

# the Download

ISSUE IV: JAN 2010

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## PEQ and Buchanan Join Forces!

It's final! PEQ and Buchanan are officially operating as one. We hope you are enjoying the experience of joining teams and hope you enjoy your first combined edition of The Download! Through this exciting merger, our combined entities exceed \$60 million in annual revenue, with nearly 500 employees worldwide. We have presence in six global offices and have added two additional locations for support – Mumbai, India and Manila, Philippines. Through our collective expansion, we can now deliver services and support from seven global time zones!

### How will this benefit PEQ employees?

Communication and collaboration will increase. Buchanan employees will be available to PEQ employees to mentor, educate, ask and answer questions for you. Buchanan values the culture they have created and the people that work there and hopes everyone will feel like a part of the team. Additionally, PEQ employees can enjoy and take advantage of the great employee perks, including the Technology Lease program, Education Assistance through Buchanan University, Internet reimbursement program, and the AFLAC Supplemental Healthcare Plan.

### How will this benefit Buchanan employees?

Some of you might be asking "Why PEQ?" The decision to merge was based on the fact that our companies share similar values and Jim saw an opportunity to grow with the right resources. Buchanan employees will find many opportunities for business growth within the company including Geographical expansion of our services/ industries and a strong Managed Services addition to our core offerings.

These topics and more are covered further in this edition of the Download - the first PEQ and Buchanan combined newsletter. It has been written to reiterate the perks and benefits to each of you as well as provide information, stories and highlights about both companies that will emphasize the value that each will bring to this partnership. Once again, we want to thank each of you for your continued hard work, loyalty and support and hope you enjoy The Download!

# About Buchanan Technologies

## Meet Jim Buchanan

CEO and Founder of Buchanan Technologies

Jim Buchanan is responsible managing the company and is dedicated and committed to keeping consistently happy customers and employees; and leading the organization with growth and development by demonstrating our core values.



Jim Buchanan founded Buchanan Technologies in 1988 addressing the growing need for Information Technology services in an emerging marketplace. Since starting the business in his apartment, he has grown the organization to over 500 consultants and has transformed the company into an international services provider. Jim participates and contributes to Vistage International, the largest CEO mentoring group focused on helping executives increase quality and value in their organizations. He has been nominated for several business awards, including the Dallas Business Journal's CEO of the Year and Ernst & Young's Entrepreneur of the Year.

Jim was born and raised in Ohio, moving to Dallas in 1983. Prior to founding Buchanan Technologies, he held positions in technical support and managed a local center for a national training organization.

In addition to keeping the company moving smoothly and efficiently, he also enjoys sailing, riding his Harley and playing his guitar.

## Buchanan Technologies



**We're positioning ourselves for 2010 – starting with branding ourselves more effectively and creating awareness within the marketplace.**

Many of you many have already seen the changes we're making regarding our name change. We've decided to use Buchanan Technologies instead of Buchanan Associates going forward for our primary business. Buchanan Technologies tells people *who* we are, and *what* we do. With the old name, companies and prospects were continually assuming we were a type of law or accounting firm.

You'll see a transition from Buchanan Associates to Buchanan Technologies.

In the next few weeks, please change the following to include "Buchanan Technologies":

- Voicemails
- Any presentations, personal marketing materials
- Email Signatures

We will be sending out a press release that you are more than welcome to share with your customers and vendors. We need to be sure to communicate this change efficiently and professionally so that no one is confused when receiving information from Buchanan Technologies.

We hope you are all in support of this change and are excited for the opportunity to rebrand ourselves in the industry. If anyone has any further questions regarding this transition, please contact Jade Swanson at [jswanson@buchanan.com](mailto:jswanson@buchanan.com).

## Meet Jason Evans

CEO of PEQ Services + Solutions

Jason is responsible for overseeing all aspects of the company and is committed to fulfilling the IT needs of his customers, allowing them to achieve more. Before founding PEQ, Jason garnered experience at several major corporations including General Motors, Merrill Lynch and Salomon Smith Barney. Jason holds Bachelor of Arts degrees in both Management Information Systems and Finance from Ohio University.



Jason is a board member for several committees and foundations including the Settlers Walk New Home Construction Committee (SWNCC), the Sigma Chi Alumni Board, the Major Gifts for the Cystic Fibrosis Foundation, and the local Cincinnati/Dayton Cystic Fibrosis Foundation. Jason is also a member of the Managed IT Services (MITS) Executive Forum, and a board member of Technology First.

To get a closer glimpse of Jason, check out this month's cover story in Dayton's B2B Magazine. Jason is featured as one of eight Dayton regional business leader's on the 2010 Hot List, for his successful leadership at PEQ. To read and view the full article, visit the news section at [www.peqinc.com](http://www.peqinc.com).

**What is the best advice you have received during your career?**

**IFTIKHAR AHMAD**  
"I had an executive coach once and she said, 'to come from a place of hope and possibilities.'"

**MARY BOOSALIS**  
"You need to find your passion and go with it. If you overcalculate or try to just use fact, I think it's important, but I don't think it's enough. I think your heart and your soul have to be in it, especially in health care because we take care of people."

**JASON EVANS**  
"Employees count first."

**J. TONY MANUEL**  
"Maintain your focus during a crisis, and you'll see eventually that there are opportunities."

Photos by Ty Greenlees and Chris Stewart  
26 DaytonB2B January 2010

**JASON EVANS**  
AGE: 38  
BIRTHPLACE: Troy  
RESIDES: Springboro  
EDUCATION: Dual bachelor's degree, finance and management information systems, Ohio University.  
PRIOR EXPERIENCE: Investment banker with Merrill Lynch (8 years) and Citibank (2 years); part of venture group that launched Hollywood Studios International (2000-02)

While many local companies deal with the trials of downsizing, Jason Evans faces a different kind of challenge: Keeping out in front of a company that's growing by leaps and bounds.

The 38-year-old Troy native owns and heads PEQ Services + Solutions, a managed information technology services company he helped found in 2002 whose annual sales have surged past \$25 million. The company, which employed 43 people in February

now employs more than 80 people at headquarters on the ninth floor of the building. It's now expanding onto the 10th floor.

Q, which opened a second office in Irvine, N.C., last spring, has more than 100 people companywide, a total expected to hit 50 percent in 2011.

If given local reductions in force at one of Reynolds and Reynolds, NCR or Genesys, "there's a pretty good talent pool from an IT service and IT support perspective for us to pull from," Evans said. Hiring helps the region retain that talent.

Q anticipates at least 50 percent growth in sales in 2010 thanks in part to a growing relationship with eBay Motors, in which PEQ provides consulting services to eBay Motors' dealership groups, helping them to better manage and pay to generate revenue.

"A bright future prospect is a large, diversified automotive manufacturer based in that is counting on PEQ to provide service and support to its dealerships, as well as other automotive manufacturers that are eyeing complete outcomes of their information technology functions," Evans said.

About 55 percent of PEQ's revenue comes from the automotive sector, with educational services, large retail and private equity each contributing roughly 15 percent.

A strong focus on existing customers has been key to the eight-year-old company's meteoric climb, Evans said.

He noted, for example, year-over-year increases in revenues from each of the company's five largest customers for five consecutive years. Customers see what PEQ has done with a segment of their IT services, then farm out more of those services, he said. Such solid service leads not only to organic growth within PEQ's existing customer base, but referrals, Evans said.

"Always take care of the customer, and everything else will always work itself out," he said.

Evans said he's impressed by his "well-rounded" work force's output, dedication and loyalty, saying he tries to create a work environment where employees are willing to put forth extra effort without being asked. He makes a point to talk with all workers face-to-face or by phone twice a year.

"I don't want to be in a situation where I'm unapproachable or unattainable from an employee perspective," he said. "I want employees to give me feedback. I want employees to feel like they do have a say in where we're at and what we do."

Now, with the recent hiring of its first vice president of sales and marketing, PEQ faces an even greater test in "keeping up with the pace of opportunity."

"For us to have the kind of growth rates we've had and do it without having a defined sales team, I think that's the biggest challenge we face now," Evans said. "How are we going to handle the growth rates now that we've actually put a sales process and sales team in place?"

# Our Core Values

## What does it mean to be a Buchanan Technologies' employee?

**Values** are those internal emotions and core beliefs that set the tone for how we will act and what motivates us to take action. *Our values help us determine what matters.* We are excited to share our values and our environment with PEQ.

### PEOPLE MATTER

At Buchanan Technologies, our people are our most valuable asset. We passionately pursue trust relationships with our people and we reward hard work and encourage and enable our people to achieve their goals through Servant Leadership. We celebrate individuality. Each individual contributes differently to build a diverse work environment filled with an abundance of skills, talents, knowledge, and creativity.



**We encourage lifestyle balance because we all work to live.**

### CUSTOMERS MATTER

**We love our customers.**

We want insanely happy customers. Happy customers are satisfied for the moment, whereas insanely happy customers build lifelong relationships. We over-deliver on our promises. An abundantly satisfied customer is our greatest marketing tool. Abundant satisfaction is a result of trust. Trust is at the heart of every successful customer relationship.

### PRINCIPLES MATTER

We stand on principle and integrity in everything we do. There is no substitute for integrity. It takes years to build and only a moment to destroy.

**Do the right thing, at the right time, for the right reason.**

### COMMUNITY MATTERS

One of our proudest traditions has been our community service. Our employees make a difference through the donation of their time, talents, and resources. We have an obligation to reach out to our communities at large and actively help where help is needed.

**We can, we do, and we will make a difference.**

## What is the BT Mentorship Program?

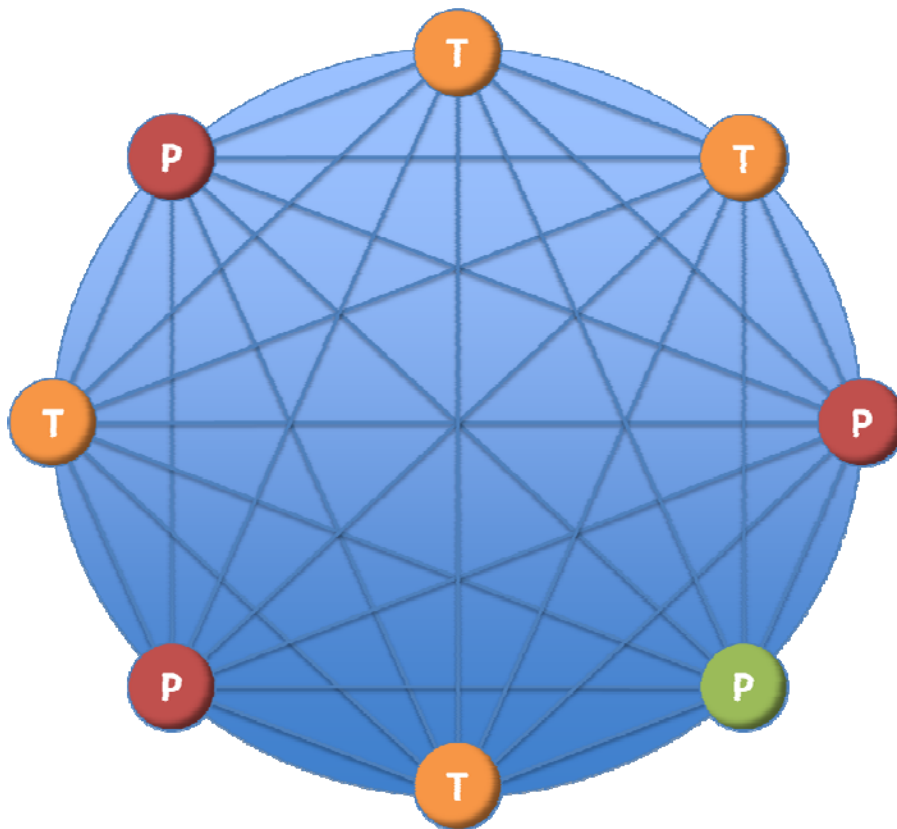
This program is an expansion of what Buchanan calls the “Adaptive Organization”.

This program will provide insight by direct contact with Buchanan Technologies. Each PEQ employee has been assigned a personal mentor from Buchanan that will assist with any questions or concerns you might have during the transition process. Your mentor will be available 24x7 for your assistance – you should feel free to call or email if you have *any* questions or concerns – both personal or business. If these mentors do not know the answer, they will find the answer and respond in a timely manner. Each mentor from Buchanan has willingly volunteered for the position and fully understands the accountability of this program. They are tenured employees of Buchanan and should be extremely helpful during this process.

I encourage you to continue to stay connected by attending these sessions as scheduled. So far, we've found these sessions to be an effective way of connecting with each other, sharing information and solving issues.








Other specified, informational sessions will follow during the year!

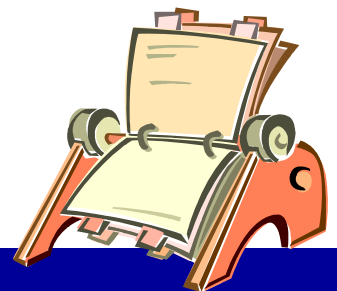
To all the mentors at Buchanan, thank you for taking on such an important task!





*The anagram represents our Adaptive Organization with **P**eople **P**rocess and **T**echnology SMEs. Combining these skills creates highly effective teams for delivery and execution.*

# Buchanan Contact List

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# PEQ Contact List

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	<p><b>Vice President of Automotive &amp; Field Service Delivery:</b>            Roger Edwards  <a href="mailto:redwards@peginc.com">redwards@peginc.com</a>            Location: Charlotte            704-5662424[Phone]</p>		<p><b>Director of Product Development:</b>            Robert Johnson  <a href="mailto:rjohnson@peginc.com">rjohnson@peginc.com</a>            Location: Corporate            937-610-4800 x 1153 [Phone]            972-910-7519 [Fax]</p>
	<p><b>Director of Account Services:</b>            Brian Walling  <a href="mailto:bwalling@peginc.com">bwalling@peginc.com</a>            Location: Corporate            937-610-4800 x 1103 [Phone]</p>		<p><b>Director of Business Development and Marketing:</b>            Teresa Hoelle  <a href="mailto:thoelle@peginc.com">thoelle@peginc.com</a>            Location: Charlotte            704-568-1691 [Phone]</p>
	<p><b>HR Manager:</b>            Pamela Rife  <a href="mailto:prife@peginc.com">prife@peginc.com</a>            Location: Corporate            937-610-4800 x 1111 [Phone]</p>		<p><b>Departmental Assistant:</b>            Tessin Hunt  <a href="mailto:thunt@peginc.com">thunt@peginc.com</a>            Location: Corporate            937-610-4800x 1101[Phone]</p>

## 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.*

# PEQ Client Overview

## Sonic Automotive

PEQ provides IT service and support to Sonic Automotive's 140 nationwide dealerships. PEQ's relationship with Sonic covers a broad scope of services including Level 1 & 2 Help Desk Support, Field Service Support, Managed Services Support (antivirus, data backups, patches, LAN scans), Remote Desktop Management, IT Depot break-fix and Inventory Management, as well as Hardware Asset and Lifecycle Management. PEQ also manages a portion of their printer fleet and supplies all the desktop, laptop and server hardware for Sonic. PEQ has a strong history in managing and supporting DMS (Dealer Management Systems), and therefore supports Sonic's ADP DMS as well as all the software utilized in their business environment.

## University of California, Berkley Extension

PEQ offers comprehensive, customized Level 1 Help Desk Technical Support to the University of California, Berkeley Extension. This enables the University to have a single point of contact and a support center that tracks and solves their technology related problems. PEQ also provides the University with a highly customizable incident tracking tool that proactively identifies trends with a focus on incident prevention.

### Clients

- Business Data Solutions, Inc.
- Coleman College
- Compass Knowledge Group
- Connected Learning Network, Inc
- Cystic Fibrosis Foundation
- ERMC
- eBay Motors
- Harmon Cadillac
- Heights Chiropractic Physicians LLC
- Hidy Enterprises
- IPD Latin America
- Kettering Anesthesia Associates
- Lavelly Law Offices
- Local Insight Media
- Logan College of Chiropractic
- Mini University, Inc.
- MOC Solutions
- Needmore Vending, Inc.
- NeoSynergy, Inc.
- Northwind Software, Inc.
- Ottawa University
- Sonic Automotive, Inc.
- Tafel Motors, Inc.
- St. Mary's College
- Tobey Auto Group
- University of California-Berkeley
- University of Nebraska at Kearney
- Volvo of Tampa Bay, Inc.

## PEQ Testimonials and Quotes

*eBay has been impressed with the progress we've experienced with PEQ. We look forward to expanding our relationship with PEQ, and tracking even greater results as we move into 2010."*

*~ Don Crawford, Sr. Manager  
eBay, eBay Motors Division*

*"Ryan was a true gentleman who listened and was extremely patient. He went out of his way to resolve my issue very easily. He is a genius and a true supporter of Sonic Automotive. "*

*~ Employee, Sonic Automotive*

*"I am so grateful for the help I get from the PEQ help desk agents. The problem is always solved in a very fast and efficient time frame. Thank you!"*

*~ Marie Doty, Local Insight Media*



## Clients

- AAFES
- American Eurocopter
- Agvantis
- Alcatel – Lucent
- Alliant Bank
- Anadarko Petroleum Corp.
- Avnet
- Bell Helicopter
- BNSF Railway
- Buckner International
- Camtech Precision
- Canadian Medical Laboratories
- Colonial Savings
- Community Bank of Wichita
- Crescent Real Estate
- CSC Computer Services
- Dallas County
- Dallas Cowboys
- Dell Canada
- Direct Energy
- Eltek Valere
- Federal Reserve Bank of Dallas
- Forth Worth Symphony Orchestra
- Genband
- Gold's Gym
- Group Omni
- IBM Canada
- ICM
- KMA Direct Communication
- Krage & Janvey L.L.P
- L3 Communications
- Mary Kay, Inc.
- Microsoft
- Mohr Partners
- Mytrak Health Systems
- Nokia
- Nuclear Waste Mgmt Organization
- Peel Regional Police
- Pioneer Natural Resources
- Safety Kleen
- Sodexo Canada
- Solaris Healthcare
- Spin Master, Ltd.
- State Farm
- Tekelec
- Telmar Network Technologies
- Texas DIR
- Textron
- United Surgical Partner International

## Bell Helicopter, Textron

Buchanan supports a myriad of technical requirements to support the BSM (Business Systems Modernization) division of the Bell IT department.

### Authentication

Active Directory

### RDMS

Oracle  
SQL

### Desktop Support

Windows  
MS Office  
Executive Support

### Electronic Communications

Exchange

### Virtualization

VMWare  
Citrix

### ERP /CRM

SAP

### Programming Languages

.Net  
C / C++ /C#  
COBOL  
Java

### Help Desk Support

Level 1  
Level 2

### Collaboration

Sharepoint

### Mainframe

TSO

### Networking and Telecom

VOIP  
Cisco

### Project Management

Microsoft  
PMI  
Primavera

### Web Services

IIS  
Apache

### LAMP

Apache  
WebSphere

## MyTrak

Buchanan Associates is MyTrak's application development center for the development of their Curve Smart and M2 applications. Our team consists of Project Managers, Business Analysts, Solution Architects, Developers, and Quality Assurance resources. Buchanan Associates relationship with MyTrak is a unique one in which Buchanan shares in the market success that MyTrak experiences through a royalty program. We have been a partner with MyTrak since the company's inception in 2005.

## Mary Kay

For over 10 years, Buchanan Technologies has supported Mary Kay, one of the largest direct sellers of quality skin care & color cosmetics companies in the world. We currently provide managed service desk services, desktop support, and mobile device support for the beauty and skincare powerhouse

# BT Client Spotlight



## Facts about AAFES

The Army and Air Force Exchange Service (AAFES) — now in its second century of service — remains committed to its dual mission of providing merchandise and services to military families worldwide and generating earnings to supplement military Morale, Welfare and Recreation (MWR) programs. While most of AAFES' earnings go to MWR programs—\$264.5 million in 2008—the remainder funds new and improved exchange stores. In addition to strengthening troops' quality of life, AAFES saves authorized shoppers money with an average overall savings of **20 percent** compared to the competition. Customers can enjoy exchange benefits in many ways, with the greatest value being AAFES' pledge "We Go Where You Go."

## Military Support

When military members deploy to remote locations around the world, AAFES is right there with them, offering products and services to bring Soldiers and Airmen a taste of home. AAFES also supports deployed troops with programs such as "Gifts from the Homefront" and "Help Our Troops Call Home." These programs allow any American to show support for those fighting for freedom by sending gift certificates or prepaid phone cards to deployed troops.

## Facilities Worldwide

AAFES operates more than 3,100 facilities worldwide, in more than 30 countries, five U.S. territories and 50 states. AAFES operates some 174 main stores and more than 1,300 fast-food restaurants, such as Taco Bell, Burger King, Popeyes and Cinnabon. AAFES also provides military communities with convenience, specialty stores and movie theaters on installations worldwide, including locations in Operations Enduring and Iraqi Freedom.

## eCommerce and Catalog

AAFES is a multi-channel retailer, offering products to authorized customers via retail stores, catalog and online. More than 18 million items are available through the Exchange Online Store and Exchange Online Mall with an average savings of 10-20 percent.

### Buchanan's Teams currently serving AAFES:

- Point of Sale – Application Development – Toronto Application Development Center
- Point of Sale – Application Maintenance Services – Onsite AAFES
- Point of Sale – Help Desk Services – Level 1 & Level 2 – Onsite AAFES and Buchanan HQ
- Retek Production Support
- DBA Support – Oracle / SQL
- Wintel Infrastructure Support / VMWARE



*AAFES Team at Dallas Location (entire team not shown)*

*1<sup>st</sup> row – left to right, Craig McQuirter, Swami Bhattar, Russ Widhalm, Tony Sanchez  
2<sup>nd</sup> row – left to right, Andrew Nguyen, Stan Milam, Chad Ostendorf, Bill Meadows III  
3<sup>rd</sup> row – left to right, Darrell Landrum, David Kendrick, Ryan McMillion  
4<sup>th</sup> row – left to right, Kevin Guthrie, Tom Griffing, Stephanie Hildebrandt, Robert Mellott  
Back row - left to right, Franco Capizzo, Noy Thayravanh, Larry Brown, Blaine Gilbreath*



*Retek Team: 1<sup>st</sup> row – left to right, Craig McQuirter, Andrew Nguyen, Russ Widhalm 2<sup>nd</sup> row – left to right, Chad Ostendorf, Swami Bhattar, Tony Sanchez*



*Tom Armistead, Dwight Schauer, and Jeremy Hastings*



*POS Helpdesk Agents: Chris Jones and Fredrick Wilson*



*AAFES Headquarters in Dallas*



*POS Helpdesk Agent II: Ramond Odom*



*POS Helpdesk Agents Dallas: Dena Hale, Jeremy Hastings, Ty Richardson, Michael Hoehne, and Lashon Bly*



*POS Application Maintenance Services Team: 1st row – left to right, David Kendrick, Stephanie Hildebrandt, Bill Meadows III, Ryan McMillion,*



*Senior Consultant: Franco Capizzo*



*AAFES Team at Toronto Location (entire team not shown)*

*Front: Angela Johnson, Balwinder Kaur, & Larry Ward; Next seated Row: Teresa Sing, then Lisa Walsh, Jeff Kesner; Standing: Kirill Shiff, Young Chang, Sergiy Buzhlov, Sri Nallathamby, Sam Ma, Cezary Cichocki, Vadim Finkel, Deepa Sairam, Lina Levkov, Priscilla Balasingh, Shelly Richards, Armen Zaghikian, Mike Chepelev, Ramesh Babu, Ajjuthan Bala, and Ghenadie Puscareov*

# PEQ Client Spotlight

***Sonic Survey Responses are in...and they're Good!***

## Who is Sonic Automotive?

The nation's third-largest automotive retailer, whose dealerships provide comprehensive services, including sales of both new and used vehicles, sales of replacement parts, performance of vehicle maintenance, warranty, paint and collision repair services, and arrangement of extended warranty contracts, financing and insurance for the company's customers.

## Meet the Team

PEQ's dedicated Help Desk Agents and Sonic Team (aka IT Hero's) provide multi-level support to over 11,000 Sonic Automotive employees across the nation! Leave it to the Sonic Automotive team to find, analyze, and eliminate the issue. They are troubleshooting problems and providing superior customer service on a day-to-day basis. From the desk to the field, this team has Sonic covered!

- *"Kendrick Johnson in North Carolina and Jonathon in Ohio worked tirelessly to resolve my problem. Wonderful teamwork!"*
- *"Steve did an incredible job!"*
- *"Erin Doherty totally understood what I needed and handled it with efficiency. I appreciate her help with my issue."*
- *"Malcom was great and handled everything perfectly!"*
- *"Scott was so professional and nice!"*
- *"FOLLOW UP WAS GREAT. PATRICK IS EXCELLENT. THANKS AGAIN."*

### In Charlotte

- Roger Edwards (Vice President of Automotive & Field Service Delivery) – *since January 09*
- Richard Boggs (Executive Desktop Support/Onsite support) – *since April 06*
- Erin Doherty (Help Desk Team Lead) – *since June 09*

#### Help Desk Agents

- John Connor - *since November 09*
- Patrick Mandazou – *since May 07*
- Kendricks Johnson – *since July 09*
- Scott Dixon – *since April 07*



## In Miamisburg

- Sonya Coleman (Help Desk Team Lead) – *since August 2007*

### Help Desk Agents

- Steve Rose – *since May 2006*
- Jane Kowaski – *since July 2006*
- Namduy Dang – *since November 2007*
- Amanda Poston – *since September 2008*
- Malcom Keith - *since January 2009*
- Ryan Whited - *since October 2009*
- Patrick Jones - *since May 2009*
- Sabrina Akers - *since June 2009*
- Cathie Apgar - *since June 2009*
- Scott Plassenthal - *since June 2009*
- Shawn Baccus - *since June 2009*
- Chris Queen - *since June 2009*
- Sean Ford - *since June 2009*
- Jonathan Lovegren - *since June 2009*
- Shelia Weidel - *since July 2009*
- Shilando (Shilo) Conner - *since July 2009*



# Regional Updates

## Miamisburg

### Holiday Party

This year, the PEQ Miamisburg office headed to Hanks Hideout for a Holiday Happy Hour. Pizza was also brought in for the entire office to enjoy.

### December Birthday Celebration

Every month the PEQ Miamisburg office gets together to celebrate and recognize individual birthdays....cupcakes are always the special treat!



*December Birthdays in Miamisburg*

## Charlotte

### Holiday Party

Charlotte hosted their 1st annual holiday party. The PEQ employees in Charlotte gathered on Tuesday December, 15th for a holiday feast.



*Charlotte celebrates the Holidays*

*From Left to Right: Michelle Grossnickle, Patrick Mandazou, Scott Dixon, Greg Heckler, Roger Edwards, Richard Boggs, Erin Doherty and John Connor*

## Toronto

### Holiday Party

Toronto held their Holiday party on Friday, Dec-18. With over 80 guests attending, lots of fun was had by all! Apart from lots of socializing throughout the evening, we entertained ourselves with casino games: Black Jack, Texas Hold 'Em, and Roulette, a *United Way* Balloon Pop in which we raised \$250, super prizes, and lots of great tunes. The evening was catered by 'Catered Fare' who we've used for the past five years. This year we decided to go somewhere a little offbeat and held it at the Joshua Creek Art Heritage Centre in Oakville.



*Toronto Holiday Party*

## Dallas

### Holiday Party

Dallas held a "Christmas Breakfast" December 23 in celebration of the upcoming holidays. Rick Nichols, or as many of you call him "Uncle Rick," prepared tasty eggs omelets with olives, green bells peppers, onions, tomatoes, and cheese. As everyone gathered in the break room, Robert Venable, CFO of Buchanan, surprisingly appeared in his Santa outfit distributing fun little giveaways. Each employee was able to take a photograph with Santa as a keepsake for our Holiday celebration.

The festivities were a great way for the office to come together and celebrate everything we had to be thankful for in 2009! Special thanks to Jim, Robert, and Rick for his amazing cooking abilities!



*Jim and Santa*

## Dallas - Ahead of the game for 2010!

Buchanan Technologies has been gearing up with two different planning sessions for 2010! The first event, Strategic Planning, was held in November, followed by the Sales Summit in December. Both sessions proved to be a success and provided goals and objectives that should bring exciting opportunities to our organization in the following year.

### Strategic Planning Session

The first session kicked off in November at the beautiful Four Seasons Hotel in Dallas. Attendees included Management from all regions, including the International Service Desk. The two day planning session helped set objectives and goals to better the organization during the 2010 calendar year. Here's just a few of the new objectives that we look forward to putting in place in 2010:



*Strategic Planning*

- **Financial objectives for each region**
- **Increasing our marketplace visibility**
- **Enhanced employee orientation**
  - New and improved new hire orientation
  - Virtual tool for orientation materials
- **Improving Internal communication**
  - Targeted surveys
  - Leveraging the backdoor and newsletter
  - Encouraging participation – incentives, etc
- **Improving our recruiting efforts**
  - Hiring recruiters from Manila
  - Promote people inside the organization who have a desire for recruiting
  - Effectively sharing our pipelines
  - Enhance our tools
- **Improvements to our Managed Services offerings**
  - Define the offering
  - Create a proper marketing strategy
  - Accurately learn and understand PEQ's services

### Sales Summit

The second session was held in the cold and rainy Cincinnati area of Ohio. Although it was definitely a cold trip, the outcome was superb! Our sales team members from all regions joined the session, including our new members of the PEQ sales force. The two day session included plenty of great food and fun – but most importantly, it brought the sales team together to share testimonials and trials of the sales world. The members enjoyed getting to hear everyone's "method" of selling and interacting with new customers. In addition to the success stories, the session was followed by one of Jim's favorite books, "Never Eat Alone," written by Keith Ferrazzi. Topics covered from the book included:



*Sales Summit 2009*

- **Setting your mission**
- **Following up**
- **Building relationships *before* you need them**
- **The power of networking**
- **Building and broadcasting your brand**
- **Warming the cold sales process**

# Regional Updates

## What's new with Wichita? 2010 plans..

Wrapping up 2009 and planning for 2010 has kept the Wichita team busy for the last 3 months.

During the past quarter, they spent time working on business objectives during the "Strategic Planning Session" in November and the "Sales Summit" in December. They were able to get an understanding of how other regions focus their teams to grow revenue. They came up with their main objective for 2010 - to strengthen the business development function of the Wichita region. Lori Parker has been putting together a team that she feels will address our growth strategy for the next year. They have begun modeling the Toronto organization's business development methodology, which had a lot of success in 2009. The current Wichita Sales team consists of Lori Parker, Andy Standifer, Mike Spellman, Sharlene Lamm and Janet Rhoads.

**Lori Parker** has been with Buchanan for four years and involved in developing the Microsoft Dynamics Practice. Lori will focus on business development and managing existing accounts and is responsible for the generation of SOW's and staffing of engagements. In addition, she will work with other regions to promote the Microsoft Dynamics Practice.

**Andy Standifer** has been with Buchanan for eight years and supported the Small to Mid Size customers focusing on Network and Infrastructure for most of his tenure. Andy will serve as a Solutions Architect for the business development team, focusing on Network and Infrastructure projects. He also manages the Microsoft Partnership for the Wichita Region. He will play a key role in the push of Microsoft Windows 7 and Exchange 10 Solutions into the marketplace.

**Mike Spellman** is celebrating his fourth anniversary as a Buchanan Technologies employee. He has participated in two large Enterprise Resource Planning (ERP) implementations during his time at Buchanan. Along with his billable responsibilities, he will serve as solutions architect for the business development team, focusing on Application Development, SharePoint Solutions and Microsoft Dynamics Practice opportunities.

**Sharlene Lamm** has been managing the Wichita ISC since October 2008. She has made remarkable improvements in the delivery of services to our existing customers. In addition to her current responsibilities, Sharlene will serve as a Solutions Architect for the business development team. She will be promoting the ISC to the Wichita Region Customer base and prospects.

**Janet Rhoads** is the newest member of Wichita Team. She joined Buchanan in December and brings 20 years of experience in IT Consulting Services to the organization. She is focusing on developing new business opportunities and building strong relationships with potential customers.



*Left to right: Janet Rhoads, Andy Standifer, Lori Parker, Mike Spellman, and Sharlene Lamm*



# PEQ Sales and Marketing Update

The PEQ Sales and Marketing team has been running hard and capitalizing on all opportunities going into 2010. With the recent merger announcement of Buchanan and PEQ the energy is high, and PEQ is positioned even stronger with our clients and prospects. Combined, Buchanan and PEQ have a tremendous client base, proven solutions, excellent service levels, highly motivated employees and strong financials. This is the makeup for a great company and positions us for more sales.

Recently, there has been a great team effort on the sales front...Here are some bullet points:

**eBay** - The Ohio pilot has been a success and we will be expanding to Florida, North Carolina and South Carolina. The team of B.J. Mattingly, Lisa Bierwirth, Eric Flynn, Jon Dankworth, Tammy Sanders, Tim Monde, Mark Blumenfeld and Cindy Stedman are all to be congratulated! We are also in the process of proposing an ebay solution for Sonic Automotive for a national rollout. Hey...this Internet thing works for cars!?!? GO ebay team!

**Berry** - Brian Walling and Jason Evans are tied at the hip on this one. This is a cornerstone agreement for PEQ and Brian is eating and sleeping Berry. With Brian's effort's we are in good shape with Berry for 2010. Brian is "Very-Berry" these days.

**Pamida** - Chris Potts and Rob Johnson have slammed dunked a Managed Print opportunity for 2010 in beautiful downtown Omaha, Nebraska. Chris has done a masterful assessment of Pamida's current vs. future print landscape and "showed them the money"! Apex (3) worked as a partner with PEQ. Great team work! This is 370 printers in 210 Pamida locations.....Not too shabby!

**Sonic Automotive** - Roger and Jason are pursuing further opportunities and forthcoming projects to continue growth in the Sonic relationship in 2010. Kudos to Roger and the entire Sonic team for the successful migration of the entire managed service account in 2009. Talk about a "Super Sonic" success!

The sales team has several other prospects in the pipeline and we will be sure to publish all our activity during 2010. In sales, we are always accountable and we will share our progress. 2010 will be a monumental sales year for PEQ and Buchanan, so hold on to your hats!

The PEQ Marketing Team of Teresa Hoelle and Michelle Grossnickle has left no stone unturned in terms of getting PEQ in the press and community. Here are a few bullets on their great work:

- We ran over 50 TV spots on WHIO TV channel 7 (B.J. needs an agent based on his recent surge in popularity; Jason and Brian have been asked for their autograph's countless times)
- Several press releases have been circulated
- Front cover of the Sunday Dayton Daily news (November 2009)
- PEQ honored as Finalist for Business of the Year, Dayton Business Journal
- Charlotte Business Journal rated PEQ 19th fastest growing business!
- Video produced with Dayton Business Spotlight
- Jason Evans recognized as 1 of 8 "hot" local leaders in Dayton B2B Magazine
- Participation as Annual Sponsor in the Technology First "Taste of IT" Conference in November - with great Managed Print Presentation by Rob Johnson
- Event Sponsor for the North Carolina Technology Association (NCTA) Breakfast Bites Seminar at the Charlotte Chamber offices in December

The marketing team continues to work on PEQ branding and positioning in the market place and internally. Our goal is that when a client, prospect or an employee is asked about PEQ, that person can clearly state what PEQ does and what makes PEQ different. The different part is easy.....we have great people at PEQ!

Thanks everyone - your work is appreciated!

- Steve Piotraczk,

*Senior VP of Sales and Marketing*

# Employee 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. Employees of the Quarter receive two round-trip tickets to anywhere in the US, Canada or Mexico, a \$500 spending bonus AND a \$150 shopping spree in the BA web store. Here are the winners for the 4th quarter of 2009:

## 4th Quarter Nominees

Blake Burnworth  
Kalin Kutsarov  
Jerome Obinabo  
Tim Hayes  
Adam Borntreger

Ryan Keimig  
Michael Hoehne  
Harold Simpson  
Steve Seets

### Ken Lasko - Toronto

Ken has been with Buchanan for almost 10 years. He naturally exhibits the Buchanan values in his day to day work and it is clear to all that work to him that People, Customers, and Principles matter. Ken has participated in technically screening many of the consultants that have joined Buchanan over the years, and he continues to mentor new consultants after they are hired. His peers value his opinion in key technical areas. He integrates with Buchanan's customer environments to the same degree. Former clients continue to call and request Ken individually. He is currently dedicated 100% to a client who is expanding on their project services from Buchanan in order to continue to keep him working on their team. In addition, his superb work at his current client has led to a large managed services contract opportunity. Ken is forthright and principled and consistently works hard and provides honest and knowledgeable advice that both clients and fellow consultants value.



In addition to billing full-time, Ken is also the key SME for OCS in Canada. He worked on a cross-divisional team to implement OCS for Buchanan. His OCS capabilities are respected by Microsoft and they have now asked Buchanan to provide Ken as a Microsoft Virtual Technology Specialist. This role will enable Ken to provide technical presales expertise to Microsoft customers considering implementing OCS. As part of the benefits of the role, Buchanan will also be given first right to refusal to deliver any opportunities that Ken participates in.

Recently, Ken initiated bringing SIP lines to BA Canada, resulting in both cost savings and increased flexibility. He has expanded on his relationship with the SIP provider which has led to a direct OCS implementation project and the possibility of numerous joint opportunities with the provider's customer database.

Ken continues to look for opportunities to grow as a consultant and contribute to Buchanan Technologies and clearly exhibits that People, Customers, and Principles matter!

### Stephen Shipp - Dallas

Stephen consistently embodies the concept of "Customers Matter." Through tireless work, he has demonstrated this core value by providing quality deliverables in the areas of hands-on technology delivery, project management, scopes of work, and risk mitigation. Stephen's breadth of knowledge has paid dividends in several accounts.

During the Buckner IPT engagement, Stephen provided project management, procurement assistance, hands-on installation/delivery, and resolution of customer issues to provide a positive outcome to a difficult project.

Stephen's over-delivery of our services creates trust and lifelong relationships with our customers, proving that "Customers Matter" to Buchanan Technologies.



## PEQ Promotions

Congratulations to the following employees for their achievements!

**Erin Doherty** – promoted from Help Desk Agent to Help Desk Team Lead

**Pamela Rife** – promoted from Human Resources Generalist to Human Resources Manager

## Upcoming EOM program for PEQ

Effective 1/1/2010, PEQ will begin announcing the SOAR (Superior & Outstanding Achievement Recognition”) Award for each month. A big “Thank you” goes out to KRIS MANLEY for creating the perfect program name! Keep an eye out for the complete list of winners for Q1 in the next issue of the Download!

# DAYTON BUSINESS JOURNAL BUSINESS *of the* YEAR Rookie Business of the Year Finalist FINALIST



# Community Matters

## Jingle Jeans - Dallas



For over 115 years, The Salvation Army Angel Tree Program has provided Christmas assistance for disadvantaged children and senior citizens. Through the Angel Tree program, donors can become personally involved because they are able to choose a specific child or senior to help. Once a child or senior has been registered as an “Angel,” The Salvation Army makes a promise that they will provide Christmas for that individual. The promise includes a variety of gifts for each child or senior. In order to accomplish this, The Salvation Army depends on the generosity of individual donors, corporations and organizations. The remaining Angels are adopted from Mall Angel Trees.

This year, Buchanan Technologies’ Dallas office jumped on board and assisted 15 angels during the Christmas holidays. Money was collected during our “Jingle Jean” days at the corporate office in Irving. Each employee could pay \$20 to wear jeans during the holiday season. 100% of the money was donated to purchasing gifts for the angels.

The event was a huge success and we look forward to helping more angels in 2010! A special “Thank you” goes out to everyone at Buchanan who contributed to the success!

## Dallas Stewpot



In 1975, a bedraggled hungry man appeared at the door of First Presbyterian Church, asking for food. In response, the associate pastor and members of the church opened a small soup kitchen in the basement and named it “The Stewpot.” Today, The Dallas Stewpot is a comprehensive resource center for homeless and at-risk individuals of Dallas. The Stewpot also offers comprehensive children and youth programs.

The Stewpot offers effective and accessible care with more than 27 collaborative partners for individuals facing homelessness and poverty. Once at The Stewpot, individuals can begin to rebuild their lives.

Buchanan’s Dallas office assisted in helping the lives of the unfortunate by volunteering in November at the Second Chance Cafe, located in the heart of downtown Dallas. The café serves three meals a day, seven days a week, to more than 700 people per meal! During the hour-long lunch period, we gladly served **over 800 Dallas citizens** a hearty and delicious meal! It was not an easy task for our eight volunteers, as we stayed very busy dishing up the nutritious meal (served cafeteria style) and pouring beverages for the guests.

A special thanks Buchanan’s volunteers who donated not only their time, but their support to the community: Billy Traylor, Tim Hayes, Angela Cuenca, Lety Palos-Escher, Carrie Hall, Jade Swanson, Regan Feigel, and Kevin Whitaker.

The Dallas Stewpot solely relies on the generous support of volunteers and partners of our community. For the café meals alone, they rely on over 1300 volunteers a month! For more information on ways you can help, visit [www.thestewpot.org](http://www.thestewpot.org) or contact Jean Jones at 214-746-2785.



*BT Volunteers at Dallas Stewpot*

## Wheelchair Sports – Dallas A Passion Close to Paul Johnson's Heart

Paul Johnson established his presence in handicapped sports in 1989 when his daughter, Erin, started racing during her school program in Hawaii. Erin's teacher, who was the volunteer coach, took a paid position to coach children with Mental Disabilities (Special Olympics) and that left no one to coach or organize the kids with physical disabilities. In order for Erin to follow her passion to practice and compete, Paul selflessly volunteered his time to the program. Paul traveled to San Jose, CA, to coach the three children who wanted to race in the first Junior Nationals. Following both his and Erin's passion, they decided to move to San Jose in 1991. Living locally in San Jose allowed Paul to become more involved with the local race team – coaching up to thirteen children at one point! Wanting to become more involved, Paul then began officiating in 1992. In 1996, he also volunteered at the Atlanta Paralympics Games, began working at the a swim facility for the test event, and began working at the basketball venue as an assistant coach. Since then, he has also helped organize and operate local, regional and national track meets for Wheelchair and Ambulatory sports USA and SWAA (Southwest Wheelchair Athletic Association).

To Date, Paul has collected a total of 12 racing wheelchairs and with help from SWAA, UTA and Blaze Sports. Once the chairs are collected, he tries to connect the chairs to athletes who can use them for competition.

The most recent accomplishment Paul has tackled was donating two chairs to talented athletes from Lubbock and Mineola, TX, for the Challenge Athletes Foundation.

"When I first got started in Wheelchair sports, I thought I was doing it for my daughter Erin. The more I learned and participated, I found that sports are for everyone and when people see a poor child in a wheelchair, I see someone completely different - someone who has the potential to achieve a healthy life through wheelchair sports. When I gave Ford Canale (from Lubbock, TX) his racing chair last month, you could see the excitement and joy in his and his parents' faces. The 'thank you' card last week from him really hit home and proves why I do it.... Because I love the joy the kids get from it."

What's next for Paul? He is soon going to take the Board position of "Vice Chair for SWAA" and hopefully organize a track team to meet and compete regularly next season.



*Paul Johnson and crew at NJDC (Junior National Disability Championships) in St Louis*



*Paul Johnson and his daughter Erin Johnson, 1989*

# Community Matters

## Toy Donation – Toronto

It's that time of year again! As in former years Buchanan is holding a "Drive" for less fortunate children in the Mississauga area. Any new & unwrapped toy for a boy or girl between the ages of 0 to 12 would be much appreciated, as well, gift certificates are an excellent present for teens; these can be in the form of music stores, malls, movie theatres, fast food, etc. Please also bear in mind that the donation of any new clothing, school supplies, non-perishable food items, baby foods & formula, and personal care items are always needed and appreciated.

This year's donations will be going to the Mississauga Food Bank (St. Mary's division). I would like to receive all donations by the evening of our Holiday party, December 18<sup>th</sup>. The donation box is in the reception area; for those who work offsite, there will be a gift donation & cash donation box at the party.



*Toy Donation Drive*

## WomenAide—Toronto

WomenAide is a Toronto-based non-profit group founded in 2006.

Their #1 mission is to donate goods-in-kind to women's abuse shelters. Through community campaigns and passionate volunteers, WomenAide has collected thousands of donated items since its inception. These goods have been distributed to women's abuse shelters in Toronto such as Women's Habitat, Ernestine's and ETA Vaughan.

Maxcine Brown took the initiative to collaborate with the Toronto office in hopes of helping this organization. Recently, the Toronto office donated nearly 400 items to help these women who have suffered domestic or verbal violence. Here is a note that Maxcine received from the organization:

*Hello Maxcine,*

*Thank-you for your wonderful WomenAide donation.*

*Wow...what a donation! Please report your results in your company newsletter...you have a lot to be proud of. The "big guy upstairs" is watching, Maxcine...and I'm sure that good things will come to you and all who donated to help these poor women in need at the shelter. Happy Holidays, Maxine....*

*Warmly,  
Tracey Cairns  
Founder - WomenAide*

For more information on ways *you* can help, please visit [www.wominaide.com](http://www.wominaide.com)



## United Way Support—Toronto



Buchanan's Canadian office has been working to raise funds for the United Way. The effort was launched on November 26<sup>th</sup> through a Pizza lunch and Bake Sale. Boston Pizza generously donated pizza for this event. The event was open to everyone in the building - attendees had to pay only \$5 to enjoy some tasty pizza, potato chips and a soft drink. Over \$750 was raised from the first Pizza Lunch! The event was so successful that another Pizza Lunch has been scheduled for the first quarter of 2010!

In addition, a "United Way Balloon Pop" was held at the Toronto Christmas Party, in efforts to raise even more money for the organization - \$250 was raised, and Buchanan matched another \$250! The office will be continuing with this appeal throughout the year in order to further support the United Way.

United Way is a worldwide network in 45 countries and territories, including nearly 1,300 local organizations in the U.S. It advances the common good, creating opportunities for a better life for all, by focusing on the three key building blocks of education, income and health. **LIVE UNITED** is a call to action for everyone to become a part of the change. For more information on ways *you* can help, visit [www.liveunited.org](http://www.liveunited.org).

## "His Helping Hands" —Wichita



In November, the Wichita Region sponsored a Pillow Drive for "His Helping Hands," an outreach ministry of Central Christian Church to help those living in the Wichita and Sedgwick County area who are in need of household items. With the donations from members of Central Church and with the help of volunteers, HHH is able to provide a wide variety of services including giving away clothing, food, furniture, and household items. Our Wichita office was able to collect 32 pillows for the organization!



In addition, Wichita sponsored a food basket for the Sedgwick County Sheriff's Department and adopted a 4-year old child from the ICM Angel Tree.

## "Warm feet. Warm socks."—PEQ

Nicole Borcoman of PEQ knows what it means to care, share, and give a pair! Through a non-profit organization called "Hannah's Socks", Nicole and her family donated 500 pairs of socks to a local homeless shelter in the Dayton area.

Hannah's Socks is a non-profit organization focused on providing clothing necessities to the less fortunate in a growing number of Midwest states including Ohio, Michigan, and Kentucky. They collect donated materials in the form of men's, women's and children's socks and undergarments, then leveraging partnerships with local shelters for distribution to both the homeless and victims of domestic violence. In addition, they support programs serving under-privileged children. Hannah's Socks firmly believes that in a country as prosperous as the United States, no man, woman or child should want for something as basic as a warm pair of socks. For more information on how you can help the organization, visit [www.hannahssocks.org](http://www.hannahssocks.org).



*Kennedy Borcoman (Far Right), daughter of Nicole Borcoman, stands with classmates and boxes full of socks for a non-profit organization called Hannah's Socks.*

## 1. Can we get information on Buchanan Laboratories? What is it, and why is Buchanan doing this?



<sup>1</sup> Buchanan Laboratories was established to provide automated testing services using virtualized environments, automated test scripts and robotics.

The robotics lab tests physical devices such as pin pads, gas pumps and other attached peripherals.

Today we have Sofia Bulgaria staff developing test scripts to support automated smoke tests, regression tests and load testing. Our physical lab is located in Texas.

We also are developing testing services for the cellular/mobility market to test subscriber services, activation services as well as SMS, MMS and voicemail quality for Alcatel Lucent.

## 2. With the acquisition of PEQ Inc, will the two companies operate independently, or will the operations be merged into one? Also, do you think this will change the corporate culture of Buchanan? If so, in what ways?

Combining PEQ and BT is a process. Our plans are to incorporate the units into a single corporate entity; however it will probably take a year to complete.

Any time a new person is hired, it changes our culture. Our culture is the combined personalities and abilities of all of us. So, yes, I do believe the blended operations will change our culture.

I've met many of PEQ's staff and management. They're an incredibly talented team. Our management share many of the same beliefs and employee values. I believe people will enjoy the benefits of a new stronger company.

## 3. Does the company have a plan to go public, issue IPOs?

Public corporations are focused first and foremost on creating shareholder value. Quarterly earnings affect stock price and the regulations of running a public company are daunting at best. No, we do not have plans to go public; I'd rather us remain private and grow as we find the right opportunities.

## 4. Are YOU debt Free?

Nope. I have a mortgage payment and a car payment. Cheap interest. :)

Who doesn't have credit cards?



## 5. Is there any way to participate in company's growth financially?

The financial growth of the company is driven by the personal success of our staff. I hope you will grow financially. The ways to do that are: 1. Grow your technical/project management skill set. 2. Grow your management skills through management training. 3. Sell. Everybody is in sales whether we care to admit it. Driving revenue pays well. It creates jobs and opportunities for others as well.

We have incentive programs in place for sales and other key positions in the company.

## 6. What benefits will the name change "Buchanan Technologies" bring our organization?

Buchanan Associates has changed to Buchanan Technologies in order to better reflect the industry we're in. Everyone thought we were a law firm or accounting firm. Now, when we advertise, or sponsor events, people will know we're in the Technology Business.

## 7. What's the most exciting part about the merger with PEQ Services + Solutions?

For me, the most exciting part of the PEQ merger is the effect it's having on the combined company. People are excited. We're finding ways to work together to grow our business. Our geographic footprint gives us more delivery capability. We're in new industries, and in new geographic markets.

## 8. What opportunities will the merger bring to our Field Service reps?

The field services organization will have access to training and development. They'll have direct access to management and peers. Career planning, skills growth and tools/systems will improve our delivery capabilities.

## 9. 20+ years of lessons learned running an organization, what would you say is the most important thing you have learned that you would advice an employee?

Nothing is forever. If you love your job, take a deep breath and enjoy where you are. If you don't love your job, take a deep breath and tell others where you WANT to be. You'll get there.

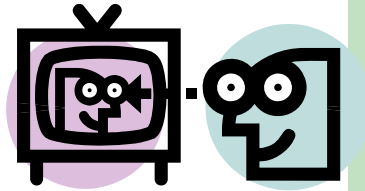
## 10. Why did you choose PEQ, out of all the companies willing to sell right now?

We felt the combined operations enhanced both organizations in different ways. We shared similar values and saw an organization poised to grow with the right resources.

# PEQ in the News

- 50 TV spots ran on WHIO TV channel 7
- Video produced with Dayton Business Spotlight
- Front cover of the Sunday Dayton Daily News
- Honoree for Business of the Year, Dayton Business Journal
- Charlotte office rated 19th fastest growing business
- Jason Evans recognized on the 2010 Hot List

To read the full stories, visit the News Section on the website:  
[www.peqinc.com](http://www.peqinc.com)



## PEQ joins the social network

If you haven't already, check out PEQ's YouTube, Twitter and LinkedIn pages. There will be updates and company news posted every week!



<http://www.youtube.com/thepeqinc>



<http://twitter.com/peqinc>



<http://www.linkedin.com/companies/peq-services-%2B-solutions-inc>

## Q4 Wins

### CANADA

- Mosaic Counseling and Family Services – 5yr Managed Services Contract
- AAFES – LCE 10.2 Design and Discover Project
- London Life – Evault Implementation
- TD Bank – Evault Design and Implementation
- Ford Canada - Window 7 application compatibility assessment
- Avnet – VRA and VDI Assessments
- Region of Peel – Professional Services Agreement
- CMSI – Firefly Application Migration to .Net
- CML Healthcare – Desktop Support
- Dell - KPMG – Windows 7 Business Analyst
- Dell - KPMG – Windows 7 Project Management
- AGF Funds – SCOM Implementation
- AAFES - LCE 10.1 Implementation Project
- NWMO – Great Plains Support Extension

### AAFES

- 09-2635-5818-004 - RFQ15
- 09-2636-9065-004 - RFQ124
- 09-2641-3683-002 - RFQ125
- 09-2636-3224-005 - RFQ94
- 092637-0159-004 - RFQ46
- 09-2641-2935-001 - RFQ45
- 09-2636-3219-005 - RFQ33

- 09-2636-3218-006 - RFQ50
- 09-2636-0198-006 - RFQ94
- 09-2635-8277-008 - RFQ142
- 09-2635-7910-007 - RFQ45
- 09-2632-6913-007 - RFQ104a
- 09-2635-2844-005 - RFQ005a
- 09-2637-7102 - LCE 09.1 Implementation
- 09-2638-6105-006 - POS Help Desk - 1 yr extension
- 09-2639-6892-002 - LCE 09.2 Implementation
- 09-2639-9982-006 - RFQ158
- 09-2635-1106-005 - RFQ133
- 09-2636-3222-003 - RFQ80

### BLOOMINGTON

- Entire team has been renewed for 2010.

### WICHITA

- AgVantis – Business Analyst Renewal
- AgVantis – Financial System Migration 2 month Extension
- AgVantis – ASP Project Support
- Duncan Solutions – Dynamics: Great Plains Report Writer Project Support
- ICM – Smartnet Renewal
- MTSQH – Firewall Upgrade

# New Hires and Anniversaries

## New Hires

- Ryan Whited
- Steven Piotraczk
- John Connor
- Jordan Gilchrist
- Jared Perry
- Jackie Howard
- Michelle Grossnickle
- Glen Ferguson
- John S. Fernandes
- William Franklin
- Douglas J. Goddard
- Reza Baksh
- Sian Crooks
- Dmitri Kondramchine
- Younas Faisal
- Armen Zaghikian
- Jeff Halpin
- Stephanie A. Hildebrandt
- James R. McMillion
- Timothy Monde
- Janet Rhoads
- Kendrick P. Sims



## Anniversaries

### ONE YEAR

- Howard Geiss
- Bobby Thompson
- Robert Johnson
- Kwame Albert
- Elisha Jones
- Darian Norton
- James Eaden
- Kevin Williams
- Kevin Whitaker
- Krishna Sathi
- Jamie Tillery
- Bobbie Lamm
- William Williams
- James Thomas
- Ramesh Babu
- Jerry Bigham
- Shawn Gardener
- James Wong
- Terrance McElrath
- Lina Attieh
- Juan Broughton
- Kirill Shiff

### TWO YEARS

- Mark Bloxsom
- Namduy Dang
- Stephen Wilkins
- Chiggeray Pittman
- Eugen Ciocoiu
- Jeff Kee
- Santhosh Vengattery
- Tyanna Richardson

- Diana Hudson
- Bill Meadows
- George Jones
- Steven Franks
- Adam Borntreger
- Krishna Gurusamy
- Rich Nichols
- Marc Bloxsom
- Namduy Dang
- Steven Ham
- Stephen Wilkins
- Ray Pittman
- Gene Niesen

### THREE YEARS

- Jason Martin
- Vladimir Luzhko
- Christopher Brown
- Glenn Robbins
- Harry Terry Wiley
- Anthony Pendon

### FOUR YEARS

- Chris Stringer
- Sean Kirby
- David Kendrick
- Elton Archer

### FIVE YEARS

- Eric Derrenbaucher
- Robert Armstrong

### SIX YEARS

- Cesar Villalpando
- Roger Bray
- Steve Campbell

### EIGHT YEARS

- Kirill Kliachtorny
- Jeff Cunningham
- Donna Mothersole
- Lisa Kelley
- Katherine Austin

### NINE YEARS

- Steven Seets
- David Matus
- Jon Gery
- John Auer

### TEN YEARS

- Patty Perry
- Andrew Johnson

### ELEVEN YEARS

- Donovan Chitwood

### THIRTEEN YEARS

- Phil McKinney
- Stephanie Edmonson
- Rick Martin

### FIFTEEN YEARS

- Robert Venable

## 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



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## HOT JOBS

- Billing Coordinator – Dayton or Charlotte
- Senior Network Engineer – Dayton
- Senior Network Engineer – Charlotte
- Remote Service Coordinator – Dayton
- Field Technicians – Various locations throughout U.S.
- Service Desk Agents - Dallas
- Cisco Engineers –Voice, Routing/Switching - Dallas
- Business Intelligence - Dallas
- Sharepoint Developers and Administrators - Dallas

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).

# Cooking with Uncle Rick



## Homemade Pizza Pockets

### Pizza Dough

1 c. flour  
1/3 c. milk  
2 tbsp. vegetable oil  
1 tsp. baking powder  
1/2 tsp. salt

Filling - any filling you want, this is just my kids favorite

1 tbsp. vegetable oil  
1/4 c. pizza sauce  
1/2 c. Mozzarella cheese, shredded  
1/2 c. Italian sausage, cooked  
1 tbsp. onion, finely chopped  
1/8 to 1/4 tsp. garlic powder  
1/4 (3 oz.) pkg. pepperoni  
2 to 3 tbsp. pizza sauce  
1/2 c. Mozzarella cheese, shredded



*Pizza Pockets*

**PIZZA DOUGH:** Beat all ingredients in bowl. Turn onto a lightly floured surface. Gather into a ball. Knead around 15 times. Cover with a bowl, let stand 20 minutes

Heat oven to 425 degrees. Lightly grease a cookie sheet with shortening. Roll dough into a 12 inch circle. Fold loosely in half. Place on cookie sheet and unfold. Brush with oil. Layer ingredients on half of circle in order listed. Fold dough over filling. Turn edge of the lower dough over edge of the top dough. Pinch edge to seal. Prick top with fork. Bake until golden, 20 to 25 minutes.

If you don't do Dough, you can buy burrito size tortes and use them.

## Banana Nut Bread

1 1/4 cups sugar	2 3/4 cups flour
1/4 cup butter	1 1/4 tsp. baking soda
3 egg whites	1 tsp. salt
3-4 ripe bananas (1 1/4 cups, mashed)	1 tsp. cinnamon
3/4 cup vanilla or banana yogurt	3/4 cup walnuts, pecans or macadamia nuts, chopped
1 tsp. vanilla (or banana liqueur)	



*Banana Nut Bread*

- Preheat oven to 350°F.
- Lower oven rack to bottom third of oven.
- Line the bottom of 2 9x5x3-inch loaf pans with wax or parchment paper and butter the bottom only of the pan.
- Cream together sugar and butter. Stir in egg whites, yogurt, mashed bananas and vanilla. Beat for 1 minute.
- Stir in remaining ingredients except nuts, stirring only until blended; add nuts.
- Transfer batter to prepared pans and level the surface of the batter with the back of a spoon.
- Bake for 1 to 1 1/4 hours or until a cake tester inserted in center of loaf comes out clean.
- Cool for 5 minutes, then run a butter knife along the edges to free the bread from the pan. Allow to cool on wire racks for 30 minutes before slicing.
- Spread each slice with whipped cream cheese before serving.







# Calendar of Events

## US

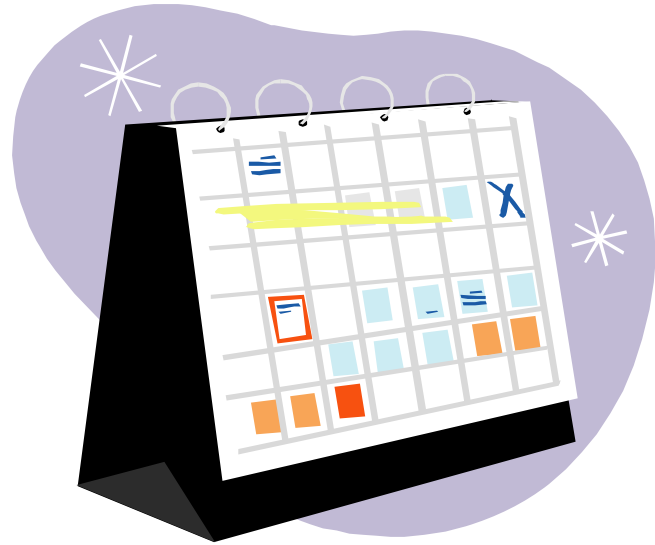
Feb 14: Valentines Day  
Feb 12: Lincoln's Birthday  
Feb 15: Presidents Day  
Feb 22: Washington's Birthday  
March 14: Daylight Savings Time  
March 17: St. Patrick's Day  
April 2: Good Friday  
April 4 : Easter

## Canada

Feb 14: Valentine's Day  
Feb 15: Flag Day  
Feb 15: Family Day  
March 14: Daylight Savings Time  
April 2: Good Friday  
April 4 : Easter

## Bulgaria

Feb 14: Valentine's Day  
March 1: Granny Martha Day  
March 3: Liberation Day  
March 8: Ladies Day  
March 28: Daylight Savings Time



## BA WEBSTORE

Check out the BA Web Store!  
here are a variety of items from shirts to mouse pads.

