

CELEBRATING
22
YEARS!

the Download

ISSUE VI: JULY 2010

WHAT'S IN THE DOWNLOAD?

Buchanan Completes Largest Project of the Quarter	1-2
Regional Updates: Bulgaria, Manila, Dallas, Wichita	3-5
Team Spotlight: American Eurocopter	6-7
Live Well. Work Well.	8-9
Community Matters	10-12
Employees of the Quarter	13
Kudos!	14-15
Ask Jim	16
Announcements/Q2 Wins/ BT Web Store	17
Employee Anniversaries and New Hires	18
Cooking With Uncle Rick	19
Stay Cool for the Summer	20
Candid Moments	21-22
Upcoming Events	24

BUCHANAN
TECHNOLOGIES

Buchanan Completes Largest Project of the Quarter!

Sonic Automotive—PC Modernization



Buchanan Technologies helps Sonic Automotive through completing a Software Platform modernization across entire enterprise

Sonic Automotive, a fortune 300 automotive retailer, initiated a PC Modernization project across its entire enterprise in February 2010. Buchanan was the chosen vendor responsible for reducing Sonic's IT burden by completing a company-wide software platform modernization. Buchanan Technologies first conducted an extensive inventory of the Sonic PC environment. After Buchanan evaluated each PC, Sonic then selected the PC's to modernize, replace, or exclude. Through utilizing the strengths of over 40 managers and technicians, Buchanan completed the software platform modernization, covering over 7000 PC's nationwide, in an aggressive 3 month deadline.

The large scale modernization has brought organization and standardization to the Sonic enterprise. Sonic now has clean visibility to the 7013 PC's located nationwide.

This is a big win for Sonic Automotive! Over 7000 Desktop PCs were inventoried and validated for modernization. Buchanan's dedication and ingenuity certainly raised the bar in our organization and I want to take this opportunity to recognize their hard work and efforts. This wasn't an easy task, but we have gained a great deal of knowledge that is now valuable for us to begin improving the desktop management services we deliver to our stores."

-Management, Sonic Automotive

continued on next page



From left to right: Jo Sabino, Ted Richardson, Rich Moore, Roger Edwards, Terrance McElrath, Ben Wallace

Team picture after finishing a successful project for Sonic. The project was a disposition of Coast Cadillac in Long Beach. The Buchanan team had 2 days to bring 43 PC's back to their original configuration in preparation of sale to new ownership. After two 16-hr days, the job was completed successfully!



Client Profile

Country: USA

Headquarters: Charlotte, NC

Fortune 500 Company

Industry: Automotive

Web address: www.sonicautomotive.com

CHALLENGE

Over 130 nationwide Sonic Car Dealerships with an environment of over 7000 PC's and 130 business applications. All PC's needed inventoried and modernized, all within a very aggressive timeline.

SOLUTION

Buchanan's team created a very strict project plan by first providing the entire inventory to Sonic, then deciding which PCs to replace, modernize, or exclude. Finalization of the project improved user experience and increased the efficiency of the environment as a whole.

BENEFITS TO SONIC

- Clean, organized environment for all dealerships
- All PCs meet Sonic Standards and are up-to-date
- Increased efficiency for Sonic Environment
- Provides a fresh, clean image of each PC

FINAL NUMBERS

Total PCs: 7013

PCs modernized: 5073

PCs replaced: 1233

PCs excluded: 707

Desktops with new Sonic Image: 6306

Deactivations: 116

Total Supported PC Models: 19

Desktops with admin rights: 221

REGIONAL UPDATES

Bulgaria

Many things have changed in BT Bulgaria since the company opened its Europe office. One of the major changes in the past few months was closing ISC Bulgaria and relocating it back to the US. This gave a chance to our former ISC resources to transfer to a different team where they are learning new things and gaining new skills. All of our Help Desk agents are already successfully working with the Automated Testing Team. We would like to take the chance to say a big THANK YOU to all former ISC employees who worked from Sofia, for always being flexible with their

schedules, and doing their best to prove that our Customers matter. Redirecting the focus, we are still look to grow our business here and to extend the team.



Our Sofia Team

Manila

MEET OUR TEAM IN MANILA!

Social Recruiting, Recruiting 2.0, Follow-the-Sun... these are all new terms that Recruiters use today that were not a part of our normal vocabulary five to ten years ago. The basic concept is the same... How can Buchanan improve our requirement visibility and candidate pipeline that results in faster responses and submittals to our customers?

One venture started back in December of 2008. Buchanan partnered with a team in Manila, Philippines for additional recruiting efforts. The Manila Team, consisting of Arthur Rabago, Elsie Reinoso, and Fame Bernabe, is considered the 2nd shift. They start calling candidates just around the time the US and Toronto operations shut down our computers and head home.

In a few short months, all regions have seen the positive impact of having an extended team to source, call, and recruit – providing almost 17 hours of full-dedicated hours of recruiting manpower!

The results? When Manila engages, they are able to reach out to candidates during non working hours, thus increasing the candidate's availability. The next day, US and Toronto has a list of candidates ready to be presented. The submittal time is drastically reduced, providing a Speed to Marketing Recruiting Method.

Let's dig a little deeper on our Manila Team:

Fame Bernabe focuses her time on assisting the Toronto Recruiting Team. Toronto's high volume, short termed projects make recruiting an adventure. Fame assists in closing the gap on identifying candidates for these short term projects.

Elsie Reinoso dedicates her time to the Ohio / PEO operations. Primarily, she sources, phone screens candidates and establishes a pipeline for opportunities that are on the table.

Arthur Rabago is the primary recruiter for DIR (Texas State Agency requirements). In addition he is the catch-all for Dallas and Wichita requirements



From left to right: Elsie Reinoso, Fame Bernabe, and Arthur Rabago

REGIONAL UPDATES

Dallas Company Picnic at Circle-R-Ranch



Buchanan hosted the 2010 Annual Company Picnic at the beautiful Circle R Ranch! The afternoon picnic consisted of music, barbeque, horseback riding, hay rides, three legged races, egg tosses, face painting and crafts! All 150 attendees were able to register for the door prize, a brand new Apple Ipad! The winner...KAY DYSON!

Buchanan would like to thank everyone who attended the 2010 picnic. Events like this enable our company to grow and build relationships with employees that we might not get the chance to see on a daily basis. We look forward to hosting the 2011 company picnic and seeing what next year might bring!



Mumbai

Buchanan Technologies is currently utilizing the strengths and skills of multiple application developers in Mumbai, India. We have experienced significant growth and progress since partnering with this team and look forward to many more development projects in the future!



Wichita is Growing!

Things have been moving fast in the Wichita office! In April, BT began renegotiating our lease and added additional space for the ISC. We have had an office in the Group Omni complex for 12 years now, and as a part of our lease, we were able to securing naming rights to the building. This will improve our visibility in the Wichita area.

In October of 2008, Buchanan opened 3 three positions in the ISC to share the responsibility of the Core Team. Since then, BT has moved the Core help desk team to Wichita employing 7 agents. Over the past quarter, the ISC has been making a transition of the afterhours help desk team from Bulgaria to Wichita. This requirement stems from US based customers requiring work performed in the US. This has added 6 additional positions to the Wichita ISC. Currently, there are 13 full-time positions.

As Buchanan continues to secure new ISC customers, Wichita has been designated as an operations location for new growth. This allows Buchanan Technologies to build a

talent pool and invest job opportunities in the Wichita market. It is our intention to leverage relationships with local community colleges and technical training centers, to find qualified entry level staff. By doing this, we can begin to build a talent pool for staff augmentation relationships for prospective customers.



The office space in Wichita has more than doubled over the past couple of months. We have taken over the a joining office space, torn out walls, painted, moved equipment, rewired, and installed 13 new ISC work stations with room to add 10 more in the space.

TEAM SPOTLIGHT



Kay Dyson

Director, Consulting Services

Code Name: Bass Master

Born in Pittsburg, Texas Kay is the Director for the BT team at American Eurocopter. Kay spends two days a week onsite working with the BT and AE team. Kay has been the American Eurocopter Account Manager for 4 years, and during that time has maintained an environment based on the ideal that People, Customers, Principles, and Community Matters. Kay was hired by BT 16 years ago as a technical resource which grew into a management role supporting multiple large accounts. In her downtime Kay enjoys tournament fishing, working on their lake house, and spending time with her husband and grand babies.



Matt McCorcle

Manager – Special Projects

Code Name: "Ming the Merciless"

Born from the mean streets of Dallas, Texas Matt McCorcle is a force to be reckoned with, or not. He came to BT as part of the purchase of Software Spectrum in 2001. Since then he's been engaged in technical roles in mainly Microsoft technologies, especially SMS. Most of his tenure has been spent as project manager, team lead, or manager roles for various projects or customers. Matt has been on the American Eurocopter contract since the beginning in 2006. During that time he created and filled the role of Account Manager for 3 ½ years and is now responsible for managing special projects. Going forward Matt plans to obtain VMware and PMI certifications and continue his favorite hobbies, kayaking, and restoring old cars.



Roger Bray

Account Manager

Code Name: "Rog"

Born in Little Rock, Arkansas Roger is the Account Manager for the BT teams at American Eurocopter. In his day-to-day Roger manages both the Desktop and Infrastructure teams as well as coordinates with the other teams of the IS department and AE management. In the 2 ½ years he's been at AE he's carried multiple roles, however, his focus has stayed same: to create a culture of exceptional customer service and technical service delivery. Roger was hired by BT 6 years ago and labored as the Desktop Manager for Trinity Industries for 4 years before coming to AE. In his downtime Roger enjoys humiliating others at a game of Chess, and spending time with his wife of 23 years, and his two boys (21 and 18 years old).



Robert Boyd

Network Administrator

Code Name: "Little Buddy"

Robert is the joke loving Network Administrator at American Eurocopter. For the last 3 ½ years AE has relied on him for numerous projects, and the day to day functionality of their infrastructure in Grand Prairie, TX, Columbus, MS and DFW Airport Warehouse. Prior to AE, Robert was BTs' internal network admin for 8 years. Mr. Boyds future plans are to stay employed and to make more money.



Brandon Logan

Desktop Support

Code Name: "B-Lo"

Brandon is a proud first-time-father-to-be who came to Buchanan by way of the Dallas County helpdesk in 2007. There he excelled in his role as an analyst and was promoted to Senior Analyst before transitioning to a Desk top Support position at American Eurocopter in August 2009. As the newest member to the AE team, Brandon has caught up to speed very quickly and has even become the key contact for the misfit handheld barcode scanners used at the DFW Airport Warehouse. In the future Mr. Logan would like to move up to the east side to a deluxe apartment in the sky, but for now, he's happy playing football, bowling in a league, and taking care of his expecting wife.



Jeff Axt

Executive Technology Support

Code Name: "Ajax"

Not much is known for certain about Jeff, except that he is very handsome. He currently fills the role of Executive Technology Support where he supports all ranges of technologies for the Executive Staff and their Administrative Assistants. Having spent a few months in a Desktop Support role in 2008 and returning to American Eurocopter in 2009 he's been at the Grand Prairie facility for a little over two years. Jeff was also born and raised in Grand Prairie, Texas where his family owned and operated a True Value hardware store for 50 years before selling it in 1999. Currently Jeff resides in Arlington, TX with his wife Trace, and 4 month old son Van Axt. Jeff spends much of his free time with his new family, working on his house, and studying iPhone Application Development.



Steven Ham

Desktop Support

Code Name: <n/a>

Steven is the sole Buchanan employee at American Eurocopters Columbus, Mississippi plant providing Deskside support to its 300+ employees. Stevens role often requires him to remain flexible as he is also the only IS team member at the facility, so he's involved in almost all aspects of supporting the staff there. Since 2007 he's been providing outstanding service to AE employees and was even awarded BTs' Employee of the Quarter in Q3 2008. Steven also fills the husband and father roles to his wife of 11 years, Faithe, and two kids Ainsley and Jackson (who also shares the name of Stevens home town Jackson, MS). Together they all love to go camping, fishing, and swimming or just hanging out at home with their 9 year old Boxer; Dixie.



Cesar Villalpando

Desktop Support

Code Name: "The Latin Threat"

Cesar is a family man from Ft. Worth, Texas. He began his career in the technology industry with BT in 2003 as a helpdesk analyst for Trinity Industries. Later, he was moved to a Desktop role with Trinity, and then to USPI as a migration technician before landing at American Eurocopter in July 2008. Currently, he provides deskside support for the 500+ employees at AE's Grand Prairie and DFW Airport facilities. In this role, Cesar supports the various models of Dell laptop and desktop hardware present at AE as well as services offered by the IS department, like VPN. After work, Cesar likes to go out and socialize with his friends, or just stay home with his family where he likes to read, game, and watch movies. Also, he has been known to escape the country to Mexico and Italy lately.



Are We There Yet?

If you're planning a family vacation this summer, you're most likely focused on finding accommodations and someone to bring in your mail. But it is important to keep your children in mind; some get anxious about leaving home, even if it's with family. If your child is uneasy about leaving home, consider these tips:



- If your children are old enough, ask them to help you plan the vacation. They will be pleased they helped and feel excited when their portion of the trip arrives.
- Get your children books, pictures, or brochures about where you are headed if it is an unfamiliar location. Explain why you chose this site and what types of things you plan to do upon arrival.
- Ensure everyone gets a good night's sleep the night before a trip. It will lessen the stress of the morning rush.
- If you are going on a long road trip, keep your children busy. Bring food, games, books, etc. to keep their minds off the length of the car ride.
- Let your children bring something familiar from home, such as a blanket, stuffed animal, or picture of their friends or pet.
- On the trip, don't force your children to endure adult-oriented activities such as formal dinners, long museum visits or plays in languages they don't understand. Stick with trips to the zoo, beach, park or souvenir shop.
- Pack extra food made especially for kids, such as juice boxes, fruit snacks and granola bars. Your children may be picky in certain restaurants.

- If you will be away from home for an extended period of time, allow your children to call their friends or the person who is pet-sitting so that they can hear a familiar voice and find out what is going on back in their world.



Mop Away the Stress

When you're feeling a little stressed and down in the dumps, just 20 minutes of brisk cleaning can help! According to RealAge.com, cleaning can help reduce symptoms of depression and stress levels by up to 20 percent.

Whether it's vacuuming, dusting, ironing, organizing clutter, washing the floors or cleaning the kitchen, taking care of messes will help you feel more organized and less stressed in your home. When you take control of messes and clutter in your home, you are, in a way, removing clutter from your life.

And if the thought of cleaning the house stresses you out as it is, RealAge reports that any physical activity of 20 minutes or more can have a similar positive effect. Why? When you increase your physical activity, your stress level decreases – and this has a positive impact on your overall mood.

Medical Pre-Certification

Also known as pre-admission certification or pre-admission review, medical pre-certification is approval granted by a case manager or insurance company representative with a medical background for a person to be admitted to a hospital or inpatient facility prior to being given medical attention.



The goal is to ensure that you are not exposed to inappropriate health care services, or services that are not medically necessary. And failure to obtain pre-certification may result in a penalty to you.

Because of this, it is important to obtain pre-certification for inpatient and outpatient procedures prior to admittance (except for emergency room visits) to avoid penalties or denial of coverage if your plan requires precertification. Under some plans, it is the physician's responsibility, instead of the individual's, to obtain pre-certification with the patient's medical plan.



Talk to your health plan provider to find out how your plan handles medical pre-certification.

IMPORTANT CONTACTS

Regan Feigel: 972.910.7518
Susan Lauderdale: 972.910.7652
Pam Rife: 937.610.4800 x 1111

Email: HR@buchanan.com

Blueberry Tart



Crust:

½ cup powdered sugar
 1 ½ cups white flour
 ¾ cups butter, softened
 ½ cup finely chopped nuts of your choice

Filling:

6 ounces of cream cheese at room temperature
 1 cup powdered sugar
 1 cup heavy whipping cream
 ¼ cup sugar
 1 can blueberry pie filling (21 ounces)

Preheat oven to 350 degrees. Mix crust ingredients until mixture forms a ball. Press dough into a 12-inch tart pan. Bake for 10-12 minutes, or until lightly browned. Let cool completely.

In a large mixing bowl, beat cream cheese and powdered sugar. In a separate mixing bowl, beat heavy cream and sugar until fluffy. Combine the whipped cream into the cream cheese mixture slowly. Spoon the mixture into bottom of cooled tart crust and top with blueberry pie filling. Refrigerate at least 2 hours before serving.

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.

COMMUNITY MATTERS



DALLAS

SPCA of Texas

For Q2 2010, eight volunteers from the Dallas office contributed to the SPCA Animal Ambassador program. The program is designed to give volunteers a look at and chance to help with the "behind the scenes" tasks that keep the shelter running on a day to day basis. Buchanan's volunteers took part in cleaning the kennels, feeding and watering the animals, washing dishes, laundering the dirty dog blankets/beds, and of course, loving the animals unconditionally during the short time we were there. Our very own Tim Hayes even adopted a furry friend himself....Paige, the 9 month old Chihuahua mix!



Who is the SPCA of Texas?

The SPCA of Texas is the leading animal welfare agency in North Texas with two shelters and two spay/neuter clinics located in Dallas and McKinney, and serves as an active resource center providing an array of programs and services that bring people and animals together to enrich each others' lives. The agency serves all demographics of the metro DFW area.

Feel free to visit www.sPCA.org to learn more about the TLC and Animal Ambassador programs and additional information about the SPCA of Texas.

In 2009, the SPCA of Texas served the Metroplex community in many ways.

Animals Admitted:	10,785
Animals Adopted:	7,020
Animal Cruelty Investigations:	4,122
Animals Rescued:	1,041
Clinic Visits:	28,057
Spay/Neuter Surgeries:	18,541
Employees:	118
Volunteers:	550
Education Attendees:	630
Geographic Coverage:	Dallas, Ellis, Fannin, Grayson, Hunt, Kaufman, Rains & Van Zandt



Special thanks to: Tim Hayes, Tracy Thompson, Kim Carlson, Patty Perry, Danni Krumova, Karen Sandifer, Jade Swanson, and Angela Cuenca



CHARLOTTE

Sonic Team Donates to the Urban Ministry

Our friends at Sonic Automotive asked if Buchanan could assist with upgrading the old PC's at the Urban Ministry Center in Charlotte, NC. With help of Jason Evans, our team was able to locate 3 PCs and a printer to provide to the center to upgrade their old equipment. A few associates in our Charlotte office are currently completing the certifications to also volunteer at the Center along with Sonic Associates. Thank you all who contributed to making life easier at the Urban Ministry Center!

What is the Urban Ministry Center?

The Urban Ministry Center in Charlotte, NC is an interfaith agency serving poor and homeless people in Charlotte, NC, with love, compassion and tangible help. For more information on ways to help the Center, please visit www.urbanministrycenter.org

And the Donation Continues

The Charlotte office has also spent time and money putting together donation boxes for two great organizations located here in the Queen's City. School and Day Camp supplies have been donated for "A Child's Place", a charity that helps homeless students in the Charlotte Mecklenburg School System with receiving their education, and works to provide them with as much stability as possible. For more information, visit www.achildsplace.org

Pet care supplies have also been donated for "The Humane Society of Charlotte" to assist in the raising, treatment, adoption of wonderful animals. For more information, visit www.humanesocietycharlotte.org



MIAMISBURG

Great Strides—CFF (Cystic Fibrosis) Walk

Buchanan's Miamisburg team showed their commitment to "adding *tomorrows* every day" to the lives of those with cystic fibrosis through the simple act of walking. BT Miamisburg supported their local Cystic Fibrosis Foundation by participating and sponsoring in the 2010 Great Strides CFF walk. The 3 mile walk took place through the scenic Island Metro Park. The Miamisburg team donated over \$2000 to the CFF foundation through the participation of 14 walkers, individual donations, and the donations of Reds vs. Dodgers tickets!

Special thanks to everyone who walked at this event: Jason Evans and family, Tessin Hunt, Pam and Chris Rife, Randy Hoyng and family, Sheila Weidel, and Jane Kowaski.



(left to right) Scott Dixon, Richard Boggs, Erin Doherty, Patrick Mandazou, John Connor, and Monica Starks

The donation boxes are A Child's Place (left) and the Humane Society (right)

TORONTO

Mississauga Food Bank —St. Marys Division



For the second quarter of 2010, BT Canada decided to hold a food for the Mississauga Food Bank—St. Mary's Division.

With the help of all employees, they were able to bring in about 65 pounds of non-perishable food items such as rice, noodles, pasta, canned goods, baby formula, juice boxes, tea/coffee, and more.



St Mary's Donation Boxes

What is the Mississauga Food Bank?

The Mississauga Food Bank provides food supplies to 30 food related programs. These include Breakfast Clubs, other food banks, soup kitchens, abuse shelters, a drug/alcohol rehab program and homeless shelters. Through these agencies we assist about 12,000 people a month. For more information, please visit

www.mississaugafoodbank.org.

United Way Fundraiser Lunch



BT Canada also conducted a Fundraiser Lunch for United Way Toronto.

They raised a total of \$250 and plan to hold similar fundraiser lunches and 50/50 draws monthly with all proceeds going to the United Way.

What is United Way?

United Way Toronto is charity dedicated to improving lives and strengthening neighborhoods across Toronto. United Way makes a difference every single day by identifying needs and taking action to create a better, safer, stronger city through research, partnerships and support of a network of 200 health and social service agencies. For more information, please visit www.uwgt.org



Fundraiser lunch for United Way



Employees enjoying the fundraiser lunch

Awesome job to our nominees!

Steve Rose
John Ziemetz
Darian Norton
Will Williams
Kris Manley

Dean Day
Sharlene Lamm
Dannon Easterling
Lori Parker
Kerry Key

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 our employees. Here are the winners for the 2nd quarter of 2010:



Sonya Coleman—Sonic Automotive

To Sonya, Customers truly Matter. Sonya is a great person she cares about our customer and also the service we provide them with. If an issue arises she is on top of it and make sure that the customer gets taken care of. She is always on top of issues as well as help us out so we can give our customers 100% service. Sonya is available 24/7 to help with any problems or issues for her customers or her peers and truly gives her best each and every day with Buchanan Technologies.



Darrell Landrum—AAFES

Darrell is a shining example of how Customers Matter. He consistently over delivers on his obligations and ensures the customer is satisfied each and every day. He demonstrates trust and exemplifies a true professional consultant. Recently, Darrell has earned a client award presented by AAFES' Chief Operating Officer. The COO's coin for excellence. He provided superior customer service and technical expertise via his knowledge of SQL Database Admin support of the Microsoft Business Intelligence technology stack for the Business Intelligence department.



Terry Wiley—Toronto Infrastructure Services

Terry is an exemplary employee of "Customers Matter". He is a consultant that is willing to assist with providing knowledge, assistance and expertise when required on a proposal for any customer. Terry is able to listen to the requirements and provide technical knowledge to customer's request and questions. He helps provide the technical documentation required to create the proposal that articulates the customer request into the proposal. Once a statement of work or proposal has been delivered and signed off on, Terry has then shown the ability to deliver what was proposal always to the satisfactions of the customer and often on time and target.



Kevin Whitaker—Dallas County Supervisor

Kevin Whitaker has been with Buchanan for only a short time. Since coming on board, Kevin demonstrated all of our core values at every turn. Kevin's superior people skills, innate business sense, and customer service management approach continually impress. He demonstrates servant leadership to his team eloquently and even in the more stressful time remain cool and collective. Kevin's growth in to the role of Dallas County Supervisor was rapid and aggressive. However, he took on the challenge, and did so with pride, energy and eagerness. Dallas County LOVES him. We are currently up for renewal Kevin's performance in his role will be a major plus to securing another 3 years with Dallas County.

KUDOS!

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!

Jamie Tillery – *Wichita ISC*

"My experiences with the Help Desk have always been very good. They are always willing to help and if they are unable to get me going then they make sure that someone who can helps me. Thank you."

- Ginger Drive, *Buckner*

Lee Bullock – *BERRY*

"I wanted to take the time to let you know what a fantastic job Lee is doing in support of the New Hire Training Sessions at the Dayton Campus. His promptness, attitude, and ability are dually noted. "

- Guy Fragmin, *Berry*

Carrie Frisk – *BERRY*

Carrie Frisk went above and beyond her duties to assure that they were set up properly and were able to access the files I needed them to access. Without her efforts today I would have lost valuable time with these trainees. Your team is strong, diligent, and able.

- Guy Fragmin, *Berry*

Srennath Kankanala – *State Farm*

"Mike, Mitch, and Sreenath put in an amazing amount of time to help us resolve production defects this week. This is an extremely complex system and we had impacts from other projects with which we had to contend. I appreciate their dedication in this effort."

- Tim, *State Farm Insurance*

Gary Powers – *Wichita*

"Gary was awesome! He solved a problem that was making me look bad. If any Buchanan employee wants to trade brains with me ... I'm a willing donor."

- Rob Wright, *Rustyeck Ford*

Kristine Roudebush – *Wichita ISC*

"HelpDesk personnel have helped me through several issues with my laptop. Everyone I've dealt with was professional, competent, and PATIENT!!!

- Keith Haney, *AE*

Damon Herota – *Sonic*

"As you are well aware when there is an issue I am the first to speak up. So when there is an extremely competent employee I have to speak up as well. Damon has been here for the past couple of weeks and has just been a god send to the staff here at Clearwater. I hear from the GM as well as the regional controller how much better the service and performance of the systems is. When there is an issue Damon is right on top of things. Kudos where kudos due."

- Thomas Brackett, *Sonic*

Todd Pearson – Field Technician

"My name is Emily and I work for good old Concord Honda. We have been very fortunate to have Todd Pearson be our technician for the past couple of months, and we couldn't be happier. Todd has gone above and beyond the call of duty when it comes to Concord Honda. We are both aware that computers are not always willing to work with us, but despite our setbacks, issues and network problems, Todd has and continually shown dedication to our store. He has spent a lot of time and energy especially with our Service Diagnostic computers, beginning in the early morning hours, to late in the evening. was on the ball.

If it wasn't for Todd, you can be sure that I would be pulling my hair out still! I am sure that you are aware of his schedule, but I just want to express that Todd has superseded his job duties!!

- Emily Vanden, *Concord Honda*

Kevin Conant – Wichita ISC

"Again, the very prompt attention was invaluable and the problem was resolved in a matter of minutes. Thanks to all in the group for your outstanding support."

- James Creighton, *AE*

Todd Key – Field Technician

"I thought I would take a moment to drop you quick note to praise the work of Todd Key. Through my times of dealing with Todd, I found him to be super responsive and extremely capable in resolving almost any IT issue. He was able to fix this most recent issue in a matter of an hour. I realize more times than not when you are hearing from someone like me, it is typically in the form of a complaint or a grievance. I thought it important that you hear when expectations are exceeded as well. Job well done by Todd!"

- Rob Schoenlein, *BERRY*

Brian Thurn – Wichita ISC

"I was having an issue trying to sign on to the Bloomberg. I called the help desk and they assisted me in pulling my reports, which took a period of time, due to the issue with the Bloomberg. Their knowledge and persistence enabled me to pull my reports & complete my daily tasks in a timely manner. Their assistance was imperative to the completion of my duties. I am appreciative that Brian stayed steadfast until the matter was resolved."

- Karen Crimiel, *Colonial Savings*

Clint Weaver – Wichita ISC

"As always, quick and competent service. Clint Weaver was great! Thanks!."

- Keith Haney, *AE*



1. What are your retirement plans?

I don't have any plans to retire any time soon. I see myself continuing to do what I love for at least 10 more years. I work with the best company and the best people.

2. I am a part time Buchanan Field Technician and while working on PC Refresh and Mod projects I was getting over 40 hours a week. With no projects to work on I am currently getting barely 20 hours a week. My question is the following: Are there a certain amount of hours required to maintain part time status and are there any plans to give us more responsibility on other things so we can get more hours??

We are always working on new projects to support growth within the company. You should consider how you could market yourself in your existing city to promote additional business and keep generating revenue in your region. We are currently researching the locations of our field technicians in comparison to the locations of our current and prospective customers, in order to better utilize your skills and abilities.

3. How is the PEQ acquisition coming along?

The acquisition is done, however the integration is slower than I would have liked. We're continuing to integrate our organizations and we almost have all internal business functions integrated. I'm expecting to have those complete in the 3rd quarter if everything remains on track.

4. In the Company meeting we heard about 1st quarter finances, you mentioned lots of perspective clients in the sales pipeline, how is that coming along? Have any new clients sign on with Buchanan Technologies since then?

We've added several new clients and closed a lot of new business. Check the newsletter – we post our new wins there!

5. When new customers are acquired, can field techs be informed, probably via their regional managers, and if there is potential to support the new customers at the field techs particular locations? We see the new customers but never really know if it is going to create new support requirements at locations.

It's really difficult to keep a running tally on all new business across all our locations. The team should inform you if there is new business sold in your region that you'll be responsible for.

6. When interviewing people for an open position, besides skills and qualifications, what do you look for in the person interviewing? Has this approach ever failed and if so, how?

Skills, qualifications, interpersonal skills, flexibility based upon job requirements, verbal / written communication skills, attitude and general behavior are all things I personally look for when hiring.

7. Hi Jim. If you could divide yourself into 3 people, what would you have the other 2 Jims do?

I believe the world would simply explode if three of me were walking around this world at the same time. I think I'd have them do my laundry and take out my trash. :)

If you have any questions that you would like to ask Jim, please send an email to Jade @ JSwanson@buchanan.com.

Corporate Discount Tickets

Don't forget that Corporate Discount Tickets are still on sale! They are open to anyone for purchase and will be deducted from you next paycheck.

If you are interesting in purchasing tickets or would like to receive discount coupons, please e-mail:

Nicole Matus at NMatus@buchanan.com.



Six Flags, Arlington, TX

General: \$26.99 (ret. \$53.99)

Season Pass: \$35.00 (ret. \$45.00)

Daily parking is \$15.00

Hurricane Harbor, Arlington, TX

General: \$19.00 (ret. \$28.07)

Discount Coupons

Ft. Worth Zoo, Ft. Worth, TX

Discount coupon \$1.00 off up to 6 tickets

Sea World, San Antonio, TX

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

Q2 WINS

- Holly Corporation - Senior Network Engineer
- The News Group
- City of El Dorado – Support Services Agreement (New Logo)
- Frontier Oil – System Admin 3 Month Engagement
- ICM – Onsite Help Desk support
- ICM – Microsoft Dynamics NAV: Maintenance Renewal
- New Logo- Carroll ISD
- New Logo – Bank of America, Military Overseas Banking Division (MBOD)
- Group Omni – Help Desk Assessment
- Browser Insurance—Onsite Support Agreements for Desktop, Server Management and Managed Services



BT WEB STORE

Keep on the lookout for new items at the BT Web Store! We have things from new BT Shirts to Mugs. Don't forget to visit the store through your clickright menu. All items purchased will be deducted from your next paycheck.



NEW HIRES & ANNIVERSARIES

New Hires

Rumiana Ruskova
Dean Day
Howard Vernon
Thomas Adair
Thomas Baird
Joseph Clay
Vu Dinh
Andrew Edgerton
Valerie Edwards

Derrial Foster
Steven Gordon
Luis Granillo
James Laney
Marvin Manlove
Lee Maple
Shannon Mehner
Ravikanth Muthyala
Douglas Price

Marianne K. Roudebush
Troy Shelton
Travis Strother
Bruce Stuart
Brian Thurn
Keith Van Aartsen
Cameron Whitson



Employee Anniversaries

ONE YEAR

Joel Hampton
Chris Horvat
Glendon Butler
Jon Dickens
Kylee Dill
Paul Ritcher
Sergiy Buzhylov
Kristen Manley
Patrick Jones
Cathie Apgar
Kendricks Johnson
Scott Plassenthal
Erin Doherty
Robert Mellott
Mohammed ElSadek
Sabrina Akers
Sean Ford
Jonathan Lovegren
Chris Queen
Lisa Bierwirth
Tessin Hunt
Kevin Conant

TWO YEARS

Andrew Kopp
Steven Prenner
Jeremy Hastings

Theodore Richardson
Pardeep Gill
Michele Leazer
Randy Willard
Anthony Canapa
Jade Swanson
Danni Krumova
Matthew Kisiah
Russell Daniel
Ana Mejia
Daniel Ortega

THREE YEARS

Scott Dixon
Paul Cyr
Bob Butcher
Natasha Mwila
Rodolfo Rodriguez
Srikanthanathan
Nallathamby
Kim Carlson
Ryan Keimig
Angela Cuenca
Bogi Gudbrandsson
Patrick Mandazou
Joe Potraza
Edward Magana
Michael Cole

Angela Johnson

FOUR YEARS

Jaime Sanchez
Bill Traylor
Richard Boggs
James Pierce
Sidney Reid
Steven Rose
Franco Capizzo
Maxcine Brown
John Zeimetz
Rebecca Harris

FIVE YEARS

Andrew Nguyen
Craig McQuirter
Nancy Wise
Antonio Sanchez
Israel Hatzenbuehler
Rick Gunter
Tommy Eppler
Darrell Landrum
Jo Sabino

SIX YEARS

James Raue
BJ Mattingly
Kevin Guthrie
Tracy Thompson
Blaine Gilbreath

EIGHT YEARS

Karl PrincI

NINE YEARS

Sreenath Kankanala

ELEVEN YEARS

Harold Simpson
Clint Cooper

TWELVE YEARS

Robert Boyd

FOURTEEN YEARS

Paul Johnson

TWENTY-TWO YEARS

Jim Buchanan

Mexican Starter Mix

This is a great mix that can be used for many different meals. Serve over rice, or pasta. Chili starter, Sheppard's pie, burrito filling, pretty much anything you want. Make it by the LBS, and freeze some for use later.

INGREDIENTS

1 lb. ground beef
1 tablespoon olive oil (optional)
2 large onions, chopped
1 6 oz. can tomato paste
(plus 3 cans water)
1 jar salsa, mild or hot, as you like
(make your own salsa if you want)
1 or 2 fresh tomatoes, chopped
4 cloves garlic, finely minced
2 bell peppers, cored and chopped
(replace with favorite hot pepper)
1 1/2 - 2 teaspoon Seasoning

BLENDED SEASONING

1/2 teaspoon salt
1/2 teaspoon ground cumin
1/2 teaspoon garlic powder
1/2 teaspoon paprika
1/2 teaspoon chili powder
1/4 teaspoon mustard seed
1/4 teaspoon sugar
1/4 teaspoon onion powder
1/4 teaspoon cayenne pepper
1/4 teaspoon Ginger powder

DIRECTIONS

Brown the ground beef in olive oil with chopped onions, adding the peppers and garlic half way through. When the beef browns, add the tomato paste with water to thin it out, stirring in the hot sauce and the blended seasoning, oregano and sugar. Simmer for 30 minutes on low heat.

Rolled Bacon Cinnamon Rolls

A wonderful dessert for any occasion.

INGREDIENTS

1 pkg (lb) maple bacon
(f you use thick bacon, then cook till right before crispy)
2 or 3 grand cinnamon roll pkgs

DIRECTIONS

Unroll the cinnamon rolls and place 1 or 2 pieces of the maple flavored bacon in the roll, roll it back up and place on sheet. Cook in toaster or oven per cinnamon roll package.



STAY COOL FOR THE SUMMER

15 Ways to Keep Cool When It's Hot

Keeping cool when temperatures reach record highs isn't just about comfort. High temperatures can result in heat-related illnesses ranging from heat cramps to heat exhaustion and heat stroke. The following tips can help you keep cool all summer long:



1. Alter your pattern of outdoor exercise to take advantage of cooler times (early morning or late evening). If you can't change the time of your workout, scale it down by doing fewer minutes, walking instead of running, or decreasing your level of exertion.



2. Wear loose-fitting clothing, preferably of a light color.



3. Cotton clothing will keep you cooler than many synthetics.



4. Fill a spray bottle with water and keep it in the refrigerator for a quick refreshing spray to your face after being outdoors.



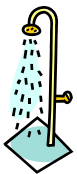
5. Fans can help circulate air and make you feel cooler even in an air-conditioned house.



6. Try storing lotions or cosmetic toners in the refrigerator to use on hot, overtired feet.



7. Keep plastic bottles of water in the freezer; grab one when you're ready to go outside. As the ice melts, you'll have a supply of cold water with you.



8. Take frequent baths or showers with cool or tepid water.



9. Combat dehydration by drinking plenty of water along with sports drinks or other sources of electrolytes.



10. Some people swear by small, portable, battery-powered fans. At an outdoor event I even saw a version that attaches to a water bottle that sprays a cooling mist.



11. I learned this trick from a tennis pro: if you're wearing a cap or hat, remove it and pour a bit of ice cold water into the hat, then quickly invert it and place on your head.



12. Avoid caffeine and alcohol as these will promote dehydration.



13. Instead of hot foods, try lighter summer fare including frequent small meals or snacks containing cold fruit or low fat dairy products. As an added benefit, you won't have to cook next to a hot stove.



14. If you don't have air-conditioning, arrange to spend at least parts of the day in a shopping mall, public library, movie theater, or other public space that is cool. Many cities have cooling centers that are open to the public on sweltering days.



15. Finally, use common sense. If the heat is intolerable, stay indoors when you can and avoid activities in direct sunlight or on hot asphalt surfaces. Pay special attention to the elderly, infants, and anyone with a chronic illness, as they may dehydrate easily and be more susceptible to heat-related illnesses. Don't forget that pets also need protection from dehydration and heat-related illnesses too.

CANDID MOMENTS





UPCOMING EVENTS

US

August 30: Dallas Community Matters - Dog/Kitty Socialization Day

August: Wichita School Supply Drive

September 6: Labor Day

September 12: Grandparent's Day

September 23: Fall Equinox

October 2: Mary Kay 5k Fun Run

October 11: Columbus Day

Canada

August 2: Civic Holiday

September 6: Labor Day

October 11: Thanksgiving Day

Bulgaria

September 6: Unification Day

September 22: Independence Day

Philippines

August 21: Ninoy Aquino Day

August 30: National Heroes Day

