanson@buchanan.com).

*\*All final travel arrangements & accommodations will be evaluated and approved by BT.*



# Announcements

## Corporate Discount Tickets



### Six Flags, Arlington

- **General Use Ticket:** \$26.99 (main gate price \$53.99)
- **Season Pass Parking:** \$35.00 (main gate price of \$45. Daily parking \$15)

### Hurricane Harbor, Arlington

- **General Use Ticket:** \$19 (main gate price \$28.07)

If you are interested in purchasing tickets or would like to receive discount coupons, please e-mail Nicole Matus at [nmatus@buchanan.com](mailto:nmatus@buchanan.com).

Corporate Discount Tickets are open to anyone for purchase. Total cost of tickets will be deducted from your next paycheck.

## DISCOUNT COUPONS

### Ft. Worth Zoo, Ft. Worth

Discount coupon \$1.00 off up to 6 tickets

### Sea World, San Antonio

Discount coupons \$5.00 off one day admission up to 6 people  
Adult at kid's price per ticket, plus one day free admission

## Customer Newsletter **NEW!**

In addition to the internal newsletter, we are now distributing a monthly newsletter to our appreciated customers. These newsletters are intended to give insight to any new products or services that Buchanan is offering – who knows, maybe it will generate some new opportunities!

If you know of anyone at our customer locations that would benefit from these newsletters, please email Jade Swanson at [jswanson@buchanan.com](mailto:jswanson@buchanan.com) to add them to the distribution list!



## BT Web Store

Don't forget to check out the BT Web store's new items coming soon! We are in the process of rebranding all of our store items to Buchanan Technologies. We will have items from shirts to backpacks so keep a lookout on items!

## **UPDATE!**

## HR Employee Handbook

Human Resources is currently reviewing and updating the Buchanan Technologies' U.S. Employee Handbook. Coming soon all US employees, including former PEQ employees will follow **one** handbook. A communication will be coming in the 2<sup>nd</sup> Quarter with more details.

# New Hires and Anniversaries

## New Hires

- Bennett Ayers
- William R. Bouley
- Rocky A. Bowermaster
- William H. Coleman
- Dave Fisk
- Paul Goble
- Joseph P. Hamilton
- Fredrick A. Herrin
- Mike Hoover
- Carl Keasey
- William J. Kissinger
- William A. Krasuski
- James R. Laney
- Amachi S. Lewis
- Todd C. Madsen
- Todd M. Pearson
- Paul M. Pitt
- Andrea Porter
- Gary L. Powers
- David R. Queen
- Kenneth Ray
- Shannon R. Rhodes
- Chad R. Shackelford
- Christopher R. Sullivan
- Kevin Tressler
- Richard Vue
- William C. Weimer
- Rafael Campos
- Abdollah Soleimanzadeh
- Inna Barilo
- Denise Coleman
- Adam Malseed
- Jimmy Winfrey
- Matthew Jordan
- Jimmy Martin
- Stanley Suder
- Monica Stanks
- Philip Tisdale
- Damon Easterling
- Matthew Ehring
- David Lindie

**We Welcome You All!**

## Anniversaries

### ONE YEAR

- Mark Edgington
- George Hulla
- Clint Weaver
- Carrie Hall
- Roger Edwards
- Malcom Keith
- Radina Hadzhieva
- Chris Rife
- Stoyan Dimkov
- Fredrick Wilson
- Richard Sahadi
- Andrew Hill
- Rae Kenrick
- Michael Hatton
- Ryan Smith
- Ognyan Milchev
- Allen Gray
- Greg Knox

### TWO YEARS

- Ajjuthan Bala
- Marin Rekowski
- Darrell Jackson
- Nicole Borcoman
- Matthew Hausfeld
- Jonnell San Jose
- Russell Fowle
- Joey Wilcoxson
- Vaibhav Shah
- Levi Spears
- Terry Norris
- Andrew Kutsarov
- Katrina Nguyen
- Mihail Peev
- Teresa Sing

### THREE YEARS

- Andrew Yu
- Jeff Kesner

- Dina Puscareov
- Stephen Shipp
- Richard Moore
- Cezary Cichocki
- Damon Herota
- Robert Grigsby
- Shelly Richardson
- Balwinder Kaur

### FOUR YEARS

- Lori Parker
- Jon Dankworth
- Michael Spellman
- Jayapal Pakanati
- Tom Armistead
- Raja Radhakrishna
- William Widhalm
- Jerome Obinado

### FIVE YEARS

- Stan Milam
- Prab Brar
- Jesus Capuchino

### SIX YEARS

- Tim Huitema

### NINE YEARS

- Corey Reyneker

### TWELVE YEARS

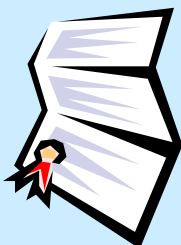
- Leticia Palos-Escher

### FIFTEEN YEARS

- Kevin Ewing

## HOT CERTS

- Microsoft Office Specialist 77 – 603
- Comptia A+ 220-601
- Linux 117-1011 LPI Level 1
- Microsoft Certified Application Specialist 2007
- A+ IT Technician
- Microsoft SQL Server
- Implementation & Maintenance
- Managing & Maintaining a MS Win Server 2003



Email [bu@buchanan.com](mailto:bu@buchanan.com) for more information. You can pursue the many programs available on [www.cbttuggets.com](http://www.cbttuggets.com)

## HOT JOBS

- Full time Help Desk Agents in Dayton, OH (pipeline)
- LT project Field Technician in Oklahoma City, OK (part time hours)
- ST project Field Technician in Los Angeles Area, CA (4 to 5 day project)
- Disaster Recovery (Dallas, TX)
- Exchange 2010 Administrators (Dallas, TX)
- Business Intelligence (Dallas, TX)
- Business Analysts (Dallas, TX)
- VMWare (Dallas, TX)

If you know anyone that would be a great fit for any of these positions, please have them contact our People Team at [recruiting@buchanan.com](mailto:recruiting@buchanan.com).

# KUDOS!

## David Gali

L.I.M./ BERRY

"David, I appreciate the fact that every time I ask you to do something for me her your able to get it done. Thanks for always exceeding expectations I just wanted to send you a quick note expressing my thanks."

Customer - District Manager

"Thanks David.

Appreciate you helping me out on this big potential. Without your help getting back online I wouldn't have had the chance to show them all that we're doing. Your assistance is invaluable and we're lucky to have you as a part of our team. Keep up the good work."

Warren Leung

## Boris G. Karaivanov

Bulgaria: Service Desk

"Don't know what we would do out here without your vigilant help and service. I would mostly likely be communicating with a yellow paper pad and a #2 lead pencil. Keep up the good work."

Jerry Manion

## Carrie Frisk

L.I.M./ BERRY

"I have been a Berry Sales rep for almost 15 years and have almost never had such OUTSTANDING service as I have over the past 3 days from Carrie. We currently do not have a IT person in our office and I was told to contact her when my hard drive died last Saturday. I was lucky enough to find a spare lap top at work to use. Unfortunately as my hard drive was dead I could not transfer any personal folders/etc to the new one. Carrie spent quite a few hours over a 2 day period setting it up for me via the intranet while I was at home. She was unbelievable in the care she took, my ability to reach her at unique hours and the speed and quality of her setting up my lap top.

I cannot give her enough accolades for the time, care, friendliness, and abilities to do all the stuff I needed via the intranet and her prompt responses to my multiple calls for her assistance!!!!!!!!!!!!!! On a scale of one to ten I would give her a twenty two!"

Bill Bruner

The Berry Company

## Plamen Gardev

Bulgaria: Service Desk

As you know I had a problem with my Blackberry and my email which I believe started when we changed my password last week. I spent literally 3+ hours on this last night with a man named Corey from RIM and a Mr. Plamen Gardev, who works for Buchanan which I believe is your contractor for off-hour and other e-mail situations – he is located in Sofia, Bulgaria and speaks very good English.

The purpose of sending this is to compliment Mr. Gardev – he was courteous, extremely helpful and in fact when the RIM person gave up he took it upon himself to get me back in business. I don't know what you can do, but I am very appreciative of his assistance.

Ed Weil

## Joel Hampton

AAFES

I want to let you know of the great customer service that Joel Hampton provided today. We upgraded to LCE 9.1 last night. This morning we were able to get two cashiers signed in. When we tried to get a 3rd and 4th cashier signed in we started receiving Cashier login not found. We then had one of our cashiers who needed a transaction void, we could not complete the transaction void. The manager kept receiving cashier login not found. That left us with one cashier. After everything I tried did not work I called the help desk. I was transferred to Joel Hampton. He was very helpful and understanding with me in my frazzled state. While I was on the phone with him he started to copy over a script that I would allow us to run in local cache mode. Our communication was so bad at this site that I was disconnected with Joel. Joel continued to work the issues. When he began experiencing issues trying to connect to copy the script over to Warhorse ISP he contacted the network group. They contacted Hughes and reset our satellite and reloaded the software. Joel was eventually able to get the script copied over and put us in cache mode which allowed us to get cashiers logged on. He called me back and stayed on the line until we worked out the last few issues we were having. We are now able to get our cashiers logged on and are able to run all four of our cashier registers.

Sandra Penton, the store manager and I would like to thank Joel for going above and beyond to get our site up and running. We appreciate everything he did to help us get the store up and running at full capacity.

Dani D'Apolito

## Nick McKin

AAFES

Terrance....Just wanted to tell you how great Nic was in helping get Graf back on track. Kudos, Kudos, Kudos....Danke, Danke, Danke!!

Marissa

I would also like to say a big Thank You to Nic for his work this weekend with the Esso sites. He was so very, very patient and helpful. He also worked on the sites with Pin Pad issues with great aplomb. Three Cheers for Nic!

Cindy

## Great Job!

We would like to give recognition to all of these outstanding employees for their hard work and dedication to give our customers the best service that they need!



## BBQ Roast Beef Sandwich

### Ingredients:

1 can barbecue sloppy Joe sauce  
1 lb. thinly sliced top round deli roast beef  
4 sub rolls, toasted  
2 Tbsp. prepared horseradish  
4 slices of your favorite cheese  
shredded or torn lettuce

### Directions:

Simmer sauce for 10 minutes, add beef for another 5 minutes. Place cheese on the bottom bun, and then place even amounts of beef on the 4 rolls, add your favorite condiments. Top with a dab of horseradish and serve.

## Frozen Fruit Smoothie

<b>Ingredients:</b>	Coconut
Orange	Grapes
Pineapple	Cherries
Strawberries	(insert your favorite)

### Directions:

Take your pick, mix and match. I find that coconut and pineapple are a good mix. So are Orange and Cherries.

Combine your fruit in a blender, add ice to the top, and 1/2 cup of milk ( whole works the best)  
Pour into 4 glasses and top with a piece of orange or pineapple.

## Coleslaw

### Ingredients:



















1 1/2 pounds cabbage, finely shredded  
1/2 onion chopped fine (purple for more color)  
2 carrots, peeled and shredded (1 cup)  
1/2 cup mayonnaise  
2 tbsp freshly pressed orange juice  
1 tbsp freshly pressed lemon juice  
2 tsp sugar  
1 tsp salt  
1/4 tsp celery seeds  
fresh pepper

### Directions:

In a large bowl toss together cabbage and carrots. In another bowl, whisk the remaining ingredients. Add to the cabbage mixture and toss well. Adjust the seasoning if desired. Let coleslaw stand at least 10 minutes before serving.



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## BT HOTLINE:

Designed for employees to have an avenue of reporting any concerns they may have while employed as Buchanan Technologies.

**1.866.466.7525**

*Each of us is responsible for reporting serious fraud, theft, safety and other concerns that warrant attention.*

# Q1 Wins

## DALLAS

- Bell Helicopter Contract Extension
- Bell Helicopter Mainframe Programmer
- Bell Helicopter Project Manager Business System Modernization Project
- Bell Helicopter Business Intelligence Business System Modernization Project
- DIR STATE of TEXAS: Court Reporting System to .NET Platform

## WICHITA

- AgVantis Developer – 1 month extension
- CDH – Hardware additions
- Dickenson County Courthouse – Checkpoint Renewal
- ICM – Microsoft Dynamics NAV: Risk Assessment
- ICM – Onsite Development Support

## CANADA

- Christian Children's Fund of Canada
- Mohawk College Enterprises
- Teck Resources
- The News Group

- Magnussen Home Furnishings
- Entrenched Inc
- Dell - Teck Resources – IT Projects
- The News Group – IT Management
- Mohawk College Enterprises – 3yr Managed Service
- Mosaic Family Counseling Services – 5 yr Managed Service
- Region of Peel – IT Services
- Carrier Management Systems – Firefly Application Migration
- AAFES – AMS 5mth Extension
- AAFES – LCE 9.3 Change Request-
- IBM – TD Bank – Evault Implementation
- IBM – National Bank – Migration Resource
- Teck Resources – Exchange Managed Services (3mth trial)
- IBM – YMCA – SharePoint 2010 Implementation
- Thinktel – OCS Implementation
- Imnet Mining – System Administration
- Dell – U of T Scarborough Campus AD Assessment
- Dell – Central Health – AD 2008 Install
- Flynn Canada – SCCM Implementation

# 7

## Summer Health Tips

1. **Drink plenty of water.** It's important during warm weather to drink 8 glasses of water a day.

2. **Protect your eyes and skin.** Wear sunglasses and sunscreen to protect your eyes and skin from the sun's dangerous UV rays.

3. **Beat the heat.** Wear light, loose fitting clothing and don't overdo it.

4. **Balance activity with rest.** Schedule time to rest, relax and take a nap when necessary.

5. **Don't sweat it.** Since sweating causes you to lose precious minerals, keep your electrolytes in balance by getting plenty of minerals from fresh fruit, vegetables and health supplements.

6. **Overcome grill overkill.** Studies suggest that following grilled meat with antioxidants such as vitamins C, E and carotenoids may offer protection against harmful grilling carcinogens.

7. **Eat smart and healthy.** Keep your energy up by focusing on fresh summer fruits and vegetables, whole grains and healthy lean protein.





## Candid Moments





# Candid Moments





# Upcoming Events

## US

April 20—Dallas—Quarterly Update Meeting  
May 16—Miamisburg—Great Strides walk for Cystic Fibrosis at Dayton Island Metro Park  
May 6-7— NASCtech Tradeshow, New Orleans, LA  
May 21—Dallas—SPCA TLC Community Matter Program  
May 22—Dallas Company Picnic at Circle R Ranch  
May 31—Memorial Day

## Bulgaria

April 2— Good Friday  
April 4—Easter  
April 5— Easter Monday  
May 1— Labor Day  
May 6—St George's Day/ Army Day  
May 24—Day of Bulgarian Culture/Alphabet

## Canada

March 31—Quarterly Meeting  
April 12—Curling Event  
September 11— Toronto Company Picnic at Kelso Park, Milton

