

The Download

Special 25th Anniversary Edition

BT
BUCHANAN
TECHNOLOGIES

WORKING HARD. GIVING BACK.

2013



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ACKNOWLEDGEMENTS

CONTRIBUTORS:

- 1 **Jim Buchanan**, Chief Executive Officer
- 2 **Stephen Sweett**, President
- 3 **Roger Edwards**, Vice President
- 4 **Robert Venable**, Chief Financial Officer
- 5 **Cheryl Wincheseter**, Executive Assistant to the CEO
- 6 **Kasey Foreman**, Legal Counsel
- 7 **Stephanie Edmondson**, Marketing Coordinator
- 8 **Sally Dixon**, Regional Vice President - Dallas
- 9 **Kay Dyson**, Director of Consulting Services
- 10 **Rick Martin**, Vice President - Field Services
- 11 **Paul Johnson**, Consultant
- 12 **Ashley Rondon**, Accounting Specialist
- 13 **Pam Rife**, Human Resources Director
- 14 **Chris Rife**, Project Manager
- 15 **Denise Coleman**, Administrative Assistant to the President
- 16 **Danni Krumova**, Director of Consulting Services
- 17 Current and Former Buchanan Technologies Employees

www.buchanan.com
888.730.2774

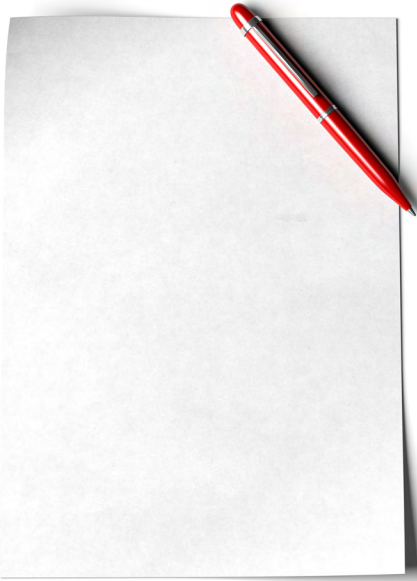


ORGANIZATIONS:

- A Child's Place • American Red Cross
- Charlotte Metro Police Department • Coppell Kid Country
- Cotswold Elementary - Charlotte • Dallas Community Partners
- Dilworth Soup Kitchen • Goodwill • Habitat For Humanity
- Kansas Humane Society • Little Sugar Creek Food Share Garden
 - Make-A-Wish Foundation • Men's Shelter of Charlotte
- Minor Oaks Hockey Association • Peel Children's Aid Foundation
 - Ronald McDonald House Charities • Second Harvest
 - Southwest Middle School - Charlotte • Texas de Peru
- Susan G. Komen Foundation • The Mary Kay Foundation
- The Salvation Army • The Stewpot • United Way Peel Region
 - Victim Services of Peel • Volunteer Compost Garden
 - Woodridge Nursing & Rehabilitation

THE DOWNLOAD IS PUBLISHED BY BUCHANAN TECHNOLOGIES FOR ITS EMPLOYEES.

Executive Vision



When I look back at the last 25 years, I have many fond memories. Like the time we moved from my apartment into our office in Las Colinas or when Dean Watts, my mentor and great friend, turned 80. I could go on and on about all of the great memories I have — and the great friendships I've been a part of.

Accomplishments

Starting and building Buchanan Technologies has been a significant part of my life. As a company, we've accomplished some amazing things over the last 25 years. We've employed thousands of people, generated a half a billion dollars in revenue, and given a lot back to the community. But as I reflect back and think about the legacy this company will have, my thoughts and heart always come back to the people. If it wasn't for our alumni, our veteran employees, and the talented folks we continue to add to our organization, we would not be where we are today. None of this would be possible without each and every one of you.

However, my gratitude extends further than just having talented people generating revenue and servicing the needs of our customers. I have been blessed that you've shared your lives with me. I've watched you grow your families, build your careers, and realize your financial goals. And for that, I thank you. I don't know if I could have imagined all of this when I started Buchanan Technologies in my apartment.

Company values

The cornerstone of our company's values is People Matter. You matter. And regardless of how many years we're celebrating together, this value will remain the constant force that drives our organization and culture forward. So here's to 25 years of lives shared, to hard work and giving back. Here's to another 25 years of success, relationships, and putting people first.

Thank you for the memories. I look forward to making many more with all of you.

Sincerely,
Jim Buchanan
 Founder & CEO



I have been blessed that you've shared your lives with me. I've watched you grow your families, build your careers, and realize your financial goals. And for that, I thank you. I don't know if I could have imagined all of this when I started Buchanan Technologies in my apartment.

OUR CORE VALUES:

- PEOPLE MATTER:** Our people are our most valuable asset.
- CUSTOMERS MATTER:** We love our customers. We want immensely happy customers.
- PRINCIPLES MATTER:** Do the right thing, at the right time, for the right reason.
- COMMUNITY MATTERS:** We give back to our community. We can, we do, and we will make a difference.



PROFESSIONAL SERVICES

Our strong network provides a broad range of IT professionals and technology subject matter experts.



PROJECT SERVICES

We provide the governance and resources required to successfully deliver IT projects.



MANAGED SERVICES

Our dedicated support team provides proactive management and monitoring over your IT environment to keep your end user community working as efficient as possible.



TOSCO FIELD SERVICES

On-site technical support anywhere within hours.



SUPPORT CENTER

The Support Center provides a single point of contact for your organization IT support 24x7x365.

Through the Ages

A Look Back at Buchanan Technologies Logos

Whether it's to highlight new service offerings, to acknowledge organizational growth, or stay relevant with industry trends and consumer's tastes, great companies and great brand change. Over the last 25 years, we've refreshed our logo and branding to reflect many of the changes happening internally as well as in the marketplace. Here's a look at how our logos and branding have changed over the last 25 years.

1989



2000



2009



2012



WHAT MATTERS

Since the very beginning, we've used four core values to guide and shape Buchanan Technologies into the organization it is today. And for that, I'm very proud. It is important for any company to follow principles, take care of its employees, and ensure its clients' needs are being served. And we've done those things immensely well. All of those values truly matter. But I don't want to overlook or ignore the importance of how much "Community Matters" as we talk about "What Matters Most" to Buchanan Technologies. Many of the Buchanan Technologies offices work with local chapters of Habitat for Humanity, Ronald McDonald House, and The Salvation Army. In addition, each Buchanan office location gets involved with other area-specific charities that focus on men's, women's, and homeless shelters, food banks, children's enrichment



programs, and animal rescue groups.

Giving back and getting involved in the communities where we live and work is important. It keeps us humble and reminds us that even on our bad days, someone in our community has it much worse. Being good stewards and responsible citizens within our communities is something I believe in. We're blessed to be as successful as we've been and to share the rewards of that success with charitable organizations is a great feeling. I truly believe that making a difference in lives of others ultimately makes a difference in your personal life.

I want to express my deep gratitude to all of the employees, past and present, who've donated their time, talents, and resources to making a difference in the lives of other people.

Jim Buchanan



Buchanan Technologies is an organization that has been built on four key values: People Matter, Customers Matter, Principles Matter and Community Matters. Following

these values has guided our growth and development over the last 25 years. But for me, the one value that "matters most" is Principles Matter: doing the right thing, at the right time, for the right reasons. Our belief in this one value has shaped our culture, established our integrity, and truly set us apart from our competitors. But this did not happen overnight, or over month, or one year, or even in one decade. It has only occurred because the organization as a whole has followed and continues follow this Principles — since the very first day one. Our Principles are a living and breathing entity that we must continue to focus on every day because they truly are the basis for all

of our organizational values. We do the right things at the right time and for the right reasons for our People, for our Customers, and for our Communities. This is what makes Buchanan such a unique and wonderful organization to be a part of. We don't shy away from the tough decisions, we correct our faults, and we give back whenever we can.

Sticking to our Principles allows us to support our People, our Customers, and our Communities through the good times and the bad. Because of this, Principles Matter is what matters most to me.

Stephen Sweett

What matters most are people. We hear about People, Process and Technology, but without people, there is no process or technology. Process and technology are merely tools by which people make things happen. People matter the most. They determine the culture, provide the vision, create the strategy, and the execute mission. They form teams, relationships, partnerships and friendships. Behind everything that happens in life and business, there is a person.

What makes an organization successful? What makes people successful? And are they the same? I believe they are. Early in my career, it was shared with me like this.

What makes any person, organization, business, sports team or even a marriage successful, can be characterized by these three things: skill, fit and desire. In celebrating



Buchanan's 25th anniversary, we can also celebrate these three characteristics, because they have made us successful, and will continue to be critical to our success in the future.

Skill - Successful companies have people with the skill set required to perform certain required tasks.

Fit - Successful companies have people that fit the organization.

Desire - Successful companies have people with the desire to be a part of the company.

A successful company has all three characteristics, and has people with all of these characteristics too. Companies with less than all three aren't complete, whole, or happy. We're fortunate to have all of these characteristics, and especially to have people with them.

Roger Edwards



Do the right thing, at the right time, for the right reason. This is a simple, foundational principle that Jim Buchanan has applied to running his business since the very beginning. In 1994, I joined Jim at then CSSI: Computer Consulting Services, Inc. He asked me to oversee and manage the financial, legal, and administrative functions of the company. As the person ultimately responsible to him for these areas, it has been a pleasure and a blessing to operate under this guiding principle.

There are three equally important aspects of the principle. First: do the right thing. This is even simpler than it sounds. Each of us has the ability to determine the "right thing" in the vast majority of situations. Certainly, if in doubt, we are surrounded by colleagues, friends, and family that can advise. Figure out what is right, fair, and equitable as it applies to the situation and just do it. It's really that easy.

Second: do the right thing, at the right time. This is where our own subjectivity enters the equation. Figuring out the right thing is relatively objective. But when we do the right thing is at our discretion. The best advice given to and passed down by me is "do it immediately, or when the customer, employee or vendor benefits the most". You should always be able to put yourself in the other parties' shoes and figure out the best timing to create the most benefit to the receiver. Doing the right thing at the wrong time reduces or eliminates the value that can be created for all parties involved.

The final part of the principle is a reflection of attitude and intent. You can do the right thing at the right time, but unless it is done in the right spirit, valuable goodwill can be lost. If something is done begrudgingly, it will likely be viewed suspiciously. This suspicion or concern over the motives of the decision-maker can undermine the right thing, done at the right time. The power inherent in the use of this principle is when all three requirements are equally weighted. Then relationships can be built, trust can be established. Ultimately, this creates a mutual understanding that each party's best interests are important and respected.

Jim asks each employee of Buchanan Technologies to practice this principal in running his business. But this principal extends past our business life and can be successfully implemented into our personal lives. I encourage all of you to apply this principle to your daily life and reap the positive results that follow.

Robert Venable

25 Years of Giving Back and Getting Involved

One of our core values is 'Community Matters'. And for the last 25 years we've made it our personal mission to reach out and get involved in the communities where we live and work. All of our regional offices have embraced the opportunity to share their time and resources to organizations and people who truly need it. Our community service and philanthropic work is something we take very seriously — and for good reason. Here's a look at some of the charitable organizations we've worked with and continue to work with as we fulfill our core value of 'Community Matters'.

THE MARY KAY FOUNDATION:

We've been participating in The Mary Kay Foundations 5K for nine years running. It has become a Dallas tradition for our folks to get up early and cook a pancake breakfast for race participants.



RONALD MCDONALD HOUSE IN DAYTON OHIO:



RONALD MCDONALD
HOUSE CHARITIES

PEEL CHILDREN'S AID FOUNDATION:



THE AMERICAN RED CROSS:

We continually raise money for The America Red Cross Disaster Relief efforts as well as coordinating blood drives for our regional offices.



SUSAN G KOMEN RACE FOR THE CURE:



HABITAT FOR HUMANITY:

We volunteer our time and sweat to building affordable housing for families in need.



MAKE-A-WISH FOUNDATION:



Other Charitable Organizations We Serve

- Stray Dog
- Angel Giving Tree through Salvation Army
- Adopt-A-Family for Christmas through Salvation Army: Find Salvation Army Logo
- Goodwill Donation Collection
- Dallas Community Partners
- Coppell Kid Country
- Texas de Peru
- A Child's Place
- Little Sugar Creek Food Share Garden
- Dilworth Soup Kitchen Volunteer
- Volunteer Compost Garden
- Men's Shelter of Charlotte
- Kansas Humane Society
- The Stewpot - Dallas
- Woodridge Nursing & Rehabilitation Angel Tree
- Victim Services of Peel
- Second Harvest
- United Way Peel
- Minor Oaks Hockey Association
- Christmas Toy Donations for the Charlotte Metro Police Department
- School Supplies and Thanksgiving Meals for Cotswold Elementary
- School Supplies for Southwest Middle School in Charlotte

PEOPLE MATTER



What's your favorite "Jim" story?

Paul Johnson: During one of my daughter Erin's many stays in the hospital after one of her surgeries, Jim showed up with his guitar and played for Erin and her friends.

What about this organization matters to you most?

Kay Dyson: "The people!" After 19 years of working together, it feels like we're all family.



What is your fondest CSSI/BA/BT memory?

Sally Dixon: Going on our first Vegas trip as a group - Jim giving us all \$500 to have fun with... going to Red Rock and In-N-Out burgers... and... (I don't remember the rest, it's all foggy).

How has being an employee of CSSI/BA/BT benefited you?

Rick Martin: When I first started with CSSI, I was looking for a job that did not require me to travel for at least the first 10 years so I could be home with my new family. CSSI provided me that opportunity. Since then I have been given the opportunity to work my way up the company ladder from Desktop Technician to Vice President. As an employee of Buchanan Technologies I have learned that if you work hard, play hard, tell the truth, do what's right for the customer as well as for BT, I don't need to worry about myself. The Company will take care of me if I do the right thing.



Awards Galore

Buchanan Technologies Awards and Recognition Over The Years.



Top software development, top-ranked managed services, largest call center, tech titan, and business of the year. These are just a few accolades used by the IT industry to describe Buchanan Technologies. We are proud and honored to be recognized for how we do IT services. Even though we have received numerous awards during our years of operation, we're always excited to be acknowledged by our peers and industry publications. Take a look at the awards and industry recognition we've received over the last 25 years.



Charlotte Business Journal

- Fast 50 Winner: 2009

Dayton Business Journal

- Business of the Year Finalist: 2009

ZDNet

- Smart 100 Companies

Dallas 100™

- The Dallas 100™ Entrepreneur Awards: Winner 13 Times

Inc.

- Inc. 500 Award: 1995, 1997, 2000

Kaseya

- Kaseya Cutting Edge Award: 2010

Metroplex Technology Business Council

- Tech Titans Fast 50: 2006

CRN.com

- VAR Business North America's Largest Solution Providers: 2008 & 2010
- VAR 500: 2010

MSPMentor Top 100

- Ranked #3 for Managed Services Provider: 2010
- Ranked #16 for Most Devices Managed: 2011
- Ranked #24 for Managed Services Revenue Added: 2011
- Ranked #40 Overall Global Managed Services Provider: 2011

Dallas Business Journal

- 2000 Pacesetters Next Generations of Great Companies
- Top Software Developers: 2005, 2006, 2010 & 2011
- Fast Tech 50: 1998 & 1999
- Largest Call Centers: 2005 & 2006
- Fastest Growing Metroplex High Tech Companies: 2006
- Largest Metroplex Computer Software Developers: 2008
- Largest Metroplex Computer Networking Systems Companies: 2004 & 2008

BT ANNIVERSARY PARTIES

TORONTO



DALLAS



CHARLOTTE



MIAMISBURG



BULGARIA



WICHITA







We Are Buchanan Technologies. Working Hard. Giving Back.

PROFESSIONAL
SERVICES

MANAGED
SERVICES

SUPPORT
CENTER



PROJECT
SERVICES

TOSCO
FIELD SERVICES

DALLAS

1026 Texan Trail
Grapevine, TX 76051
972.869.3966

CHARLOTTE

4425 Randolph Road
Suite 140
Charlotte, NC 28211
704.568.1691

MIAMISBURG

One Prestige Place
Suite 900
Miamisburg, OH 45342
937.610.4800

WICHITA

111 Whittier Street
Suite 2000
Wichita, KS 67207
316.219.0124

TORONTO

10 Kingsbridge Garden Circle
Suite 301
Mississauga, Ontario L5R3K6
905.501.0042

SOFIA

201 Tsar Boris
Sofia, Bulgaria 1618
+359 2 955 6414