

the Download

1st Quarter of 2011

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Client Spotlight: Bank of America, Military Banking Overseas Division

Bank of America, Military Banking Overseas Division (AKA Community Bank) has 70 banking centers and over 300 ATMs on bases located around the world. Community Bank is operated by Bank of America to provide stateside-like banking services to our troops and contractors while stationed overseas.

Buchanan successfully launched support for BoA MBOD's worldwide server family in February of this year and we have already identified multiple initiatives to further improve their environment in addition to providing key personnel and expertise during system outages.

Managed Services

The Buchanan Technologies' Managed Services Team will be providing monitoring of Bank of America MBOD servers to ensure that their environment is up and operational on a 24x7x365 basis. Agent-based Monitoring of the servers will provide automated responses via email or phone to address common problems. The team will also be providing level-2 support for the MBOD server environment. The team has already resolved a major outage for MBOD. Within four days of getting the BT management agent installed on the first customer servers AD replication issues caused a complete outage of the Pacific region e-mail servers. The team, with help from Jon Gery, was able to resolve the issue and have the e-mail servers up and operational before start of business the next day in Japan.

Projects:

Active Directory and DNS assessment

Due to the global scale and evolving architecture of Bank of America MBOD's network, they were experiencing issues with their Active Directory site

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BUCHANAN
TECHNOLOGIES

replication and DNS environments. Our very talented and skilled Buchanan experts will assist Bank of America MBOD with identifying and troubleshooting issues in their expansive network environment and have already resolved some major replication issues.

Automated Teller Deployment

This is a teller application migration project which will require a brand new image to be installed on 472 Teller Workstations spread across 70 overseas banking centers. Buchanan Technologies is proposing the use of Windows

Deployment Services (WDS) in combination with automation provided by the Kaseya systems management toolset to provide “zero touch” image deployment and validation in all banking centers. In order to facilitate the automated installation Buchanan will also enable and configure DHCP services at each installation site. The DHCP services will provide IP address assignments at the sites after the completion of this project.

Our Buchanan team includes: Karen Sandifer, Sean Kirby, Bogi Gudbrandsson, Joe Potraza, Jeff DeFord, Kevin Ewing, Jeremy Thomas & Steve Leaman

1st Quarter Wins of 2011!

Miamisburg/Charlotte

- Sonic Pc Refresh – Installation and disposals (2000 PC’s)
- Release of Sonic Marketplace
- Sonic WAP Installations
- Sonic Managed Print Release
- Sonic News Network iPhone Enhancement
- New Carlisle PC procurements
- Tobey Automotive Group PC procurements
- Sonic Netbook Sales
- LIM Hardware Procurement
- Brower Insurance Group – Managed Services & Service Desk
- Brower Insurance Group – Network Assessment
- Ottawa University contract Renewal
- One Lincoln Park – WAP Installation

Toronto

- TF Warren – 3 year Managed Services
- AAFES - LCE 12 Implementation Project
- AAFES – Special Interest Initiatives – Discover and Design
- Dell Canada – University of Guelph – Windows 7 assessment
- Dell Canada – Teck Resources – Exchange Architect
- Dell Canada – KPMG Project Management
- Compucom Canada – Lakridge Health Windows 7 POC
- Potash Corp – SAM Assessment
- GTAA – SAM Assessment
- Garda Securities – SAM Assessment
- Dell Marketing LP – Sirva AD Exchange 2010 Imp.
- Dell Marketing LP – Alachua County Hyper V Imp.
- Softchoice – Merit Energy Symantec Ghost
- Dell Marketing LP – Lubbock ISD Exchange 2010 Implementation
- British Columbia IT – Sharepoint Development

- S&C Electric Company – Desktop Support
- Peel Regional Police – Infrastructure Support
- Region of Peel – Dental Program Development
- Travel Corp – Exchange 2010 Design
- Peel Regional Police – Sharepoint Design
- Peel Regional Police – Infopath Conversion
- Eclaro – Lync 2010
- Spin Master – Desktop Support
- Worldwide Flight – OSHA Reporting Application
- Canadian Welding Bureau – Lync Deployment
- Cornerstone Credit Union – Assessment

Dallas

- Bell Helicopter—Naga Ogirala
- Bell Helicopter—Raghuram Peethambaram (Gopal)
- Bell Helicopter—Dana Schenck
- Bell Helicopter—Greg Garland
- Colonial Savings & Loan—Charles Coleman
- AAFES -Six staff aug contract extensions
- AAFES—VMware ESX Administrator
- AAFES -Linux / Nagios Consultant
- AAFES -Mainframe Programmer / Analyst
- AAFES -LCE 10.2 Change Request #3
- AAFES -LCE 10.2 Change Request #4
- AAFES -LCE 11 Change Request #1
- AAFES -LCE 11 Change Request #2
- AAFES -LCE 11 Implementation
- AAFES -LCE 11 Implementation - Change Request 1
- AAFES -LCE 11 Implementation - Change Request 2
- AAFES -LCE 12 Business Discover & Design Phase
- AAFES -LCE 12 Implementation
- Genband—2 HD positions
- Genband—1 network admin
- Genband—1 Unix Admin
- Oasis Hospital—Desktop Support & Network Admin

Buchanan Technologies Sports & Entertainment Division

DALLAS

Buchanan is pleased to announce the addition of our Sports and Entertainment division, seeking opportunities with major sports/entertainment venues around the nation.



Pete Walsh, CIO of Buchanan Technologies
Former CIO of Dallas Cowboys

The venture is being managed by **Pete Walsh**, new CIO of Buchanan Technologies. Pete Walsh is a former Buchanan employee who rejoined the organization after 7 years as CIO for the Dallas Cowboys. As former CIO of the Cowboys, Pete successfully designed, developed and implemented the entire technology strategic and tactical plans for Cowboys Stadium as well as the Cowboys enterprise, consisting of 40+ businesses, 100+ locations, and supporting 500+ employees. He also developed the Mobility strategy for Mobility Apps unveiled at Super Bowl XLV at the Stadium.



What's in the future for the New Sports & Entertainment Division?

Pete is currently pipelining different venues around the nation and seems to have found a few promising prospects! Buchanan is thrilled to see what 2011 has in store for the new Sports & Entertainment Division.

Circuit of the Americas—Formula One Race Track:

Circuit of the Americas has engaged Buchanan to assist in the design and implementation of the overall technology strategy for the Circuit of Americas Race Venue (Formula One Race Track in Austin, TX), including: a data center using cloud technology, wireless, cellular, WiFi, Point of Sale Systems, network integration network Security, ticket and parking scanning, IPTV, and mobility apps for fan interaction. The venue is scheduled to open June 2012.

For more information, please visit www.formula1.com.



National Football League (NFL):

Pete's experience with the Dallas Cowboys has led him into another engagement with the NFL. The NFL has verbally committed to partnering with Buchanan Technologies for the 2012 Super Bowl, hosted at Lucas Oil Stadium in Indianapolis, IN. Buchanan Technologies will be supporting all wireless and cellular for SuperBowl XLVI. We will keep you updated on the progress of this exciting project!



Buchanan Corporate Settles into our New Home

Dallas

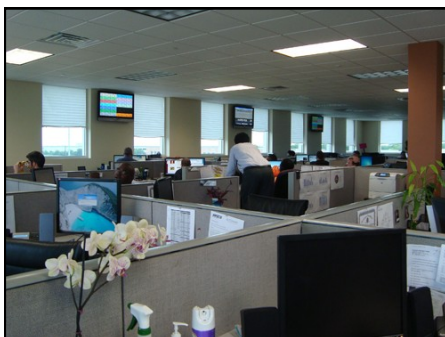
After 22 years in Las Colinas, Buchanan’s corporate office is finally all moved into our new home in Grapevine, TX. Although everyone is moved in, there is still a lot of work to get the office space to align with our company climate.

April 4th was officially the “Go live” date at 1026 Texan Trail, with everyone moved. Although the first few days were hectic and confusing, everyone stayed patient and respectful of our new office space! Special thanks to Charlie Tingle for helping in all aspects of the move – without his help, the office move wouldn’t have been successful! An office move of this size should have taken at least four months, but Buchanan did it in under three!

Also – a BIG thanks for all of our employees who spent their weekends volunteering with the move:

- Rick Nichols
- Jon Gery
- Rick Gunter
- Joe Potraza
- Jim Schrody
- Karen Sandifer
- Daniel Ortega
- James Wong
- Don Stoddard
- Billy Traylor
- Fred Wilson
- Daniel Nduni
- Aaron Rowan
- Troy Shelton
- Ilvin Parker
- Darrell Jackson
- Michael Hoehne
- Tim Hayes
- Andrew Edgerton
- Russell Clark
- Lowell Aryton
- Ana Mejia
- Patty Perry
- Paul Cyr

We will be hosting an open house and inviting all employees, clients, vendors, family and friends – keep an eye out for your invitation!!



2nd Floor— Help Desk



Our wonderful BT Employees spending their weekend helping



Finally all moved in to our beautiful building



Receptionists desk located on the 2nd floor



Cozy Conference room on the 3rd floor



3rd floor—Everything up and live!

Happy Birthday to Roberto Wattsini!

Dallas

April 2, 2011

Buchanan's corporate office gathered for a quiet birthday luncheon in celebration of Dean Watt's (some of you might know him by his alias, Roberto Wattsini) 81st birthday!

A new local favorite, Chicken Express, was ordered for the office. Everyone enjoyed a lunch full of chicken, catfish, fries, okra, hush puppies, and corn on the cob....followed by delicious birthday cake!

Buchanan Technologies' birthday gift to Dean was a \$500 donation to his Church, Temple Baptist of Flower Mound, TX. Temple Baptist has been near and dear to Dean's heart since he moved from Austin to Dallas and is like a second home to Dean.



Bulgaria

Over the past six months Bulgaria has been supporting BT Dallas by providing development work for a Mary Kay project. The 10 page MK website, www.yourwaytobeautiful.com, had to be translated and edited to several different languages. Mary Kay has been very pleased with the quality of work provided by Buchanan, which has led to another project beginning in May. Before this new project starts, Kim Carlson and Ryan Bovermann (MK) will be visiting the Bulgarian office for two weeks to provide extensive training and to prepare the resources who will be working on this project. We will be sharing more about their visit and the project progress in the next edition of the Download.



Toronto

2011 Cricket World Cup

Buchanan's Canadian office celebrated India's exciting win in the 2011 ICC Cricket World Cup. This year's world cup was the 10th Cricket World Cup, played in India, Sri Lanka, and Bangladesh. The tournament was won by India who defeated Sri Lanka by 6 wickets in the final. India became the first nation to win the World cup final on home soil, and Buchanan's Canadian office was cheering them on the entire way! Sri, Vaibhav, Varun, Vijay and Max also brought pizza in for the entire office, in celebration of the victory!



**ICC Cricket World Cup
2011**



"Jai Ho" means "victory!"



Sri Nallathamby, Vaibhav Shah, Varun Reddy, Vijay Gudi, Shivitra (Max) Bickram

Miamisburg

Miamisburg Competes in their First Buchanan Chili Cook Off!

Winners for Best Chili

Sonya Coleman and Brian Walling – BS chili

Winners for Best Dessert

Sabrina Akers and Sheila Weidel – Red Velvet Valentine Cupcakes

Thank you to everyone who participated and CONGRATS to the winners! All winners won a \$25 gift card!

- Chris & Pam Rife—Everything but the Kitchen Sink Chili
- Ryan Whited—Fire in the Hole Chili
- Rae Kenrick & Andy Hill—Chuck Wagon Chili
- Brian Walling & Sonya Coleman—BS Chili
- Chris Queen—Betty Crocker was a Lush (cake)
- Andy Hill—Yum Yum Brownie Cupcakes
- Jon Lovegren—EAS cheesecake
- Chris & Pam Rife—Colossal Chocolate Brownie Blast
- Sabrina Akers and Sheila Weidel - Red Velvet Valentine cupcakes



Wichita

Wichita Celebrates Justin Bieber's Day of Birth! – March 1st

Buchanan's Wichita office seems to be some of the biggest Bieber fans out there. They held an office birthday party for this young pop star – as if he doesn't have enough fans!

Cake and cards were located in the break room in honor of the one-and-only Justin "Biebs" Bieber!

Chili Potluck Luncheon!

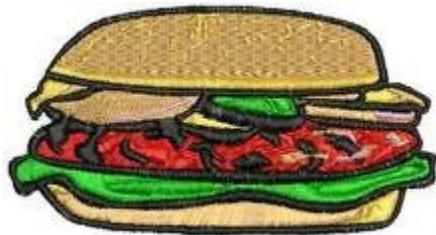
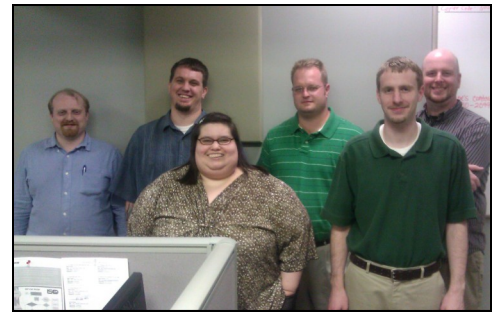
Instead of competing in a competitive chili cook-off, Wichita's office coordinated a potluck luncheon. The entire office contributed to the luncheon—with different chili, toppings, sides and desserts to go around!

Valentine's Day

Wichita's office invited everyone to bring in their food of love. It could have been savory or sweet. The office didn't pass out actual valentines, but had a good time sharing lots of sweets!

St. Patrick's Day

Wichita combined March Madness with St. Patrick's Day. They coordinated a bracket in the office which Joe Sanchez won. Jarvis Seaman and Emon Bertrand brought in their versions of corned beef and cabbage. The rest of the office brought in other foods! Everyone wore something green and even decorated the office a little!



Upcoming *Barbeque!*

This coming June, the Wichita office is planning a BBQ! They will be inviting Jim Buchanan, Sean Kirby, and Sonya Coleman to attend. They are eager for Jim and Sean to see the changes that the Wichita office has gone through and ESS would like to meet Sonya, as she has not been to the Wichita office yet. Burgers, hot dogs, various salads, and the usual fixins' will be shared by all.

Dallas ♥♥♥♥♥♥♥♥
Valentine's Day Treats!

Buchanan's Dallas team joined in the break room for a small Valentine's party, consisting of chocolate covered strawberries, tarts, cupcakes, and more! Treats were ordered fresh from Central Market!



Charlotte

**1st Annual Super Bowl Chili Cook Off
 - February 3rd**

Buchanan's Charlotte office joined the tradition and created their first Chili Cook off! Employees that made chili for the cook off were: Monica Starks, Roger Edwards, Greg Heckler, Erin Doherty and Scott Dixon. Second place runner up for the chili contest was Scott Dixon winning a \$25 gift card to Target. Monica Starks one first place for a \$50 Target Gift card!



Mark Bloxsom, Kendricks Johnson, John Connor, Richard Boggs and Patrick Manadazou were the chosen Judges. Greg Heckler and Mark Bloxsom, the office Steelers fans, were outnumbered by everyone else who were in favor of the Packers!

Another Office is Moving!

Friday, April 29th will be the last day for our Charlotte team to occupy their current building. The new office address is:

4425 Randolph Road, Suite 140
 Charlotte, NC 28211

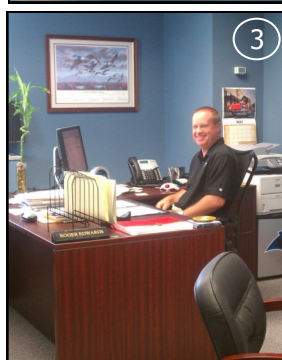
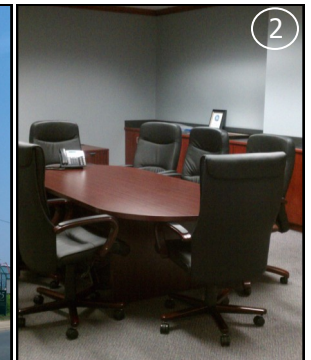
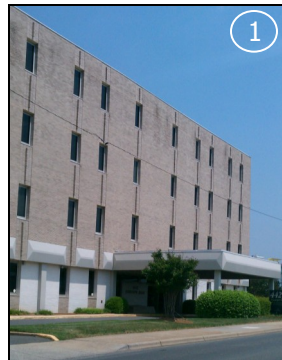


Photo 1: The Building
 Photo 2: Conference Room
 Photo 3: Roger Edwards
 Photo 4: Service Center

ASK



1. Have you ever participated in any thrill seeking activities such as skydiving, bungee jumping, or formula 1 racing? Are any such activities on your bucket list?

I've been to Texas Motor Speedway's racing course, and fly small aircraft doing stunts. I'm not a skydiver or bungee jumper. I need to work on my bucket list.

2. What are the most common issues that we as global company are facing in the process of globalization?

Our endeavors in Bulgaria, India and Manila are allowing us to compete using global delivery options. Data security and where data is physically located has been an operational issue. We've had to focus on Inter-country transfer pricing and developing the processes for moving financial resources across borders. Operationally, I think we've been very effective at working with resources in disparate locations.

3. How do we overcome those issues (please refer to destructive competition and lack of exchanging proprietary knowledge)?

Manufacturing has the biggest risk of destructive competition. IT and IT Services has the unique attribute that it redefines itself every two years – so the game continually changes. In addition, companies WANT the personalized attention our business model promotes. Their needs are continually changing – requiring us to adjust our services to fill those needs. We're sharing our proprietary information through our web tools and systems.

4. What type of structure our company manifest and how it reacts to the globalization process? Please also

explain how the apprenticeship model works for IT organizations such as Buchanan Technologies?

Our business has to build relationships locally. Service delivery is performed using our global footprint based upon the customer's needs. Buchanan is a Matrix organization built around the Triad delivery methodology.

Our servant leadership model has been a cornerstone of our business for many years. As the economy improves, we have the ability to promote individuals into new roles and help employees pursue their next career opportunity. Our services organization is driven by our customers' needs and their trust in our ability to perform. This is a question that I'd like to address in a future Download as an article.

5. Internal communications seem to illustrate that our company is growing at a nearly exponential rate. With all of the new clients and opportunities being obtained, why are our helpdesk associates all making what seems to be a frozen salary? In the few short months I've been here, I've already seen great employees lost because our pay isn't competitive. What's our incentive to stay with the company?

We are not growing at an exponential rate – we have been working to recover from the recent recession like most businesses. We have started to see the business stabilize, however we have to continue to focus on profitability and generate the money necessary to pay our obligations.

Our service desk has gone through a huge transition over the years. The service desk as a starting point for many new Buchanan employees. My goal is to promote certifications as a means to add value and capability for our customers. The salary isn't frozen – it's the entry salary for a help desk analyst. As people achieve their certifications and as we're able to promote, salaries are adjusted accordingly. I think we also have to be realistic in understanding that the service desk is a developmental tool for our business. As individuals gain additional skills and abilities, it's natural that some people will find opportunities outside of Buchanan. It's unfortunate when we lose great resources – however it's my hope they'll consider us as a potential partner and advocate.

7. Hello Jim. I have a question related to today's tough economy and the cost of living going sky hi with Gas prices almost 4 dollars a gallon and food prices spiking. I was curious if there has been any consideration of a cost of living increase across the board?

Buchanan doesn't give across the board living increases. We want to compensate competitively and support personal growth as the foundation to grow income.

8. I would like to know if there are any updates with the LIM/Berry contract.

There isn't any update on LIM/Berry. It's important that we continue to perform above their expectations. They're an important customer.

9. With ongoing contract negotiations between Buchanan and Local Insight Media, if this contract was not to be renewed what would happen to all the Buchanan employees that currently work under this contract?

It depends on the individual, their ability to contribute, and their location in comparison to where other customers are located.

10. Pepsi or Coke?"

Coke!

11. Was there ever an option for a slightly higher medical contribution to keep the out of pocket costs down?

Negotiating health benefits is just as much an art as it is math. Our benefits plan has been completed for FY 2011. We can add additional options and/or features to our plans when we renegotiate rates however we have to weigh the costs of administering additional plans or options. If you'll suggest this around October / November, we'll add it to the list of benefits questions for 2012 for our insurance broker.

12. On the AAFES development and PM teams,

how do we keep a consistent company image between teams that are split between the Toronto office and the Irving TX office? For example, would we have 2Linux IT support people, or "go-to" people, 1 in each office, or does the company feel that one go-to person for Linux IT (just as an example) in one location is enough for both locations to function efficiently and effectively?

The resourcing plans for a project are totally project specific. Some require local talent, while others are handled effectively remotely. We don't try to use one model or approach - we adjust based upon circumstances.

Have any questions that you would like Jim to answer?



Submit any and all questions to Jade Swanson at jswanson@buchanan.com

All questions will be kept anonymous!

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!

Chris Sullivan—Mary Kay

"At Mike's suggestion, I wanted to make you aware, directly, of the great support that Chris has provided for us in connection with the Windows 7 upgrade. He not only did a great a job with all the pre-work involved but also with pulling all the post-upgrade details together. His service is truly exceptional, even by Mary Kay standards"

- Martha Crosland Gray

Richard Boggs—Sonic

I just wanted to say how much we appreciate Richard Boggs. He is so good at what he does and has the patience of Job. He really does a great job!

- Heath Byrd

Ryan Lanier

Working with Ryan Lanier is amazing! He is very dedicated and easy to work with. Is very patient and very knowledgeable and always helps in any way possible. This is great to have somebody to reach easily and replies so quickly and helps us out effectively.

This whole group here in Wichita, Kansas is wonderful and speaks English is awesome too! If there was a way to give Ryan a raise I would definitely recommend it from my point of view as he has worked very hard on a lap top issue for another manager that works from this location as well as for me.

-Twila Tappan, Fuel City Facility Manager

Greg Knox—Mary Kay

I am contacting you to recognize Greg Knox for his constant support to our RA department. Last week Doris computer crashed and we had to make a Rush request for a replacement. Timing was definitely an issue since an urgent project had to be finalized to support our MK India subsidiary. Greg was instrumental in helping us expedite this process. He went beyond his normal responsibilities and took the time to personally follow up and deliver the computer to Doris. He was back on Monday ensuring all systems were working properly.

Greg, thanks for your great Customer Service!!!!

Damon Herota—Sonic

I know I have said this before, but this guy Damon is the man. I have a user that is having an issue with their PC, the user is basically mission critical. I called Damon to see what his availability is he said he would call me back with an ETA. About 2 hours later there was a knock on my office door. It was Damon to tell me he had addressed the issue. He went way above a beyond to take care of this user. I see Damon as a true asset.

-Thomas Brackett

Candid Moments!



EMPLOYEES OF THE QUARTER

We have decided this quarter to open the Employee of the Quarter Nominations to everyone at Buchanan. The idea behind the nominations are employees that you believe demonstrate exceptional strength in one of BT's core values:

Congratulations to our nominees!

Corey Reyneker
Carrie Frisk

Rick Gunter
Charlie Tingle

Employees of the Quarter Winners will receive \$750 Visa gift card and entered in the Employee of the Year drawing at the end of the year!

Adam Malseed—Toronto Managed Services

Adam Malseed continually demonstrates that key values that Customers Matter. Adam continually goes the extra mile for customers to ensure that they are insanely happy. Many notable achievements were exemplified in the beginning of Q1/2011 when one of our Managed Services customers experienced a myriad of issues with their Exchange environment. Adam led the team by example

through this extremely difficult time. He worked day and night with the team to address and resolve the issues as quickly as possible. During these times he also was on numerous conference calls with the customer to discuss action plans to resolve the issues. He was able to maintain a professional approach with the customer especially during the crisis period and demonstrated his technical knowledge and depth of enterprise messaging environments.

Dena Hale—AAFES ISC

All four of BT's values are extremely important to Dena.

People Matter:

The first person a new employee on the AAFES help desk meets after they're hired is almost inevitably Dena. She takes them under her wing and teaches them the ropes. The last 3 management teams on the AAFES help desk have trusted Dena with this vital role because she has been consistently been one of the most reliable team members the help desk has. Dena reaches out to her co-workers and makes sure everybody is taken care of.

Customers matter:

Outstanding customer service is Dena's modus operandi, which is doubly impressive as she works over the busiest stretch of time on the help desk. Even though she consistently takes the most calls, she always makes sure

the customer is taken care of.

Principles Matter:

With the wide range of equipment and software the AAFES help desk supports, it can often be very tempting to take the easy way out to just "get the customer off the phone," but never Dena. She goes the extra mile every time and makes sure the proper procedure is followed every time.

Community matters:

Dena is the loving mother of 3 children, and balances being a dedicated professional with taking care of her youngest and staying involved with the goings on at her daughter's school.

Also, Dena was the only Buchanan agent that was nominated for the 2010 HDI Analyst of the Year .

Sabrina Akers—Berry/Core ISC

Customers always matter to Sabrina! Sabrina has showed up when needed on her days off when a change at a client's site didn't turn out so well and it produced an increased call volume. She also works any shift needed as business needs changes. She will fill in when someone needs a day off or stay late if calls are holding.

Sabrina started on the Sonic Automotive account, excelled with customers, processes, her team and the client. She worked on projects for the Director of IT for Sonic and exceeded his expectations by completing projects early and with continuous follow through. Now she is on the Berry/Core team for Miamisburg and worked to learn and improve the processes for these clients. She still pitches in on the Sonic team as needed and has a keen sense of priority.

OUR CORE VALUES

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.

PEOPLE MATTER

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. Each individual contributes differently to build a diverse work environment filled with an abundance of skills, talents, knowledge, and creativity

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.

Live Well. Work Well.



Alcohol Awareness Month

April is Alcohol Awareness Month, and although talking with your kids about the dangers of drugs and alcohol can be very difficult, there are strategies that can help.

Following the five suggestions below can help you develop regular communication with your children, if you haven't already. Talking with them about their day-to-day lives will make it much easier to bring up the harder topics, such as drugs and alcohol, when the time is right.

- **Listen.** Make eye contact with your child, and let them know you're paying attention. If it's the end of a long day and you need time to relax, say so. Explain that you need a few minutes to unwind, and then you'll be ready to give your full attention.
- **Do activities together.** Do chores together and talk while you're working. Or, run to the grocery store together – car rides can be a great time to spark up conversation.
- **Set up regular family meetings.** Use this time to let every member of your family discuss what's on their mind.
- **Role-play with your child and teach them how to say no.** Simulate a situation where a friend is pressuring your child into drinking or smoking. Explain how to think through a situation like this and emphasize the potential consequences of their choices.
- **Support your child in everything they do.** Regularly encouraging and supporting your child in school, sports and extracurricular activities shows them that you support them should peer pressure come into play.

Find more information and prevention strategies at www.samhsa.gov.

Donate Life

April is National Donate Life Month. With over 110,000 people on the national organ transplant waiting list, there's no better time to become an organ and tissue donor. One donor can save up to eight lives.

How to become a donor:

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

Did You Know?

Each day, approximately 75 people receive organ transplants in the United States, but approximately 20 die each day waiting for transplants.

IMPORTANT CONTACTS

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

Email: HR@buchanan.com

Seasonal Allergies



While the winter months typically provide some relief for allergy sufferers, spring is here – and so are the allergies associated with this seasonal change. Mold growth blooms indoors and out with spring rains. As flowers, trees and grasses begin to blossom, allergies will follow. And spring cleaning activities can stir up dust mites, so here are some tips:

Spring cleaning activities can stir up dust mites, so here are some tips:

- Wash your bedding every week in hot water to keep pollen under control.
- Shower before going to bed, since pollen and other allergens can accumulate in your hair throughout the day.
- Wear a painter's mask when cleaning or vacuuming to limit dust and chemical inhalation.
- Change air conditioning and heating air filters at least every 3 months.
- Limit the number of throw rugs in your home to reduce dust and mold. If you do have throw rugs, consider washing them once a week or vacuuming twice a week.

Buchanan supports Sonic Automotive and the March of Dimes!

CHARLOTTE

Buchanan employees located in the Sonic office opted to help Sonic support the March of Dimes on St. Patty's Day! Each employee donated \$5 to wear green, sport their casual Jeans, and support a great cause!

All proceeds were donated directly the **"March of Dimes Blue Jeans for Babies"** cause.

Why the March of Babies? All money raised in March for Babies funds important research and programs that help babies begin healthy lives!

To learn more, visit www.marchforbabies.org.



New Employees and Anniversaries

Thank you for all your hard work and dedication.

We love our loyal employees!

ONE YEAR

Fame Bernabe
Elsie Reinoso
C.J. Keasey
William Kissinger
Adam Malseed
Boris Karaivanov
Todd Pearson
Salman Akhtar
Paul Goble
Kevin Tressler
Edmund LaRosa
Dinesh Shreenath
Keyur Nayak
Aniket Ghadshi
Jim Dixon
Mike Hoover
Denise Coleman
Chris Sullivan
Charles Coleman

Dave Fisk
Rocky Bowermaster
Andrew Porter
Abdollah Soleimanzadeh
Matthew Jordan
Jimmy Winfrey
Monica Starks
Dannon Easterling

TWO YEARS

Ryan Smith
Allen Gray
Greg Knox
George Hulla
Roger Edwards
Chris Rife
Stoyan Dimkov
Fred Wilson
Rae Kendrick
Andrew Hill

THREE YEARS

Levi Spears
Terry Norris
Kalin Kutsarov
Ajjuthan Bala
Marcin Rewkowski
Darrell Jackson
Mihail Peev
Jonnel San Jose
Russell Fowle
Joey Wilcoxson
Vaibhav Shah

FOUR YEARS

Cezary Cichocki
Damon Herota
Robert Grigsby
Shelly Richardson
Balwinder Kaur
Jeff Kesner

Richard Moore

FIVE YEARS

Tom Armistead

SIX YEARS

Kevin Ewing
Jesus Capuchino
Prab Brar

SEVEN YEARS

Tim Huitema

TEN YEARS

Corey Reyneker

THIRTEEN YEARS

Lety Mitchell

We welcome you to the organization!!

Maxwell Buehler
Richard Tutt
Aaron Rowan
Alberto Suarez
Charles Coleman
Robert Crouse
Ratena Say
Michael Schneider
Jason McKenzie
Naga Ogirala
Roger Spawn
Ryan Lanier
Jolene Pierson
Aaron Barth
Peter Boyet
Kelly Jeffrey
Todd Litteken
Charles Evans
Christopher Horvat

Phillip Yarbrough
Randall Robinson
William Clark
Jeff Selim
Dana Schenck
Patrick Carter
Nicole Matus
Raghuram Peethambaram
Michael Bilderback
Charles Coleman
Emon Bertrand
Donald Edwards
James Miller
David Ivey
Brian McGlohan
Daniel Nduni
John Switzer
Christopher Edbauer
Philip Harley

Courtney Chadwick
Aaron Mechell
Luigi Allen
Kyle Ellenburg
Christopher Allsup
John Boehringer
Joshua Maxwell
Todd Graves
Dwight Kennedy
Jeff Deford
Gregory Garland
Jordan Duncan
Rafael Campos
Malwinder Gill
Varun Reddy
Shahid Qureshi
Jimmy Manolis
Palwinder Singh
Stephan Brnjac

Ramandeep Walia
Julius Titkos
Taha Mufti
Christopher Stewart
Sandeep Hayer
Rafiq Kasim
Peter Wang
Salim Majeed
Randy Klassen
Glen Mateer
Shuresh Ali
Dina Puscareov
Emmanuel Omari-Osei
Adam Charette
Jon Dickens
Shivitra Bickram
Vijay Gudi
Erich Meyer
Rayson Liu



Buchanan Supports Team DinoMight!



DALLAS

Because people matter to Buchanan, so do our Alumni. Jon Seale, a Buchanan Alumni and team manager of DinoMight, approached Buchanan for a donation to help his child's team attend the state tournament. Buchanan graciously donated \$500 in support of the team.

What is Destination Imagination?

Destination Imagination (DI) is an exhilarating after-school activity in which students work in teams to solve mind-bending challenges and present their solutions at tournaments. Teams are tested to think on their feet, work together and devise original solutions that satisfy the requirements of the challenges. Participants gain more than just basic knowledge and skills—they learn to unleash their imaginations and take unique approaches to problem solving.

Brennan Jake Cole
Bethany Isabel Katherine Jackson

Adopt a Nursing Facility

DALLAS

For 2011, Jim Buchanan wanted to Adopt a Nursing Facility in need, who would benefit from the time and resources of Buchanan Technologies. The chosen facility was "Woodridge Health and Rehabilitation Center," located in Grapevine, TX, only 1 mile away from our new corporate office! During the 1st Quarter, the corporate office visited the tenants and spent 3 hours playing Bingo and handing out prizes. Prizes included Wal-Mart gift cards, hand lotion sets, and candles. Special thanks to those who volunteered for the Bingo event:

Kim Carlson, Frederick Wilson, Nicole Matus, Jade Swanson, Angela Cuenca, Valerie Edwards, and Tim Hayes!



Proud Supporter of the Mary Kay Charitable Ash Foundation!

DALLAS

Jim Buchanan has always been an avid supporter of the Mary Kay Charitable Ash foundation, on of our appreciated customers. On top of the yearly sponsorship to Mary Kay's 5k and Fun Run, Jim has graciously donated an additional \$5000 to the Mary Kay Foundation!

Mary Kay's mission is to eliminate cancer and to end the epidemic of violence against women. To learn more about ways you can support the organization and their vision, **please visit:** www.marykayfoundation.org



MARY KAY ASH
CHARITABLE FOUNDATION

Buchanan Assists Boy Scouts of America, Troop 144 on their 70 mile hiking adventure!

DALLAS

Buchanan Technologies assisted BSA's Troop 144 on their 70 mile, 14 day journey in the mountains of Cimarron, New Mexico.

Kevin Ewing, employee of Buchanan and scout of Troop 144, approached Buchanan Technologies in need of assistance for their Philmont Experience. The young men of Troop 144 were in need of gear to maximize their experience for the adventure....Some men didn't have backpacks, boots, and more. The scouts conducted many fund raisers such as selling chocolate and car washes, but that only went so far. In need of extra funds, Buchanan Technologies generously donated each member of the troop a \$75 gift card to REI! Buchanan Technologies is excited to play such a significant part of the experience that these young men will witness. More details and pictures of the adventure will come in the next issue of the Download!



Jeans for a Cause

DALLAS, WICHITA, MIAMISBURG

Immediately following the first earthquake in Japan, Jim Buchanan approached his assistant with a need to help those affected by the unfortunate disaster. In response, we coordinated a "Jeans for a Cause" campaign, allowing employees to donate \$30 or more to wear jeans for an entire month. Corporate, Wichita, and Miamisburg locations took part in the campaign. 100% of the proceeds were donated to the American Red Cross and as a BONUS, Jim matched the employees' contributions.

Total donation: \$1640!

Thank you all who contributed to the campaign!

Letter from American Red Cross:

Dear Buchanan,

The American Red Cross is acting swiftly to put your donation to work in communities affected by the earthquake in Japan and tsunami throughout the Pacific. We are supporting relief work to meet critical needs. On behalf of those we serve by our humanitarian mission, thank you.

As one of 186 Red Cross and Red Crescent societies around the world, we belong to a global humanitarian network of 13 million volunteers uniquely positioned to save lives and provide assistance to those affected by emergencies, such as the earthquake and tsunami in countries across the Pacific.

We're grateful to have your support. To learn more about your gift at work, please visit redcross.org. On those rare occasions when donations exceed our American Red Cross expenses for a specific disaster, contributions are used to prepare for and serve victims of other disasters. Once again, thank you for your generous gift.
Sincerely,

BUCHANAN
TECHNOLOGIES

supports



**American
Red Cross**

DISASTER SERVICES

The American Red Cross

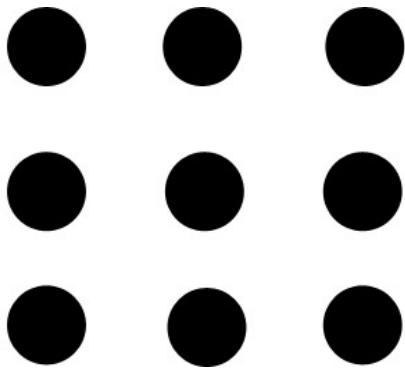


DOWN THE STREET. ACROSS THE COUNTRY. AROUND THE WORLD.SM

FUN N' GAMES

Spring SCRAMBLER

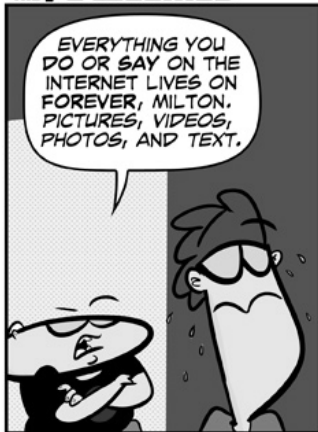
Connect each of the nine dots using only four straight lines and without lifting your pen from the paper.



1. W R O L F E S _____
2. M O O L B _____
3. N E E R G _____
4. I N E S N U S H _____
5. S S R E W H O _____

			8	5			3	2
	6		7					4
				3			6	
				8			1	
	3		2					5
			6	7			9	3
4		9	3					8
3		6			8	9		
7		5	1					6

THE PC WEEENIES™



WWW.PCWEENIES.COM



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How to fix any computer

The Oatmeal

<http://theoatmeal.com>



Step 1. Reboot

↓
Did that fix it?
No? Proceed to step 2

Step 2.

Format hard drive.
Reinstall Windows.
Lose all your files. Quietly weep.



Step 1. Take it to an Apple store.

↓
Did that fix it?
No? Proceed to step 2

Step 2. Buy a new Mac.

Overdraw your account. Quietly weep.



Step 1.

Learn to code in C++. Recompile the kernel. Build your own microprocessor out of spare silicon you had lying around. Recompile the kernel again. Switch distros. Recompile the kernel again but this time using a CPU powered by refracted light from Saturn. Grow a giant beard. Blame Sun Microsystems. Turn your bedroom into a server closet and spend ten years falling asleep to the sound of whirring fans. Switch distros again. Abandon all hygiene. Write a regular expression that would make other programmers cry blood. Learn to code in Java. Recompile the kernel again (but this time while wearing your lucky socks).

↓
Did that fix it?
No? Proceed to step 2

Step 2.

Revert back to using Windows or a Mac.

Quietly weep.

Upcoming Events



US

April 1—April Fools Day
April 17—Palm Sunday
April 22—Good Friday
April 24—Easter Sunday
May 8—Mother’s Day
May 21—Dallas Build a Ramp
May 27— Jim Buchanan’s Birthday!
May 30—Memorial Day
June TBD—Open House
June TBD—Barbeque for Wichita Office
June 19—Father’s Day

BULGARIA

April 22- Good Friday
April 24 - Easter
May 1 - Labor Day
May 6 - Army Day - non-working day
May 24 - Literacy day and Day of the Cyrillic Alphabet

CANADA

April 22—Good Friday
April 24—Easter Sunday
May 23—Victoria Day
May 23—National Patriots' Day
June 21—National Aboriginal Day
June 24—St. Jean Baptiste Day

PHILIPPINES

April 21—Maundy Thursday
April 22—Good Friday
April 24—Easter Sunday
Apr 9—Vimy Ridge Day
May 1 - Labor Day
June 29 - Lailatul Isra Wal Mi Raj

INDIA

April 16—Mahavir Jayanthi
April 22—Good Friday
April 24—Easter Sunday
May 9 - Birthday of Ravindranath
May 17— Buddha Purnima/Vesak