BUCHANAN
TECHNOLOGIES

PEOPLE | PROCESS | TECHNOLOGY

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WHAT WE DO

For 22 years, Buchanan Technologies has been in the business of helping customers solve business problems through the use of *people, process and technology.*

As the landscape of applications, infrastructure, and network management changes, we continue to grow and adapt through a pursuit of knowledge and expertise.

We develop strong and beneficial alliances with key technology vendors. These relationships pay dividends to our customers by giving us direct technical support, inside and advance knowledge of upcoming releases, and preferential pricing.

With 550 employees worldwide, spanning 7 times zones, and four 24x7 support centers, Buchanan is strategically positioned to meet your organizations evolving IT demands.

WHO WE ARE

At Buchanan Technologies it is important to know what that company is all about: What products the company sells; what services it offers; what the company *does*. But, it is equally important to know who the company *is*: What are the company's values? What is the company vision? What direction is this company moving toward?

Our people are our most important and valuable asset. We passionately pursue trust relationships with our employees, partners, and customers. We work to ensure the success of our company by ensuring the success of our employees. Buchanan Technologies constantly offers opportunities to our employees, such as education services and industry certifications. We provide the proven skill and industry knowledge to our clients, ensuring high-level and low-cost solutions.

Buchanan's primary focus is directly on the people we hire to serve the companies we support. No matter where you are located or what your challenge is, Buchanan Technologies' team can help embrace your goals.

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DESKTOP SERVICES

Providing a stable, consistent computing environment for your end-users is critical to the success of your business. We provide a team that has the experience, resources and abilities to offer our clients increased productivity, reduced costs and improved end-user satisfaction. *We ultimately allow you to focus on your core business objectives*

Buchanan's Desktop Services Include the Following Key Service Offerings:

- Onsite Field Services throughout the U.S.
- Remote Control
- Computer Audit & Inventory
- Patch Management
- Cross Platform Support (PC and Mac)
- Hardware and software installation and maintenance
- Windows roll-out planning and deployment
- Microsoft Office roll-out planning and deployment
- Distributed systems management
- On-site and Off-site 1-800 support services for desktop applications and server management
- 2nd and 3rd level support services
- Mobile Device Support
- End-User Security
- Anti-virus and Anti-Spam Support
- Service Desk Support (24 x 7 International Service Desk)

Our Desktop service team provides 1-800 support services to our clients through our 24 x 7 International Support Center.

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Secure Remote Control

Buchanan Technologies' Remote Control Service can provide easy, fast and secure Remote Desktop Management of your entire computing infrastructure from anywhere.

Computer Audit and Inventory

Buchanan provides a fast, accurate and up-to-date Audit and Discovery of the entire computing infrastructure, allowing customers to get a complete and comprehensive software and hardware inventory delivered right to their desktops automatically.

Patch Management

Buchanan provides fast, easy, and reliable patch management to keep our customers' servers, workstations and remote computers up-to-date with the latest security patches and updates.

- Automatic and Recurring Patch Scans
- Easy and Fast Deployment
- Patch Approval
- Automated Patch Deployment
- Interactive Patch Management
- Flexible Configuration
- Comprehensive Reports

Desktop Deployment Services

- Create and maintain standard and/or departmental images for multiple hardware types to deliver a consistent, repeatable computing environment for the end-user
- Automated deployment of software and Windows OS
- Packaging of software installations for consistency of installation
- Methodology and project planning for large scale deployments of multiple systems

Desktop Management Services

- Process improvements and analysis to increase efficiencies and align the delivery of PC's and desktop services with the needs of your business
- Documentation of processes, procedures and policies as related to the desktop services arena

Advanced Mobile Device Support

- iPhone
- Blackberry
- SmartPhone
- Windows CE devices (including scanners etc.), Wireless printers, etc.
- Configuration and support, troubleshooting, coordination with vendors for RMA of faulty devices, integration with email and calendaring services

Real-time End-User Security

- OS security patching and service pack updates
- Office security updates, security updates for software
- Coordination with server personnel for back end integration and deployment of system policies to mitigate risks

Ongoing Anti-Virus and Anti-Spam Support

- Installation and configuration of AV and anti-spam tools
- Management and tracking of system status through toolsets for enterprise products
- Identification and remediation of virus and spyware attacks
- Configuration of standard images to reduce risks associated with viruses, spyware and spam

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Stand behind your internal IT services with professional support from Buchanan Technologies. Our International Support Center (ISC) works to minimize disruption to your business by detecting incidents, capturing the detail, and resolving the issue at every possible opportunity. If the incident cannot not be resolved directly or immediately, the team will coordinate the activity required to restore services while recording information that will result in the timely resolution and future prevention of problems.

Service Desk Consulting & Implementation

Our team of service desk professionals supports all sizes and types of call center operations. Our engagement model gives our management organization the visibility to many call centers supporting hundreds of thousands of employees and best practices of service delivery.

- Service desk design, implementation, and operation
- Service desk technology recommendations
- Service desk assessments

If you're interested in improving your delivery of service, consider Buchanan Technologies' ISC Service Desk consulting engagement. We'll improve your service desk and make recommendations to improve its efficiency and the customer experience.

Managed Service Desk

Buchanan Technologies delivers a managed service desk solution that integrates with your IT infrastructure. Our service desk professionals give your employees and customers great customer service and provide a solution when they need it most. Buchanan leverages industry best practices, such as Information Technology Infrastructure Library (ITIL), Help Desk Institute (HDI), and Project Management (PMI) to identify root causes and develop the service desk solution that drives down the number of trouble ticket incidents, reduces downtime, and assists improving the ultimate customer experience.

Buchanan Technologies works with you to lower costs, improve customer service, reduce management headaches and improve your business operations. Our goal is to minimize disruption to your business by detecting incidents, capturing the detail, and resolving the issue at every possible opportunity. If the incident cannot be resolved immediately, the team coordinates the activity required to restore services. Our documentation will help maintain a timely resolution and support the analysis to show how to prevent similar issues in the future.

We help our customers minimize disruptions to business while showing performance measurements, not just workload measurements. Some key benefits of working with us include:

- Lower overall costs
- Access to support 24 hours every day, 7 days a week
- Ongoing analysis and recommendations on improving business processes based on trend analysis

Our 24 x 7 services help our customers do their jobs knowing there is qualified support just a phone call away.

Maintain the Integrity of your Enterprise Knowledge

Enterprise knowledge is collected and maintained within SOCRATES, Buchanan's knowledge management system. Periodic review of the knowledgebase updates and maintains changes to your organization's information.

Teams meet regularly with managers to review knowledgebase information, learn about new initiatives, and get team performance feedback.

Outside the Box – Business Process Support

Use the service desk to support the new hire process, travel requests, and procurement requests in addition to technology support.

Quick Implementation

Our People | Process | Technology delivery methodology ensures successful implementation that is reliable, dependable and predictable.

ISC Products & Tools

CTS Service Center
- Incident Management
- Request Management
- Problem Management
- Change Management

Socrates Knowledgebase Management System
Skills Management System
Apollo Learning Management System

Deep Dive Analytics Help You Make Effective Process Improvements

Understand where your business needs support and what trends might lead to a greater need for training or technology upgrades. Our sophisticated data tracking and consultative reporting gives you a basis for making strategic business decisions. Our reporting package includes:

- Accomplishments/goals/interruptions
- Automated Call distribution Statistics
- Twelve-month ticket trends
- Aging History
- Aging by Group
- Ticket Ratings
- Resolution Rates
- Response and Resolve Times
- Ticket Origin

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APPLICATION DEVELOPMENT SERVICES

In today's world, companies are developing custom applications to meet their business needs. Companies utilize their existing technical staff or outsource their core development to a trusted partner, like Buchanan Technologies. Whichever approach is chosen, it is critical for organizations to design, develop and deploy their applications with minimal risk and in the most cost effective and timely manner possible.

Gain the benefits of your software development project faster and eliminate cost overruns by employing professional developers and projects managers from Buchanan Technologies. By managing to specific deliverables and outcomes, or working as part of a client-managed team, your Buchanan Technologies application development team guarantees your success.

Application Development Center

Let us demonstrate our experience in automating business processes, integrating disparate systems and building collaborative solutions.

The Buchanan Technologies Application Development Center (ADC), can enhance and improve the efficiency of your business operations by designing, deploying and supporting custom and packaged applications. Using our proven development and testing methodology, we reduce client risk and deliver cost effective solutions. By utilizing the Application Development Center facilities, Buchanan Technologies helps its clients eliminate the costs of building and maintaining development environments.

Custom Application Development

Get access to in-depth technical and project management experience for all facets of your custom application development lifecycle. Using our Solution Delivery Methodology, we help clients through the process of designing, implementing, deploying and supporting custom solutions in the .NET, JAVA and POS technology space. And we have experience in large and small organizations across multiple industry verticals.

Our proven approach is built around the following:

- *Solution Delivery Experience.* Broad experience in delivering custom development solutions and packaged application deployments to meet our clients' needs.

- *Proven Methodology.* A best practice based methodology designed to reduce risk and deliver quality solution that meets your requirements.

- *Our People.* Our architects and developers are experts in leading software products with the certifications and industry experience to prove it.

- *Cost Effective Solutions.* Our clients have realized up to a 40% cost savings when utilizing our Application Development Center.

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Microsoft Application Development

As a Microsoft Gold Partner, we have extensive experience in designing and deploying Microsoft Packaged Applications. Many of our clients are using our services to design and Deploy .NET and Microsoft Office SharePoint Server 2007 (MOSS) into their organizations. Our experience includes designing and deploying MOSS Infrastructures, Custom MOSS Enterprise Rollouts, MOSS Training and the development of MOSS Governance Models. Ask us for information on the new SharePoint Server 2010.

Proven People—Experienced, Certified, Disciplined Project Teams

Your application development team is made of project managers, solutions architects, developers and quality assurance testers who have real-world experience creating custom solutions with leading edge technologies. Our people continually develop both their technical and professional skills through training and certification programs; and maintain their certifications to give our development projects the most current experience possible.

Proven Methodology—A Pragmatic, Phased Approach to Meeting Objectives

The key to successful application development is a proven, repeatable Methodology, guiding the application development lifecycle from inception to completion. The Buchanan Technologies' Solution Delivery Methodology relies on industry standards and best practices grained through years of delivering application development projects.

The Buchanan Technologies Solution Delivery methodology consists of seven phases: Discover, Design, Develop, Validate, Deploy, Transition, and Support. Each of these phases has a defined set of milestones that must be reached before the next phase in the project begins.

Managing and mitigating project risk is critical to the success of any project. The Buchanan Technologies' Solution Delivery Methodology takes a proactive approach to risk management. Our methodology promotes proactive communication between the client and the project team through project status reports, risk logs, issue logs, and change requests -- all which are communicated and provided to the client on a weekly basis via written reports and status meetings.

Our method is unique in that it supports both infrastructure and application development projects. What makes an effective project methodology? Clearly defined objectives, action plans, and deliverables. Our methodology includes a seven phase process:

Buchanan's Solution Delivery Methodology ©

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INFRASTRUCTURE SERVICES

Our certified professionals work with you on implementing the appropriate processes, technologies and staff to meet specific business requirements. Using industry proven methodologies and support tools, we give you a foundation for your mission critical applications. We guarantee a robust delivery model and cost-effective monitoring and management by leveraging our people, processes and technologies.

Our networking solutions provide advanced networking features while controlling costs by utilizing the most current technology combined with best practices in the areas of routing and switching, IP Telephony, and network security.

Core foundations for essential infrastructure management

Buchanan Technologies builds its clients' infrastructure designs using industry standard platforms. Ask us for information on these key services.

Directory Services
- Active Directory
- eDirectory

Identity Management
- Single Sign-On Products

Virtualization
- Hyper-V
- VMWare
- Citrix/Xenserver

Routing and Switching
- Cisco
- Juniper

Server Platforms
- Linux
- Microsoft
- AS 400
- 3270 Mainframe

Monitoring and Management for constantly changing environments

Rely on our team of network professionals to monitor and respond to issues that arise within your infrastructure. Remote and onsite support assures availability and gives you advance notification of changing capacity and utilization requirements.

Our networking solutions provide advanced networking features while controlling costs by utilizing the most current technology including third-party monitoring applications.

Storage solutions to keep valuable data safe and available

Your business needs cost-effective storage solutions that easily permit you to address backup, recovery, assessments, architecture, archiving, and risk management. Buchanan Technologies offers storage services that give you stress-free solutions with dramatic cost reductions.

- Backup & recovery solutions
- Storage assessment
- Storage architecture and planning

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Switching & Routing

Buchanan Technologies' Routing and Switching specialists have the proven skills and knowledge required to successfully install, configure, monitor, and support the advanced capabilities of Cisco routing and switching solutions. Our specialists have specific expertise in:

- Routers
- Switches
- Wireless
- CiscoWorks
- WAN optimization
- Security
- VOIP
- Call Manager

Messaging to keep your enterprise connected

Communication is the key to personal and business success. Effective and dependable communication through email and other sources is a vital factor in both employee and customer relations. Buchanan's Messaging services employ state-of-the-industry solutions across existing and emerging platforms, including:

- Exchange, Notes, Groupewise, Open Source
- Unified Messaging: OCS/LCS, CUP
- Sharepoint

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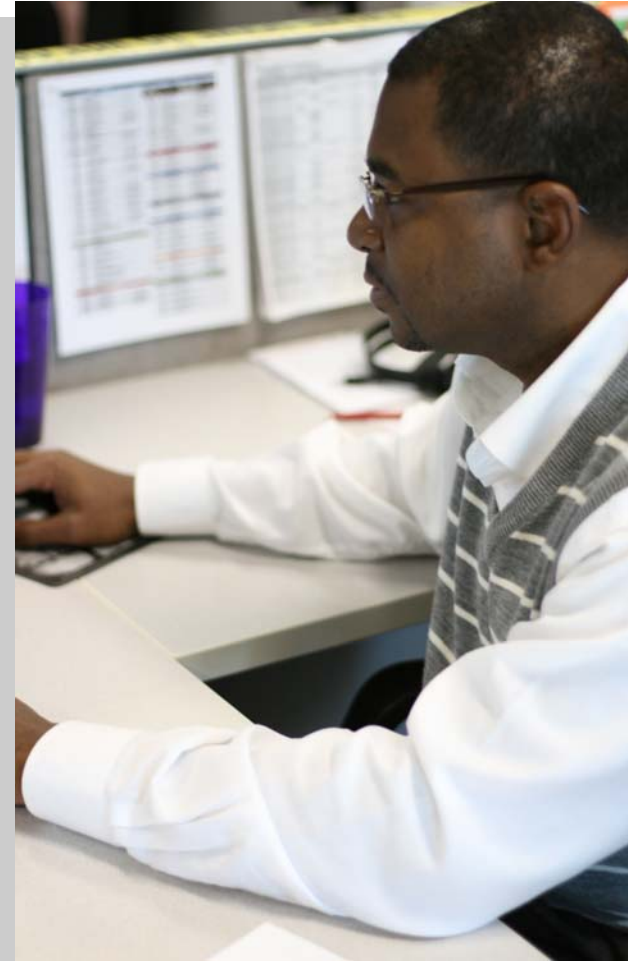
MANAGED SERVICES

Buchanan Technologies' Managed Services provides clients with IT Management Services that lead to increased security and stability while lowering the cost of system maintenance and administration.

By leveraging 22 years of IT consulting expertise and robust operational efficiency model, Buchanan Technologies will provide a high level support and availability by managing your networked equipment and applications. Buchanan enables customers to focus on strategic activities rather than device support. In addition, establishing a partnership with Buchanan will allow you to pay only for the support services that are *really* needed, which enables personnel and financial resources to focus on core business initiatives.

Our proactive management of operations ensures issues which arise are quickly resolved, ensuring uptime and end-user satisfaction are enhanced.

Buchanan's Managed Services
- 24 x 7 x 365 Helpdesk Support
- Desktop & Network Security Solutions
- Hardware and Software Installation; Lifecycle Management
- Remote Desktop Management
- Onsite Support Services
- Managed Print Services
- Hardware Asset Management
- Vendor Relationship Management
- Infrastructure Management
- Spam Protection
- Data Protection and Backup
- Security Patch Management

Benefits
- Relevant & Timely IT Activity Reporting
- Remote Monitoring
- Proactive Maintenance and Monitoring on a 24x7x365 basis
- IT Depot & Inventory Management
- Defined Service levels
- Break & Fix - Certified Hardware Technicians
- Certified Warranty Claims
- Warranty approval and repair/replace process
- Fixed Costs
- Lower operational budgets providing stronger return on investment to the business
- Enhances uptime and infrastructure security and stability
- Provides proactive infrastructure at a fraction of the cost
- Enhances retention of senior technical talent by offloading redundant daily administration and operational tasks
- Ensures full time technical resources are able to focus on strategic areas and technical direction rather than daily support-based activities

Supported Environments
- Desktop & Server OS
- Exchange Server
- Blackberry servers
- SQL server
- SharePoint Server
- Citrix Infrastructure
- Backup Infrastructure
- Virtual Server Environments

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Most organizations have dozens of printing devices scattered throughout one or multiple facilities. Companies may be using a mix of models and manufacturers, including new machines as well as legacy devices based on old technology. The cost per page for each device may be known, as well as what is spent on consumables and repair bills; but the immeasurable costs as a result of downtime, mishaps and maintenance on these devices can go unchecked, draining profits and putting an unnecessary burden on employees and IT staff.

Buchanan's Managed Print Service can allow customers to focus on their core business and not the day-to-day management of printers, copiers, faxes, scanners and multi-function peripherals. With a managed print solution, companies can update and right-size the printer fleet to save internal resources and help reduce total cost of printing.

Establishing a leaner, more fluid printing infrastructure will provide your organization with opportunities to improve productivity and increase cost efficiency. Buchanan's Managed Print Services utilizes various tools, hosting technologies, and a dedicated support center to enable our customers to achieve outstanding results and reduce costs. Most companies have to manage multiple vendors, contracts, and service level agreements, which can be costly and complex. Buchanan's Managed Print Services provides single point of contact and accountability, allowing to gain control over a fragmented and decentralized imaging and printing environment. In addition, Buchanan's Managed Print Services will focus on current asset infrastructure and apply proven methodologies and technologies to keep internal business processes running at peak performance.

Buchanan Technologies' Managed Print also provides warranty response support and dispatches onsite Field Engineers for device maintenance and repair.

Managed Print Program Features

- Track printer assets regardless of the brand
- Report volume usage by printer
- Replenish consumables through automatic toner fulfillment
- Initiate service calls directly to a certified help desk agent
- One monthly charge based on pages printed
- Remote monitoring of all devices

Managed Print Benefits

- Provides a single point of accountability
- Helps reduce IT burden, allowing you to focus resources on core business
- Helps reduce total print costs
- Can help eliminate investments in capital equipment
- Proactively manages print fleet to help reduce downtime
- Helps eliminate the need to stock printer consumables on- premises
- Onsite Field Support

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ENTERPRISE RESOURCE PLANNING (ERP)

Buchanan Technologies is collaborating with Microsoft Partners to assist with implementation, development, project management and consulting services. Buchanan uses proven methodologies with a focus on business processes to provide 'best practice' solutions. Buchanan's ERP service can assist in efficiently integrating the data and processes of your organization into one single system, allowing easy access and workflow for the entire organization.

Benefits

- Improved coordination across functional departments
- Increased efficiency
- Reduced operating costs
- Reduced Personnel
- Accuracy

Development

Buchanan Technologies have several developers and testers able to provide support in all areas of NAV. Our Continuous Integration model can provide companies with manageable development and testing processes, keeping the most current development in the production environment. In addition to NAV customizations, Buchanan has provided performance optimizations and development training. We have also provided support for Navision Application Server, Employee Portal and Business Analytics implementations.

 Buchanan Technologies also has developers available for XML, Visual Basic.NET, C#, ASP.NET, Java, Python, Perl and many other programming languages.

Documentation Support

Documentation is an important and vital part of any successful implementation. Buchanan Technologies' technical writers provide detailed user documentation for end users. We also provide comprehensive documentation for maintenance processes.

End-User Training

Buchanan Technologies can provide on-site or remote training NAV.

Implementation Support

Buchanan Technologies provides support for every aspect of implementation. We can provide a full implementation team or support for specific areas. In addition to the services described above, we provide expertise for:

- Project Management
- Data Migration
- Infrastructure Management
- "As-is" and "To-be" process flows

Module Support

Buchanan's consultants are experienced with all Dynamics NAV modules including:

- Finance – including Cost Accounting
- Warehouse
- Manufacturing
- Purchasing
- Sales & Marketing – including CRM
- Human Resources & Payroll

Specific projects have included MRP implementation, permissions review and updates, and NAV CRM implementations.

Many of our consultants are also able to provide support for integration with other systems including the Gentran Translator (for non-Lanham EDI), Oracle, CRM and SQL.

Buchanan Technologies has extensive experience with EDI systems and can develop EDI Solutions for any translator without the need for Lanham EDI.

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Manage IT combines onsite technical support with a Fractional IT Director and a 24 x 7 service desk as a complete IT solution for your small to medium business. Buchanan provides highly qualified personnel with technology including CTS Service Center, Network Management and others to deliver efficient and effective IT services.

The Fractional IT Director evaluates the current state of the environment and provides transitional support to improve service where needed. They develop and implement the policies and procedures to run IT efficiently while providing periodic audits to ensure the procedures are correctly followed.

Manage IT provides effective customer communication, the procedures and methodologies that are repeatable and measurable, and the subject matter expertise to successfully plan, implement, manage and report.

Tactical IT Director Functions

There are nine basic services that represent the basic management functions for most Information Technology: Service Desk, Change Management, Workstation Management, Infrastructure Management, Telecom Support, SOX Compliance, IT Procurement, Asset Management, and Security.

Workstation Management

Workstation management requires a wide range of tools and processes to be efficient and effective: Remote Control and Diagnostics, Migrations, Imaging, SW Distribution, Patch Management, Backup Services, Workstation Alert Monitoring, Asset Lifecycle Management, Antivirus, Security Base Analyzer, License Key Management, and Hardware Maintenance.

Infrastructure Management

It requires more complex tools and resources to streamline operational tasks: Migrations, SW Library, Network Monitoring, Server Backup, Server Monitoring, Patch Management, Security Management, Security Management, Security Monitoring, Asset Management, Antivirus, License Key Management, Server Diagnostics, Email Spam Filtering, Hardware Maintenance.

IT Audit Schedule

Scheduled tasks are required to ensure steady state operations. The IT Audit Schedule is designed to verify a report on the status of key IT functions: Backup Verification, Disaster Recovery, Patch Verification, Capacity Planning, Virus Verification, Security Audit.

IT Sourcebook

The IT Sourcebook is a key component of the IT infrastructure documenting all devices, interfaces, software, procedures and plans associated with Information Technology. Sourcebook Components include Hardware and Software Inventory, Network Maps, Policies and Procedures, Capacity Planning Statistics, Change and Problem, Incident Management, Call Tree, Vendor Information, and Contract Management.

Common Directory Structure

A Common Directory Structure provides the IT organization a central place to store information pertaining to Information Technology initiatives. A standard, published file system for IT increases a framework for the business to manage knowledge.

Manage IT, provides the people, the process, and the technology, along with audit schedules and sourcebook components and common directory structure to deliver a full complete IT solution.

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Buchanan Technologies has developed a powerful, full suite of business applications use to support our clients' technology services, clickright.net. Clickright offers services including procurement, asset management, automated testing, incident, problem, and change management.

ARIES—Asset Management System

ARIES gives immediate access to accurate information about every asset managed. The web-based, hosted software solution includes integrated software for handheld scanners. Have a fast, easy-to-use asset information capture tool as well as an enterprise-wide asset management and reporting system. Benefit by reducing hours spent searching and accounting for equipment. And auditing, reporting and managing maintenance, moves and depreciation of valuable assets is fast and easy.

Not only can ARIES track typical computer assets like laptops and monitors, it can manage furniture, tools, vehicles and equipment. ARIES greatly reduces time wasted searching for lost or misplaced assets.

ARIES improves accuracy for audits by providing immediate access to asset lifecycle and ownership. Asset use is optimized with ease by maintaining the asset data either through the handheld device, wireless notepads, or PC workstations with a direct link to a fully functional website with comprehensive, flexible reporting.

LEO—Automated Testing Services

Buchanan's LEO Automated Testing Services rigorously tests business applications, business systems, email systems, and voice mail systems. LEO is a full service offering; providing the staff to write scripts, install and monitor it's performance. Verify email is flowing inside and outside a network.

- Test the quality of voice recording in an email in standard PBXs or VOIP systems
- Test production application performance
- Test application functionality
- Alerts customers to any issues 24 x 7

Developing software? If so, consider using LEO to perform regression testing to ensure existing functionality is working properly. Regression-testing lab performs a full regression test each time a new build of code is developed. Is there new functionality in the latest release? Include requirements documents and Buchanan will build new scripts to test if new software features are working as expected.

The system gives a deeper insight into systems through the use of multiple automated test labs and custom test reporting. Instead of manually testing software, LEO gives the ability to schedule tests and receive results real-time.

FEATURES

- Hand-held device software for Windows Mobile 5.0
- Simple, web based user interface
- Quick check in and check out feature for use with daily item changes
- File uploading to attach files pictures, warranties, manuals, etc. to any asset
- Unlimited assets and users
- Custom fields perfect for tracking unique requirements, like grants or donations
- Import and export to Microsoft Excel
- Required fields and definitions for easy reporting

FEATURES

- Wizards allow you to easily run scripts and view results.
- The Dashboard shows progress and visual insight into automated labs.
- Scheduling lets you set a specific time to start your automated test.

ARIES
FIND IT. TRACK IT. STORE IT.

LEO
AUTOMATED TESTING SERVICES

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CTS—Call Tracking System

CTS Service Center is a browser-based application that supports the comprehensive management of service desk services across incident tracking, problem resolution and escalation, and change management. CTS gives customers the ability for end-users to directly access functions through the Internet, including real-time viewing of service requests as well as an end user self-help system.

This enterprise-ready service desk ticketing system has been proved across a number of Fortune 1000 and medium-sized companies. The comprehensive system includes standard and advanced features, including easily viewed and managed tickets, auto-expanding ticket detail information; a knowledge-base management system, automatic email notifications; security through 24/7 third-party monitoring comprehensive search capability; role-based permission; as well as executive summary and detail reporting.

Buchanan Laboratories' robotics

FEATURES

- Web-based
- Variable Ticket Summary Screens: Easily view
- open, pending, closed, etc. tickets
- Knowledgebase Management
- Automatic email notification
- Security: 24/7 third-party monitoring of all data
- access
- Search: Comprehensive search capability
- Search Data Export: Clicking the export hyperlink exports all data into excel spreadsheets
- Role- Based Permission
- Reports: Complete management and
- administration reports
- Mail Integration: Attachments will be linked to the request
- Self Serve: End users have the ability to create their own tickets as well as check on status of tickets.
- Custom Fields
- Escalation Rules
- Recurring Tickets
- Easy Client Information Display
- Historical Information
- Customization

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Buchanan Technologies is an international IT professional services, consulting and outsourcing company founded in 1988. We have grown into a respected leader in the IT services. We offer end-to end technology solutions for clients and we're committed to delivering cutting edge technology solutions.

To deliver on this promise, the company employs hundreds of Subject Matter Experts (SMEs) assisting clients with services such as technology maturity assessments, remediation services, software selection and implementation, custom application development, e-commerce solutions and website development, network security management, project implementation, VOIP, Cisco services, and full-service outsourcing.

Buchanan Technologies employs the best and brightest in the technology field, backs them up with proven processes, and maintains an overall focus on the business relationship we have with our clients.

Our clients range from local and regional companies to large scale global enterprises. We provide the perfect combination of people, process, and technology. Ask us for references. You'll find our customers stay with us, because we deliver results and stand behind our work. Through detailed reporting, professional best practices, and guaranteed service levels, Buchanan Technologies continues to grow and enjoy lasting relationships with its customers.

We have regional offices in the US, Canada, Europe, and Asia. We have field engineers in 34 states along with an extensive network of local affiliates in almost every city in North America. This enables us to deliver our services anywhere our clients are located. At the heart of our success is the practice of working closely with our clients to provide creative, strategic, and development services that assist them in meeting their business objectives.

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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.

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.*

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.

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We strive to be: The Preferred Employer

- Buchanan Technologies is a place where people grow and thrive.
- Our culture is simultaneously fun and challenging.
- We enable and celebrate personal achievement.
- Our people are equipped for success with knowledge, information, and tools.

Our company believes in Servant Leadership.

> Vision is organizing and operating in such a way that we continuously live out our values.

We strive to be: The Preferred Business Partner

- Our customers and alliances trust us, and we never take that for granted.
- We deliver transformational services through the technical leadership, innovation, and knowledge capital of our people.
- We have a stake in every relationship. We share the risk and invest resources to create the reward.
- Our customers can depend on us to be good stewards of their investment. They know we practice integrity in all of our business dealings.

We encourage our employees to actively pursue their personal, financial and career goals. Choose a direction, focus on your goals, and we will help you attain them.

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Direction, these are the short-term, specific and measurable actions, or *initiatives*, that we take to support our business.

- **Proactive Employee Communication**
- **Improvement of Employee-Focused Programs**
- **Servant Leadership Development**
- **Spreading of Buchanan Technologies Culture**
- **Development of Empowering Processes**

We encourage our employees to actively pursue their personal, financial and career goals. Choose a direction, focus on your goals, and we will help you attain them.

SERVANT LEADERSHIP

Servant Leadership is a practical philosophy which supports people who choose to serve first and then lead as a way of expanding service to individuals and institutions.

Servant leaders encourage collaboration, trust, foresight, and listening; they teach through example, consistent feedback, and personal guidance.

Servant Leadership means that it is each person's responsibility to be a leader, to set a positive influence, and educate through example.
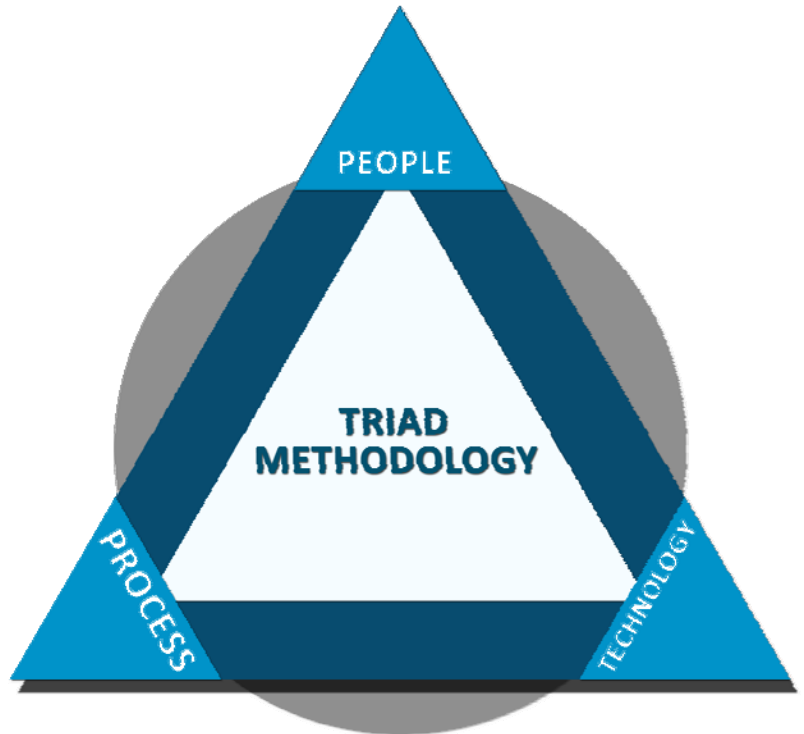
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T E C H N O L O G I E S

TRIAD Methodology©

The successful blend of interpersonal communication skills, effective project management and technical ability is incredibly powerful. The **TRIAD© Methodology** maps an individual's capabilities to create teams that are effective and efficient.

Projects are mapped into the **TRIAD© Methodology** to ensure effective communication and training plans. Project management will keep people aware of the progress of the project and the skill to get the job done.

When the **TRIAD© Methodology** is applied to a customer relationship, the strength of both the customer and BA grows, thus combining the embedded knowledge of our customers and processes to achieve a high value return with fundamental IT management.

People

Buchanan evaluates employees and selects the right people with the right skills.

Process

Best practices are proven processes. Buchanan uses methodologies such as ITIL and Solution Delivery Methodology and others to support customers' business processes.
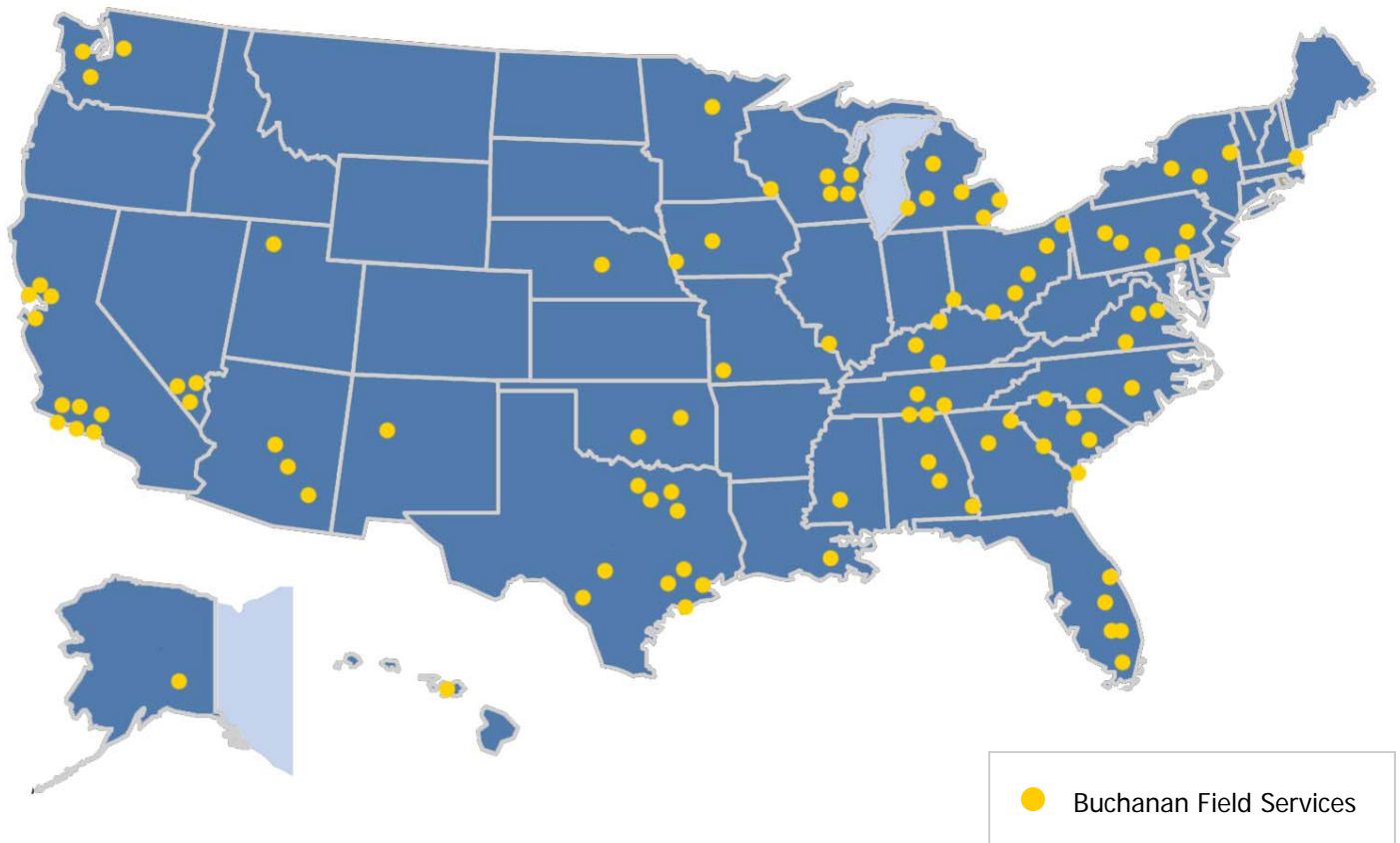
Technology

Buchanan uses industry standard as well as proprietary technologies to keep our customers secure, stable, and efficient. Our customers rely on technology services that a reliable, dependable, and predictable.

Buchanan's Field Engineering Service Team spans the U.S., with hundreds of highly trained IT professionals. Our engineers have been responsible for thousands of implementations and refresh deployments for the following sectors:

- Government
- Automotive
- Finance
- Retail
- Aviation
- Education
- Transportation
- Healthcare
- Communications
- Non-Profit

Buchanan proactively manages our engineers' educational requirements, ensuring they are best-prepared to deliver the highest quality support to our valued clients.

● Buchanan Field Services

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Microsoft Gold Partner

Buchanan Technologies is a Microsoft Gold Partner with expertise in the latest Microsoft technologies including SQL 2005, Exchange 2007, Windows 2003, Windows 2007, Windows Vista, Windows Mobile, Sharepoint, and other MS technologies.

Premiere Cisco Partner

As a Premier Cisco Partner, we offer expertise in Routers, Switches, Wireless, CiscoWorks, Security, VOIP and CallManager. Buchanan Technologies also procures Cisco equipment to customers while offering the highest discounts.

VMware VAC Partner

Buchanan Technologies is a VMware VAC Partner in the Untied States & Canada providing a full compliment of VMware related expertise. From large datacenter consolidations, to small business virtualization assessments, we can provide our customers with VMware expertise to increase hardware efficiency, while reducing total cost of ownership. The Managed Service delivery team of Buchanan Technologies leverages the latest technology from VMware to architect a solution that provides server consolidation, scalability, reliability, and predictable operational expense.

Dell Professional Services

Buchanan Technologies is a preferred partner for Dell Professional Services in both the United States & Canada. When customers engage Dell Professional Services for technology engagements, Dell relies on Buchanan to provide all facets of delivery from scoping and assessments to implementation and support. Through this partnership Buchanan delivers a full suite of services to include infrastructure based architecture and migration projects. Projects are focused on Microsoft, VMWare, Altiris and Oracle technologies.

Citrix Partner

Citrix and Buchanan Technologies enable enterprises to minimize the cost of application delivery while maximizing availability and security. This is done by delivering applications with a unified infrastructure capable of accelerating business growth, while mitigating risk, and reducing costs.

IBM Global Premiere Partner

Buchanan Technologies is an IBM Global Services Premier partner. Through this partnership Buchanan Technologies delivers application development, VOIP, and managed services solutions for IBM customers throughout North America.

Oracle Partner

Buchanan Technologies has Oracle expertise that is second to none. We employ some of the brightest Oracle & Linux talent available in the marketplace. These consultants have helped our customers with Oracle migrations from Sun and HP hardware with Solaris and AIX operating systems to Dell hardware and Linux operating systems. Our consultants are versed with the Oracle Database technologies and line of products, so that we may help customers with single stand alone Oracle environments that need a more robust, fault tolerant database solution; migrate to a Clustered Oracle RAC (Real Application Cluster) environment. Our consultants are skilled in the Database migration techniques and technologies to assist our customers in the migration of data from one Oracle version to another.

Xerox Partner

Buchanan Technologies is an authorized PagePack managed print services reseller. Through this partnership, Buchanan Technologies can reduce print and copy costs by as much as 30 percent, while improving overall productivity of our customers. Our partnership with Xerox can help fine-tune output fleet for optimal productivity.

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Peak 10 Solutions Partner

Buchanan Technologies is a partner for data centers and application hosting with Peak 10. This partnership provides our customers with local solutions for outsourcing data center services. These solutions help lowers costs and maximize internal resources, all while keeping valuable information technology assets close to your business.

AT&T Partner

Buchanan Technologies is currently a resell partner to AT&T for voice and data circuits, as well as the AT&T VOIP plug and play phone systems. This partnership can provide support and pricing anywhere in the US.

Hewlett-Packard Partner

Buchanan Technologies is currently a selected Business Partner of HP and part of the HP PartnerONE program. Through this partner program, we can resell and deliver HP products and solutions that match our customers' needs. With the PartnerONE Program, we can find the right HP product and solution in a fast and accurate manner. The program is structured to work across all HP business units and organizations to help us quickly identify and present the right match for our customers' needs.

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Buchanan Technologies Helps Automotive Retailer Reduce Printing costs by 50%

In addition to a three year, all–inclusive procurement contract for Dell standardization on desktops and servers, Buchanan is now offering our Managed Print Solution (MSP) to one of our largest retail customers.

Buchanan's customer, a Fortune 300 automotive retailer, has standardized on much of its IT infrastructure, but it hasn't adopted a corporate standard for printing. Instead, it has left that decision in the hands of its individual dealerships.

Buchanan knows an unmanaged printer fleet costs its customers unnecessary money. Store by store, across 153 "rooftops" and 17 states, Buchanan is currently negotiating and delivering a managed print solution that is enabled by Dell 2330 Laser Printers and delivered directly by Buchanan.

Until a standardized, corporate-wide contract is signed, Buchanan will continue to negotiate and deliver store-by-store, saving our customer an average of 50% on total cost of printing per store.

Linux Software Rollout

In 2009, Buchanan was chosen to assist the 8th largest retailer in the world in a Linux software rollout. The worldwide rollout included upgrading the old Unix and Windows NT boxes to the more reliable, secure Linux OS. Buchanan selected four installers for the US (or CONUS) installs. The teams traveled all over the US, Japan, and Korea to perform these installs. During the deployment, Buchanan's service desk experienced an overwhelming barrage of calls from the field pertaining to the software upgrade that they have tackled masterfully by assisting each and every customer with their white glove customer service. The team has received several compliments from the client's executives on their hard work and focus to successfully complete this project.

Infrastructure Upgrade

For the past 50 years, this insurance company has provided millions of people with home, auto and personal insurance. In late 2001, they decided to upgrade their aging IT infrastructure to assist its large and geographically dispersed work force. With a goal of improving software performance and stability as well as improving network security, this customer chose to introduce Microsoft Windows XP and Office XP to its organization. Buchanan Technologies' implementation helped to meet its IT goals, delivering a stable and highly functional operating platform to the company and allowing employees to improve productivity while working with familiar software tools.

ARIES Asset Management System— Initial Installation

ARIES, Buchanan Technologies' asset management system, a simple web-based solution to track information Technology assets, has been successfully deployed at one of our government agency customer sites. They are currently using the handheld scanners to collect asset data and utilize the website to report on asset location, auditor and grant tracking, lifecycle and maintenance details, plus custodial responsibilities. Currently, the ARIES system is serving as a cost-effective and flexible solution that reduces the time spent searching for equipment.

> "We have been impressed with Buchanan Technologies' extensive automotive experience, geographic reach in the U.S., focus on customer service, and track record in implementing the hardware portion of our DMS for quite some time. It was natural for us to expand our relationship with Buchanan to provide us with more scalability to meet the U.S. market demand."
> - Customer CEO

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Within a world of choices, Buchanan Technologies has distinguished itself as a preferred provider of information technology services. We have been delivering services to business customers since 1988 and enjoy steady growth and long-standing client relationships.

Buchanan Technologies specializes in improving business processes and solving problems using technology and services, such as consulting, design, project implementation, network security, service desk support, application development and managed services.

Buchanan Technologies is headquartered in Irving, Texas, with regional offices in the U.S. and Canada. We also have affiliates in every major city in the U.S. and throughout Europe.

Buchanan Corporate Office

Buchanan Technologies' Offices

USA
Bloomington, IL
Irving, TX
Fort Worth, TX
Houston, TX
Austin, TX
Charlotte, NC
Miamisburg, OH
Detroit, MI
Wichita, KS

CANADA
Toronto, ON
Calgary, AB
Vancouver, BC

EUROPE
Sofia, Bulgaria

ASIA
Mumbai, India
Manila, Philippines

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