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Command Alkon News

Summer 2001

Serving The Industry For Over 25 Years

Command Alkon Professional Services

Command Alkon is pleased to announce our **Professional Services** division. Professional Services provides the resources you need to enhance your existing ready-mix or aggregate systems. We offer Business Consulting, Technical Services, Project Management, Software Training, Application Consulting and Strategic Services.

As a leader in the dispatching and batching arenas, Command Alkon's Professional Services can provide you with the combined experience of prominent industry experts. With a review

your current operations and an action plan specifically designed for your company, our business consultants can help you improve customer service, reduce delivery costs and improve batching and financial operations.

Our mission is to perform professionally, on time and on budget. We want our customers to be satisfied with our business relationships.

Your computer and related communications lines are crucial to the daily opera-

continued on page 3



Ernie Haynes, Vice President of Professional Services and Operations, and his team are ready to oversee your project.

Regional Product Seminars – Coming To A City Near You

Regional Product Seminars, exclusively for Command Alkon product users, are coming to a city near you. Regional Product Seminars are designed to teach effective use of our systems, introduce new product features and provide system guidelines. We encourage anyone wanting to learn how to effectively use the Eagle, Spectrum, Auto Control 2000, AES, COMMANDconcrete, COMMANDaggregate, COMMANDinvoicing and COMMANDreceivables systems to attend.

To provide all customers with the opportunity to participate at a reduced cost, we offer several seminars throughout the year and at various locations. Our product seminars are beneficial for both the beginner just learning to use the system and the more experienced user wanting to increase proficiency and profit. These seminars are equally beneficial for customers who are looking to upscale or purchase new systems.

Our Fall 2001 line-up includes: Columbus, Ohio, October 27-29 at the

Hyatt on Capital Square; Las Vegas, Nevada, November 17-19 at Caesars Palace; New Orleans, Louisiana, December 8-10 at the Hilton New Orleans Riverside.

Our Columbus and Las Vegas seminars will include the following products: COMMANDconcrete dispatching, COMMANDaggregate dispatching, COMMANDinvoicing and COMMANDreceivables, AES dispatching, Eagle batch training, Spectrum batch training, Auto Control 2000 batch training and a bonus class: Dispatching / Batching Interface.

The New Orleans seminars will include the following products: COMMANDconcrete dispatching, COMMANDinvoicing and COMMANDreceivables, Eagle batch training, Spectrum batch training, Auto Control 2000 batch training and a bonus class: Dispatching / Batching Interface.

The cost of the seminars is \$600 per person per class, with a \$50 per class discount for companies sending more

than one person (*Please note that these classes are offered simultaneously and therefore, each person is allowed to register for one class only*). In addition to these special discounts, a Dispatching/Batching Controls Interface class is offered on the third day at no additional charge. Breakfast and lunch each day are included in the price, as well as a welcome reception on Saturday night.

For more information contact Monica Bevel or Rachael Irwin at 1-800-624-1872.

IN THIS ISSUE	Professional Services - 1
	Regional Product Seminars - 1
	New Customers - 2
	Donna McLean - 2
	President's Club - 3
	Conference 2001 Recap - 4
	Tech Corner - 6
	Product Training Schedule - 6
	Command Alkon and Nextel - 7
	Meet Mark Cone - 7
Power Distribution Center - 7	
Upcoming Events - 8	

New



Customers

We welcome these new customers to the growing Command Alkon family!

Byrne Sand & Gravel

Middlebrow, MA

Citation Communications

West Palm Beach, FL

Mobile Concrete

Casper, WY

Nelson Brothers Ready-Mix

Valley View, TX

PT Hekasaputa Dian Widijaya

Cilegon Jawa Barat
Indonesia

Rockland Materials

Phoenix, AZ

RTC

El Paso, TX

Sequatchie Concrete

South Pittsburg, TN

Spectrum 2000 Communications

Sudbury, Ontario
Canada

TNT

Kitty Hawk, NC

Triple Concrete

Twin Falls, ID

Waycor Ready Mix

Rio Rancho, NM

Her Pen is Mightier Than the Sword

Command Alkon Incorporated is pleased to introduce Technical Communications Manager, Donna McLean. Donna brings over 15 years of experience from some of



Donna McLean, Technical Communications Manager, ready with pen in hand.

the giants in the communications and software fields, such as Motorola and IBM. Currently, Donna is directly responsible for the development and deployment of all end-user documentation. She and her team of technical writers prepare the documentation for our COMMANDseries and AES software lines. You will soon be seeing her handiwork in future releases of Command Alkon user manuals and the online help sections of your COMMANDseries and AES software, as well as web-based, HTML documentation that will be pre-loaded on your software CD-ROM. In addition to these items, Donna and her group are currently localizing error messages and product menus for use in the manuals and

online help section for our international markets. This effort should make navigation through our software easier to understand.

Donna McLean is Vice President of the local chapter of the Society for Technical Communications (STC) and the former President of the Huntsville, Alabama chapter. Donna's entire staff are also members of the group. Their expertise should help ensure that you receive the most concise and easy-to-read materials. Command Alkon has printed to date. Welcome Donna!



tions of your business. Like any other machine, it requires professionals to install, set up, test and maintain. Our Technical Services Team can test your network by evaluating your IT needs and making recommendations. Technical Services can offer you periodic maintenance of your operating systems and databases, as well as hardware installation and testing.

Command Alkon's Project Management is designed to deliver the most efficient and cost effective installation possible. The project manager directs the project review, develops strategies and manages implementation. During the installation process, the Command Alkon project manager is the primary contact for the customer. Our Project managers coordinate the Command Alkon installation experts and define each employee's role to the customer. Because our project managers are members of the Project Management Institute, we offer you the best possible installation.

Our Software Training will maximize the return on your software investment by making sure your staff knows how to get the most from your Command Alkon system. We offer initial training, refresher training and new release training. Our training allows you to take advantage of the changes in software, and ensures your software is used correctly.

Take advantage of Command Alkon's Application Consulting. We help you utilize your system to its potential, ensure your system is set up correctly for your business. Our Application Consulting maximizes your potential growth by reviewing your system and identifying procedures that will help you get more from your system.

To top it off, Command Alkon's Strategic Services can help you face long-term business challenges. We offer assistance from our senior associates to help you focus on the critical business issues. Our strategic evaluations help

you better understand your business environment and the competitive challenges you face. Command Alkon also offers strategic partnering that provides an on-going support relationship, as well as staffing resources that provide you with a trained, experienced staff.

For the future, Professional Services is aggressively pursuing the creation of an *Active Installations Call Center* that will provide your company with one phone number for questions regarding your installation. Through better call management we hope to improve our service to you.


PROFESSIONAL SERVICES

If you would like to contact our Professional Services Department, please contact Teddy Keller at 1-800-624-1872 ext. 1206

2000 President's Club Members

Monica Bevel
Marketing Support
Coordinator

Gary Bolyard
Area Sales
Manager

James Botta
Programmer

Clay Bowman
Area Sales
Manager

Barry Brown
Senior Service
Coordinator

Michael Carpick, Jr.
Internal Systems
Manager

Gary Covington
Eagle Training
Manager

Linda De La Rosa
Inventory Control

Rod Hart
Dispatch Support
Engineer

John Kirkpatrick
Director of Account
Services

Todd Linehan
Area Sales
Manager

Gail McClanahan
Payroll Specialist

Monty Newport
Area Sales
Manager

Bob Phare
Director, Product
Design

Troy B. Stauffer
Senior Systems
Analyst

Chris Vining
Mobile Signaling
Customer Service

Hua Shyr Wu
Senior Software
Engineer

The 2000 Command Alkon President's Club is now in the history books. This year's trip took our honored members to New Orleans, Louisiana for some Cajun food, music and dancing. This marked the third year of honoring our top 5% of those employees who made significant contributions to Command Alkon

during the calendar year. As members of the club, each employee and their guest received an all expenses paid trip to New Orleans. This year's President's Club Award Ceremony was held aboard the Creole Queen riverboat on the waters of the Mississippi River. The President's Club award is the highest honor a

Command Alkon Incorporated employee can receive. This year's guests stayed at the Hilton New Orleans Riverside from June 7th – 10th.

The Command Alkon 2000 President's Club members smile for the camera





Characters from "Who Moved My Cheese?"

It's a warm, sunny Saturday morning in mid April and the guests have started to arrive for the Command Alkon Customer Conference 2001, one of the biggest events within the construction materials industry today. The setting is the polished Italian marble and French chandeliers of the Wynfrey Hotel in Birmingham, Alabama, which has played host to this event in the past. Boasting over 30,000 square feet of meeting space, over 300 guest rooms, an open connection to one of the Southeast's largest indoor malls, the Wynfrey is the perfect venue for this great event.

Guests that arrived the prior evening are finishing up their breakfast and congregating in small groups waiting for the day's activities to begin. Waiting in the lobby of the hotel with their golf clubs are those participating in the Command Alkon Golf Tournament. Guests are eagerly awaiting the bus that will take them to the **Golf Digest** award winning Oxmoor Valley course about 20 minutes away. Upstairs, carrying notebooks instead of clubs, are those waiting for the first day of a two-day Batch Training Course on either the Spectrum, AC-2000, or Eagle batch controls. The buses pull out, classes begin and this inaugural day of the Conference is underway.

Billed as the first major event within the short history of this newly formed company, the Command Alkon Customer Conference 2001 provided product training, a forum to exchange information, and the latest information on the merger between Command Data and Alkon Corporation. All attendees were given a special commemorative Command Alkon canvas brief case and business card holder.

The Conference began on Saturday with the annual golf tournament and the first day of our two-day batching controls training session. For the golfers, it was a

The Command Alkon Customer Conference 2001

perfect day to hit the links. Golfers left around 7:15 a.m. that morning from the Wynfrey and were met at the course with their carts, already loaded with golf shirts, balls and towels. Refreshments were provided on a continual basis by the Robert Trent Jones' staff and photographs were made of each team. The winners of this year's tournament was the team of Joel Davies from McNeilus Truck Mfg, Bill Proffit from Stephens Manufacturing, and Max Stephens also from Stephens Manufacturing. Congratulations gentlemen!

While the golfers were digging out of the sand traps, the batch controls students were in class digging into some serious discussions and training on Command Alkon batch controls. This year we offered three simultaneous classes, one on the Eagle, one on the Spectrum, and another on the AC2000. A special Spanish language class was added for the Spectrum, taught by Puerto Rico native and batch support specialist, Peter Hernandez.

Saturday evening there was a reception for the golfers and batch seminar attendees at Tia's Tex-Mex restaurant, located just across the parking lot from the Wynfrey Hotel. After a day of class and a day of chasing a tiny white ball around, everyone was ready for an evening of relaxation and fun. An outdoor patio and a cool evening was the perfect setting for this time to get to know one another.

That evening we opened our online Internet Café. A stand with four computers, laptop hubs and a printer was made available to the attendees of our Conference. This addition was by far the biggest hit, as everyone was able to keep in touch with things going on at home and work with just a click of the mouse.

Sunday...the first official day of the

Conference. This day Command Alkon offered three very special all-day seminars for our customers: a ready-mixed dispatching seminar, an aggregates dispatching seminar, and a seminar based on the best-selling book "Who Moved My Cheese?". The most attended seminar that day was Jim Wagner's Ready-Mixed Dispatching Seminar. About 150 people came to hear the internationally renowned speaker discuss the latest techniques for organizing and automating your dispatch office. Jim has been a lecturer for the NRMCA since 1968. He has been a dispatcher and has installed hundreds of dispatching systems worldwide.

Not to be outdone, our all-day aggregate dispatching seminar assembled together its own large group of professionals from the aggregate side of the industry. Command Alkon's own Jeff Van Grootel covered topics on order entry and ticketing, better fleet management utilization, and improving turnaround time in the yard. Jeff has over 11 years of experience working in the construction materials industry.

Finally, what do two mice, two little men and cheese have to do with the way we perceive changes in our lives? That was the question, Dr. Ann Phillips addressed in her all-day seminar on the national best seller "Who Moved My Cheese?". This simple, yet lighthearted parable reveals profound truths about change. It is an enlightening story about four characters who live in a "maze" and look for "cheese" to nourish them and make them happy. In the story, the characters are

Everyone enjoys the new offices of Command Alkon





Checking e-mail at the Command Alkon Internet Café!

faced with unexpected change. Eventually, one of the characters learns to deal with change successfully, and writes what he has learned from his experience on the maze walls. Dr. Phillips and her students took their own journey with these characters and wrote about their own experiences in journals provided to them. A more abbreviated version of Dr. Phillips' seminar was offered during our break-out sessions on Monday and Tuesday. Exhibitors CON-EXPO/CONAGG found the class so beneficial they signed Dr. Phillips to teach a seminar at their upcoming tradeshow in 2002 in Las Vegas. If you have plans to attend the show, be sure to sign up today! Dr. Ann Phillips is an educational consultant with Grayson & Associates in Birmingham, Alabama and presents workshops and seminars on educational and business topics.

At the end of the day, everyone came out of their classrooms to find that their surrounding had changed. Booths, signs, food and drinks were set up for the Command Alkon mini-tradeshow and reception that evening. Over 30 vendors from the construction materials industry participated in this event. Local jazz artist Robert Moore provided music, door prizes were given away and characters from the book "Who Moved My Cheese?" showed up to pass out commemorative Command Alkon squeezable cheese wedges to those at the trade show. Judging by our recent survey results, the mini-tradeshow was a success! The mini-tradeshow was also open during break-

fast and lunch for the remainder of the conference.

Monday morning, everyone came down from their rooms for breakfast and the big event of the day – the General Session. Over 400 people packed the Wynfrey's auditorium to hear Command Alkon President, Ken Robinson, and Vice President, Greg Miller talk about the recent merger between Command Data and Alkon Corporation. For a take on the industry, Rick Yelton, editor of the Concrete Producer magazine, delivered a sobering speech on the changing ways of doing business within the industry today. Mr. Yelton offered what he thinks are the soon-to-become trends in the concrete and aggregate industries, such as driver training and retention, e-commerce, aggregate and rheology. Wrapping up the General Session, nationally recognized out-of-the-box visionary, author, consultant, speaker, and trainer John O'Malley, gave a punch-packed talk on *How Things Have To Change To Remain The Same*. Mr. O'Malley also taught three separate (and popular) break-out classes on negotiating and improving your sales tactics. After the General Session Monday morning, the break-out sessions began. Over 90 breakout classes were scheduled the rest of the day on Monday and all day



Ken Gendrich of Command Alkon demos products at the mini-tradeshow.

Tuesday. Varied topics on batching, dispatching, signaling, sales tactics and "Who Moved My Cheese?", were presented to participants. The more popular break-out classes were available more than one time to accommodate most people's schedules.

Monday evening, Command Alkon hosted an Open House for the attendees to see the new offices of Command Alkon in Birmingham. Buses left from the Wynfrey and from our offices every 15 minutes to give everyone an opportunity to spend as much time as they wanted touring our new facilities. Food, beverages and music turned this normal, everyday workplace into a fun and exuberant meeting place for our employees and the customers they serve and support. At the Open House our Grand Prizes from the conference, men's and ladies Coach watches were given away. Mark Elzey from Salt River Sand and Rock won the men's watch and Kelly Idiart from Central Concrete Supply won the ladies watch. Congratulations!!

Plans are already underway for our Customer Conference 2002 in Birmingham, Alabama on April 20 - 23, 2002. We hope that you will choose to be a part of this worthwhile event. If you are interested in learning more about the Command Alkon Customer Conference next year, please contact Monica Bevel or Rachael Irwin at 1-800-624-1872.

Thank you.

Customer Conference 2001 Exhibitors and Sponsors

- BuildPoint Corporation
- Compuware
- Concrete.com
- CON-E-CO
- Concrete Producer Magazine
- Concrete Products / Rock Products Magazines
- Endress & Hauser
- Hydronix Ltd.
- I.C. Bleu, Inc.
- ICAG/Conexpo-Conagg 2002
- Imaging Technology Group
- Industry Data Strategies
- Johnson-Ross
- Knight Industrial Equipment
- McNeilus
- Middle Tennessee State University
- NRMCA
- NSSGA
- Pit & Quarry Magazine
- Power Distribution Center, Inc.
- Press Tech, Inc.
- Professional Forms & Systems, Inc.
- Stephens Manufacturing
- Strategic Visions, Inc.
- TMTsoftware
- TEMCO
- TMTsoftware
- VehiCom Data, Inc.
- Vendor Leasing Financial Services

Tech



Corner

Database Backups

Many companies do not worry about monitoring their daily backup. Ignoring this means you might one day find yourself with a corrupt database with no ability to restore it.

A "backup" actually has two components that must be verified:

Is the database being backed up daily? Answering this question by saying "the server is backed up daily" or "the F: drive is backed up daily" is a good start if you can confirm this process is in fact occurring.

Is the actual database or a daily export (.DMP file) making it onto the backup media (tape or another hard drive)? If you are not 100% sure of this, please give us a call (1-800-624-1147) and we will point you in the right direction.

Oracle - 8.0.4 and 7.3.4

What, Oracle again? Yes. We continue to find customers who have not upgraded their Oracle to a level that will support more than 4 gigabytes. A few customers have had to find us when they hit the 4 gigabyte limit in the middle of their processing day. Believe us, you don't want this to happen.

As of November 23, 1999, Oracle only technically supported version 8.0.4 or greater for version 8. Version 8 has a database size limit of 4 gigabytes. To exceed this limit, your version of Oracle must be 8.0.5.0.0 patched to level 8.0.5.2.2. If you do not know how to

check the size of your database, contact customer support at 1-800-624-1147.

As of November 23, 1999, Oracle supported version 7.3.4 or greater for version 7. Version 7 has a database size limitation. There are no patches available that will allow it to grow beyond that limitation. The only alternative is to upgrade to version 8 or purge history data and reorganize the database.

We have sent out multiple e-mails on this topic, distributed a flyer at this year's Command Alkon Customer Conference and are in the process of calling individual customers to verify their Oracle version. If no one in your organization has been contacted about your version of Oracle, please give us a call (1-800-624-1147). We will be happy to walk you through the steps needed to determine your Oracle version.

Training



Time

The following application and system training is available. Registration must be complete three weeks in advance. Additional classes may become available. Please call for an updated schedule. For more information or to register, please contact our Birmingham, Columbus or Dallas office.

Birmingham, AL

1-800-624-1872 ask for Teddy Keller

August

V.4 Training

7	COMMANDseries System Mgt.
13-14	COMMANDaggregate
20-21	COMMANDconcrete
22	COMMANDinvoicing
23-24	COMMANDreceivables

V.5 Training

1	COMMANDinvoicing
2-3	COMMANDreceivables
13	COMMANDquote
14	COMMANDinventory
15	COMMANDexecutive
16	COMMANDseries System Mgt.
17	COMMANDlien

September

V.4 Training

4-5	COMMANDconcrete
6-7	COMMANDaggregate
10	COMMANDinvoicing
11-12	COMMANDreceivables
13	COMMANDinventory
14	COMMANDexecutive
24	COMMANDseries System Mgt.
25	COMMANDlien

V.5 Training

4-5	COMMANDconcrete
6-7	COMMANDaggregate
10	COMMANDinvoicing
11-12	COMMANDreceivables
13	COMMANDinventory
14	COMMANDexecutive
26	COMMANDquote
27	COMMANDlien
28	COMMANDseries System Mgt.

Columbus, OH

1-614-792-0677 ask for Harold Nott

	August	September	October
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Intermediate Batch with Auto Control Series 2000	6-7	4-5	1-2
Advanced Auto Control Batching System and Hardware (4-day)	13-16	10-13	
Advanced Spectrum V.6 Batching System (4-day)	20-23	17-20	
Intermediate Spectrum V.6 Batching System (2-day)	27-28	24-25	
Spectrum V.6 Hardware (1-day)	31	28	

File Build

August 29-31	File Build unassigned
September 24-26	File Build unassigned

Dallas, TX

1-800-624-1872 ask for the TeleSales Dept.

	August	September	October
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Eagle seminars	15-17	12-14	24-26
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Command Alkon and Nextel: Strategic Alliance

Command Alkon Inc. and Nextel Communications Inc. announced a strategic alliance to deliver wireless communications and status reporting to ready-mix, aggregate and asphalt fleet operations. The initiative provides construction materials producers and suppliers with digital, nationwide wireless data and voice services to achieve faster, more reliable communications in dispatch operations and improves service levels by quickly allocating field resources to meet changing customer needs.

The solution combines Nextel nationwide wireless services with Command Alkon's mobile signaling unit, COMMANDsignal, for managing dispatch, tracking and reporting of trucks. The integration enables fleet operators to leverage the full range of Nextel services,

such as Nextel Direct Connect, a digital two-way radio feature that supports unlimited communications among users in the same fleet, digital cellular, text and number messaging, two-way messaging and wireless web access. When data messaging or status signaling is required, the Nextel handset also functions as a packet data modem for COMMANDsignal transmission or reception.

"Command Alkon is the recognized industry leader in helping construction materials companies operate with maximum productivity and minimum waste," said Blair Kutrow, vice president, product management at Nextel. "By adding Nextel wireless capabilities to COMMANDsignal, Command Alkon improves the geographic reach of its systems and provides the anytime, any-

where access needed to support real-time communications."

According to David Crocker, Vice President of Batching and Signaling at Command Alkon, "Nextel has the reliable, high-bandwidth network that fleet operators need to manage high volumes of incoming and outgoing messages. Nextel Direct Connect provides a strategic tool for effective, low-cost communications between dispatchers and drivers to get work done quicker and easier."



Meet Mark Cone



Mark Cone

Mark Cone, General Manager of Dispatch Operations - Columbus, Ohio recently joined Command Alkon Incorporated. Mark's role at Command Alkon is dedicated to the AES software Division of the company. Mark brings over 20 years of experience in information technology and business operations. Mark's main priority is to make sure that more stability is estab-

lished for the organization from the merger between Command Data and Alkon. "We have some great products out in the construction marketplace. Focus is being leveled against how many products we support and what advantages they offer the client base. Command Alkon needs to formulate the most winning strategy to support the current base of clients and to keep growing the business. This growth will offer present and future clients many opportunities - especially in the expansion and maturity of the Command Alkon product line. The concentration right now is getting a chance to meet

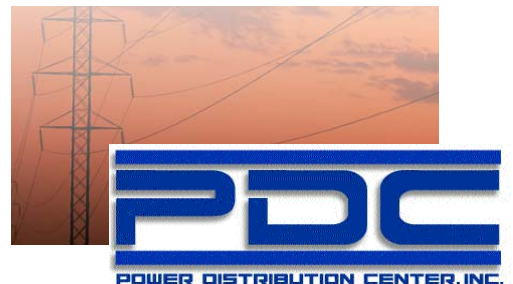
the AES Dispatch customers and to make sure that Command Alkon understands their expectations. This, along with delivery on our commitments, is the highest priority," says Mark. Welcome Mark!



Power Distribution Center, Inc. Announces New Division

Power Distribution Center, Inc. is a full-service supplier of products and services that is dedicated to providing the highest level of power quality protection for the construction materials industry. PDC has recently announced a new division to provide worldwide power quality and power replacement products specific to the concrete industry. This division performs electrical branch circuitry surveys. These surveys uncover problems that are

created internally and externally which can cause plant shut downs, equipment failure and loss of business. PDC offers solutions and provides the equipment necessary to properly shield the facility with surge suppression and back-up power generators. Technicians located throughout the United States are available to service the concrete industry. PDC can be contacted at (810) 231-8331 or at www.powerdistributioncenter.com



Events



Upcoming

Need Help?

Technical Support is just a phone call away.

AC2000:
1-614-792-0677

AES:
1-614-799-6666

COMADS, ControlAgg, or Procon:
1-800-624-1043

COMMANDseries:
1-800-624-1147

Eagle Batch:
1-800-852-4565

Spectrum:
1-614-792-0677

Regional Product Seminar

October 27-29
Columbus, Ohio
Hyatt on Capital Square

The Concrete Show

November 7-8,
Birmingham, England - UK
Hall 11 - National Exhibition Centre
Stand # C20

Regional Product Seminar

November 17-19
Las Vegas, Nevada
Caesars Palace

Regional Product Seminar

December 8-10
New Orleans, Louisiana
Hilton New Orleans Riverside

World of Concrete 2002

January 9-12, 2002
New Orleans, Louisiana
Morial Convention Center
Booth #9615 – Producers Center

CONEXPO- CON/AGG 2002

March 19-23, 2002
Las Vegas, Nevada
Las Vegas Convention Center
Booth # S-9111 South Hall

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Return Service Requested



Booth # S-9111 South Hall

See our systems in action at



Booth # 9615 - Producers Ctr.



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Partner

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