

# Command Alkon News

Fall 2005

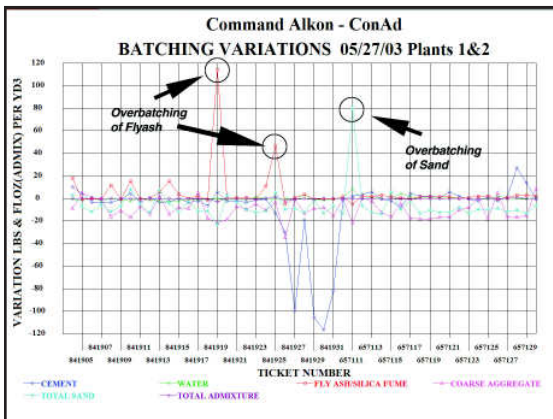
Serving The Industry For Over 30 Years

## ConAd®

**A comprehensive Quality Control Tool developed by and for the Concrete Industry.**

Problems with poorly batched concrete (either through mechanical or human error) are just some of the issues facing Ready Mixed Producers around the world. In the past, Quality Control was something provided by the General Contractor at the job site. Producers would deliver their concrete and assume that if there were no calls, they had met target strengths and everything was fine. Presently, many overseas companies

**ConAd is a product developed by the Concrete Industry.** ConAd is an innovative ready mixed concrete Quality Control solution. Seamlessly integrated, ConAd captures, stores, and retrieves data either from the batch control computer or integrated dispatching systems. Producers are able to measure the performance of mix designs and lab results. Real-time batch alerts and analytical reporting tools help to avoid costly mistakes by delivering high quality mixes on a consistent basis.



Quickly see overbatching of materials with the ConAd Batching Variations graph.

(and a growing number in the United States) require that the maker of the concrete, rather than its receiver, be responsible for Quality Control/Quality Assurance of the product. This is an understandable assumption, given the fact that most of us would not buy a TV, let alone the foundation for a major structure, without receiving some type of guarantee. Enter ConAd, Command Alkon's Quality Control/Quality Assurance software for the ready mixed concrete industry.

ware products, benefiting a growing number of customers throughout the world.

### Benefits of having a Combined Analysis Tool.

ConAd uses multistrength, multi-variable

*Continued on page 3*



## New Conference Location

The Command Alkon Customer Conference 2006 has been relocated to Las Vegas due to hurricane damage suffered in New Orleans. Command Alkon would like to express our sympathies and our greatest wishes to all those that suffered and continue to suffer from the effects of the storms. Command Alkon WILL return to the great city of New Orleans for a future Customer Conference. Please see page 5 for complete details.

### IN THIS ISSUE

- ConAd - 1
- The Way Forward - 2
- New Customers - 5
- CC2006 Preview - 5
- Maintenance Saves \$ - 8
- Training Schedule - 6
- COMMANDcredit - 7
- Batch Service Improvements - 7
- Upcoming Events - 8

## What is ConAd?

1. ConAd is a comprehensive quality control management tool.
2. ConAd provides real-time text and e-mail alerts that inform you if problems have occurred.
3. ConAd integrates and analyzes available data including material properties, batching performance and laboratory/field concrete test data.
4. ConAd provides the tools you need to meet your external reporting requirements e.g. ACI Statistical Reports or Customer Mix Submittals.
5. ConAd provides the earliest detection of change of any system due to its use of multigrade (multistrength), multivariable, cumulative sum graphing. It delivers an accurate prediction of 28-day results from 7-day or earlier tests. Early detection of change and its causes gives the producer the opportunity to proactively adjust their processes, resulting in higher product quality and reduced cost.
6. ConAd can be used as a concrete laboratory management tool.

Welcome to our 2005 Fall Newsletter and the second edition of "The Way Forward". The purpose of "The Way Forward" is to keep you, our customer, up to date with developments at Command Alkon.

In our last edition, I shared with you that Command Alkon experienced record growth years in 2003 and 2004 and that 2005 appeared to be another strong year for us. Following our accounting year end on September 30, 2005, I can now confirm that 2005 was indeed another record year for us. We believe this is based upon strong industry growth and your continued confidence in our products and services.

## "The Way Forward" by Phil Ramsey, Chief Operating Officer for Command Alkon.

In 2005, we saw record growth in both our Software business and our Batching business. In total, our sales grew in excess of \$7 million over and above our record 2004 sales. As you know, all of our sales come from the Construction Materials Industry. This success and growth once again confirms us as the most successful provider of such solutions by a wide margin. **Most importantly, it allows us to aggressively reinvest in the industry by developing new and improved products to help you in your business.**

In the last edition I told you we would be investing our time and resources toward providing a stronger product and stronger service capability for our products that you use to operate your business everyday. With record sales under our belt for 2005, I would like to share with you our plans to further serve the industry.

In our Batching business, the rapid acceptance of COMMANDbatch in the industry drives our growth and provides new challenges. For 2006, we are busy expanding our ability to produce and service additional COMMANDbatch systems. We are now in the process of adding 16 additional employees across our Columbus, Ohio and Birmingham, Alabama offices; 5 employees in Production, 2 employees in Product Development, and 9 additional employees in Service.

We will also be doubling our training capability in 2006 so that we can concentrate not only on training our own employees, but extending our COMMANDbatch "Super User" training to our customers. Many customers have been attracted to the COMMANDbatch product and also want to maintain the in-depth knowledge of our other batching systems with their COMMANDbatch systems. This expansion will provide an attractive and in-depth COMMANDbatch "Super User" training program to ease the conversion and allow your business to quickly benefit from the many advantages of COMMANDbatch.

In our Software business, we are in the process of adding 14 additional employees in our Product Development and Product Management teams. The addition of these new resources is made possible by the continued strong acceptance of COMMANDseries and ConAd in the market place. This expansion in our software products resources represents a sizable investment over and above our record growth in 2005. You will see the results of this investment in the quality and depth of our improved software products. We look forward to reviewing these new developments with you at the 2006 World of Concrete and our 2006 Customer Conference, both in Las Vegas next year.

In 2005 we joined the SSPA - Software Services Professional Association. This is an organization designed to identify and measure Best Practices in providing service to our software customers. We have implemented the initial Best Practices and will look forward to publishing our measurements in our Spring Newsletter. We have also combined our Sales and Customer Relations organization under Monty Newport. This integrated approach to business let's us work with you for sales, implementation, training and account management directly from one organization. We have received very positive feedback on the investment we made in our Customer Relations team over the last year and we are continuing these efforts to do a better job of understanding how we can help you in 2006.

As I mentioned in the previous edition of "The Way Forward", we think this strong investment in our products and services is just good business. We believe that our future success depends upon helping you succeed in your business by providing integrated products and services that add value to your business.

We look forward to serving you in 2006.



.....continued from page 1

cumulative sum graphing to provide substantially faster detection of change than any alternative system. Multistrength means that all results from all strengths and types can appear on the same graph, giving the same effect as several times the volume of testing. Multivariable means that any 8 of over 60 variables can appear on the same cumulative sum chart, usually revealing the cause of any change. Variables can include temperature, unit weight (both wet and hardened), slump, batch quantity variations from the batching plant connection, sand and aggregate grading, cement performance factors from materials testing, within-sample unit weight and strength ranges to reveal any deterioration in testing quality. ConAd can evaluate the individual labs and even the technicians that work for them. Cumulative Sum Graphing is generally acknowledged

to be approximately three times as efficient as the alternative Shewhart technique used by other QC testing systems.

Accumulating a large quantity of QC data for concrete is easy to do. However, the challenge is to be able to extract and analyze the most significant information from the mass of data. An automatic multi-strength analysis instantly shows which of hundreds of specified strengths most require attention, to either avoid failures or to save cement by automatically ranking them in order of departure from your required target strength. ConAd can use data from various sources such as batch computers, laboratory weight and measurement

Mix Number	Date	Plant	Description	W/C	Cost	Slump	Comment
Democri1	06/24/04	01	3000 PSI - NO FLYASH	0.65	500	4.00	
Democri2	06/24/04	03	3000 PSI - NO FLYASH	0.65	500	6.00	
125100	07/15/04	01	2500 PSI - NO FLYASH	0.67	500	6.00	

**Attach mixes as well as supporting documentation. The complete submittal can be faxed or e-mailed as an Adobe Acrobat pdf file in one easy step. Mix Submittal will access your current Windows Address Book.**

devices, crusher machines, quarries, material suppliers, etc... to monitor performance of plants, mixes, projects, over various time periods. The data is stored in a single database, allowing for the effi-

*Continued on page 4*

Sierra Ready Mix has been doing business in the Las Vegas valley since 1994. They have a large customer base and pride themselves on their customer service record. In 2004 Sierra purchased the ConAd® quality control and mix design software from Command Alkon. Each load of concrete batched at either of Sierra's two ready mix plants are monitored through the Batchwatcher real-time quality control checker.



**Tim Frazier from Sierra Ready Mix**

Operations Manager Tim Frazier, who oversees Sierra's Sales, Dispatch and QC departments, says that they utilize the ConAd product daily to verify correct mix designs, to sort out any batch errors, as well as to tweak its customized mix designs to save money. ConAd has given Sierra a competitive edge when it comes to meeting with new prospects. Tim says that they can also show prospects a detailed report with graphs of the materials in each mix that leaves their plant.

Tim related the following story to Command Alkon one day after he got back from meeting with a major U.S. retailer.

Tim said that he was at a site where they were building a new retail store. While he was talking with the representative, Tim's cell phone rang with a Batchwatcher text message alert giving him the ticket number, load size, truck number and plant location for a batch of concrete that was just loaded into a truck that was out of tolerance. Batchwatcher even gave him the reason for the exception. Tim immediately called the plant and had the truck stopped, removed its

out of tolerance load and re-mixed a fresh batch of concrete that was correct and within tolerance. The retail representative was so impressed that he asked to see Sierra's operation. Tim showed him the system and a few days later Sierra was hired for the retail job even though they weren't the lowest bidder. Tim has developed a loyal customer through this job. The retail customer even drops by the plant from time to time to check out Batchwatcher in action. Sierra believes proving a commitment to quality is the best selling point you can offer. Even though they do not purchase the concrete, the retailer was behind the reason they got the job.

Tim says that they have picked up subsequent jobs from this same representative because of ConAd. Sierra now provides this retailer with a ConAd quality control report once a month showing each batch of concrete they have delivered to them. Tim says that there are 4 people in his office that are on the Batchwatcher alerts.

Tim also mentioned to us about another problem they were having with a low slump on one of their mixes. He said that they traced it back to an admixture they were adding to a mix. The admixture gauge read that it was releasing into the mix but ConAd reported that no admixture was reaching the mix. They ran some tests and determined that in fact the admixture was not releasing even though it said it was releasing.

Tim says that ConAd has made his and his batch personnel's lives a whole lot easier. He meets with his batch people every day to review the batches that were sent out and to review their cost analysis. Sierra strives for perfection and if a batchperson is unable to batch correctly they have to be let go. Sierra wants its people to take ownership of the products they deliver. Tim added, "Once you lose respect in this industry, it's hard to get more jobs."



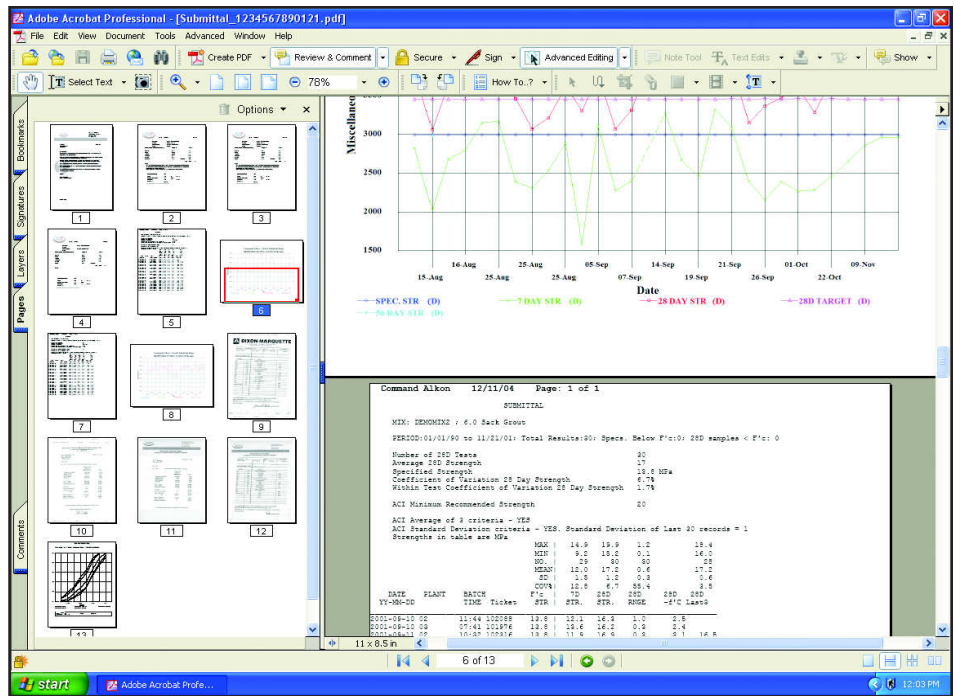
cient retrieval and linking of data. ConAd can analyze and convert this data into a graphical display in only a few seconds. The ConAd integration feature eliminates the need for duplicate data entry. This is especially prevalent in the ticket entry screen, where ConAd retrieves information about the ticket from the batch plant or the integrated dispatching system.

**Easily Check On Plant Performance.**

Concrete batching systems perform to a tolerance specified in their setup software, which is a set amount over or under the target amount. The most critical of these materials is cement. Constantly over-batching can be a major extra expense over time, but even one excessive under-batch can result in major cost through rejection of the concrete. ConAd can measure and display your cumulative batching errors using the Batch Variation and Cost Analysis feature. This enables fine-tuning to eliminate these everyday small errors. Reports generated from the ConAd system meet regional and industry standards. ConAd can also alert you to large individual errors before the concrete is delivered. It can even be programmed to automatically e-mail or telephone selected personnel in real-time when such errors occur.

**Mix Adjustment.** Another benefit of ConAd is in the area of Mix Adjustment. A concrete company's initial mix design is not the problem. What is needed is a means of keeping several hundred, perhaps several thousand different strengths of concrete in accurate adjustment as properties of input materials or even sources of materials change over time. Only ConAd has solved this problem. ConAd can analyze test data, material properties, prices and input requirements into a combination that will provide the required properties at a minimum cost. ConAd does this by integrating past concrete and batch plant performance into the mix design/mix maintenance system.

Mix Adjustment becomes invaluable in terms of saving money when trying to obtain lower strength margins. The strength margin is the difference between the specified or ordered



Additional documents can be attached, either before or after your mix designs. Layout and design of the mix proportions page can be designed for individual companies. This includes company logos, disclaimers, extra notes, etc...

strength and the target or average strength aimed at by the producer. The necessary margin depends upon the variability of strength as measured by the Standard Deviation (SD). United States regulations require a margin of 1.34 x (times) the Standard Deviation which means that approximately 10% of results are permitted to be below the specified strength. Less than this and money is wasted on excess cement; more than this and there is the risk of losing far more money through rejected and/or removed concrete.

**Check on Mix Performance.** A producer is constrained to a certain strength margin as a security against failures. If a producer can achieve a lower Standard Deviation by better QC through the utilization of ConAd, then they will have a double cash benefit by reducing the official target strength required by having the confidence to work closer to it. Standard Deviations can range from about 2MPa (300psi) to over 6MPa (900psi) so the required strength saving could be as much as 700psi, saving up to 150 lbs or 70 kg of cement. While some projects specify minimum cement content, technology is quickly proving that more is not always better. This improvement in technology results in a

cash benefit for you and a guarantee of strength for your customers.

**Deliver the documentation to your customers.** The mix management system enables users to design and deliver Mix Submittals quickly and easily. The user simply selects the required mix designs. Making changes to design specifications for a specific project is simple and fast. Certificates and other supporting documentation may be easily attached. By converting the information into a single file, the user may then send the Mix Submittal directly to the customer via e-mail.

A company's reputation is important and ConAd can verify the quality of the concrete delivered. ConAd users have found that there is a real cash value by having the public authorities in their area regard them as the leaders in QC.

If you would like more information about ConAd, please contact us at 1-800-624-1872 within the United States or +1-205-879-3282 if outside of the U.S. Ask for your Command Alkon sales representative. Or log onto our web site at [www.commandalkon.com](http://www.commandalkon.com) for more ConAd information as well as finding your sales representative.

# Command Alkon Customer Conference 2006 - Preview

**G**et on the fast track to success at the Command Alkon Customer Conference 2006. The Conference will take place March 29-31, 2006 at the luxurious Aladdin Resort and Casino (to become the Planet Hollywood Resort & Casino in late 2006) in Las Vegas, Nevada. Featuring 2,600 oversized rooms and suites, the Aladdin Resort & Casino includes more restaurants, more shops, more entertainment and more casino options than any other destination in Las Vegas. Command Alkon has negotiated a special \$139/night rate during the Conference for our customers. As a special bonus, the Aladdin has extended this \$139/night rate to include Friday the 31st. This is over half-off the normal weekend published rate. Space is limited so make your reservations early.

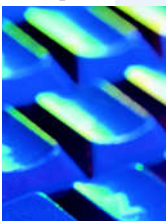
Command Alkon's Conference is one of the industry's largest and longest-running events. The format provides customers with product training, important industry updates, an industry specific tradeshow, nightly entertainment and an opportunity to share ideas by gathering together the largest knowledge base of Command Alkon products in the world - you! Our "Track" method of training will have something for everyone. Proposed Tracks for the 2006 Conference are: Batch, Ready Mixed, Aggregate, IT, Back Office, Management, Workplace and Spanish. Stay on one track or mix them up to get the training you want.

What would a Conference be without our annual golf tournament? The Command Alkon Golf Tournament will be played at the Arroyo Course at Red Rock Country Club on March 29th. The course is a short 20-minute drive from the Las Vegas strip and is the club's newest Arnold Palmer Signature course. Stretching over 6,800 yards and playing to a par 72, the Arroyo is a mixture of compelling design and exceptional beauty. To get your own preview of the course, please visit them at [www.arroyogolfclubatredrock.com](http://www.arroyogolfclubatredrock.com).

Registration for the Command Alkon Customer Conference 2006 is now open! Please call Rachael Irwin at 1-800-624-1872 ext. 1279 to reserve your spot today. More information regarding the Conference will be sent to you within the next few weeks. After registering be sure to contact the Aladdin for your hotel reservations at 722-755-9500 or 877-244-9474. Be sure to give them the event code "ACOMM06" and let them know that you are with the Command Alkon convention in March. Command Alkon room rates are only available by calling the hotel directly and are not available via their web site. To check out the rooms and amenities of the hotel right now, visit [www.aladdincasino.com](http://www.aladdincasino.com). We hope to see you in Las Vegas in 2006!

<b>8 Tracks From Which To Choose</b>							
Batch	Ready Mixed	Aggregate	Information Technology	Back Office	Management	Spanish	Workplace

## New



Customers

- |  |   |
|--|---|
| <b>Allco Corp.</b><br>Texas                  | <b>Holcim (Viet Nam) Ltd.</b><br>Viet Nam       |
| <b>Best Way Concrete</b><br>Colorado         | <b>Mad Dog Concrete, LLC</b><br>Illinois        |
| <b>Bethlehem Construction</b><br>Washington  | <b>Sterling Concrete</b><br>Alabama             |
| <b>Coreslab Structures, Inc.</b><br>Oklahoma | <b>United Stone Veneer, LLC</b><br>Pennsylvania |
| <b>Griswold Concrete Co.</b><br>Florida      | <b>WI Construction</b><br>Oregon                |

# Having Maintenance Saves You Money

Having your batching controls under maintenance saves you money. Priority One Extended Support is your product investment plan by providing 24/7 phone support, an extended hardware warranty and software updates to your COMMANDbatch, Eagle, Spectrum or AC2000 batching controls.

Command Alkon's 24/7 unlimited phone support not only covers your batching panels, but covers calls regarding your moisture probes and central mix operations. Our quality service personnel can troubleshoot and tune your controls over the phone or via a modem.

Our Extended Hardware Warranty includes exchanges on

non-consumable parts (i.e. monitors, keyboards, etc...), Command Alkon manufactured moisture probes and a 10% discount on batch training classes at our Birmingham and Columbus office locations.

Priority One Extended Support also provides software updates (as they are released) within and between major versions of our batching controls products. This ensures that your controls are kept up-to-date.

We have a variety of plans ranging from Phone Support only to Priority One. To receive a price quote on getting your batching controls on a support plan or for more information, please contact our telesales group at 1-800-624-1872.

**The following application and system training is available. Registration must be complete three weeks in advance. Additional classes may become available. Please call or check our web site for an updated schedule. On-site training is available. For more information or to register, please call 1-800-624-1872.**

## Training



Time

### COMMANDseries

1-800-624-1872 ask for Telesales

#### Additional Classes

Command Alkon also offers the following classes in its Birmingham offices. Please call to schedule a date.

- Managing Concrete Operations
- Managing Aggregate Operations
- Managing COMMANDseries
- Inventory Management
- Cartage Management
- Lien Management
- Quote Management
- Executive Reporting
- Aggregate Order Entry & Scheduling
- Aggregate Ticketing & Tracking

### Batching Controls

1-800-624-1872 ask for Chris Fornwalt

### AES Training Available Upon Request

### COMMANDseries Training (Taught in our Birmingham office only)

November	December	January
7 Concrete Order Entry & Scheduling (Day 1)	5 Concrete Order Entry & Scheduling (Day 1)	16 Concrete Order Entry & Scheduling (Day 1)
8 Concrete Ticketing & Tracking (Day 2)	6 Concrete Ticketing & Tracking (Day 2)	17 Concrete Ticketing & Tracking (Day 2)
9 Pricing Prep and Invoicing	7 Pricing Prep and Invoicing	18 Pricing Prep and Invoicing
10 Receivables & Credit (Day 1)	8 Receivables & Credit (Day 1)	19 Receivables & Credit (Day 1)
11 Receivables & Credit (Day 2)	9 Receivables & Credit (Day 2)	20 Receivables & Credit (Day 2)
14 COMMANDquote		26 NEXT STEP - Concrete Dispatch Management, Reporting Balancing and Configuration (Day 1)
15 COMMANDexecutive		27 NEXT STEP - Concrete Dispatch Management, Reporting Balancing and Configuration (Day 2)
16 COMMANDinventory		
17 NEXT STEP - Invoicing, Receivables & GL (Day 1)		
18 NEXT STEP - Invoicing, Receivables & GL (Day 2)		

*NEXT STEP training courses are focused at existing COMMANDseries users and are not geared towards new users of the application.*

### COMMANDbatch & Eagle Training (Taught in our Birmingham office only)

November	December	January
14 Eagle Version 8 (Day 1)	5 Basic COMMANDbatch (Day 1)	9 Eagle Version 8 (Day 1)
15 Eagle Version 8 (Day 2)	6 Basic COMMANDbatch (Day 2)	10 Eagle Version 8 (Day 2)
16 Eagle Hardware	7 COMMANDbatch Hardware	11 Eagle Hardware
	8 Advanced COMMANDbatch (Day 1)	
	9 Advanced COMMANDbatch (Day 2)	

### Spectrum Version 6 Training (Taught in our Columbus office only)

November	December	January
14 Spectrum Version 6 (Day 1)	Not Available	9 Spectrum Version 6 (Day 1)
15 Spectrum Version 6 (Day 2)		10 Spectrum Version 6 (Day 2)
16 Spectrum Hardware		11 Spectrum Hardware

*For Spectrum Version 4, AC2000, on-site or customized batch training please contact Chris Fornwalt at 1-800-624-1872*

## Improvements To The Shipment and Return of Service Parts for Batch Systems

As part of our program to revise and enhance our batch systems service, we are implementing a simplified approach for our handling of batch service parts. The result of these changes will be a clearer and more consistent flow of both parts and paperwork for all of your Command Alkon batch systems. A couple of the key benefits include:

- Pre-Paid / Pre-Addressed shipping labels on all returnable parts
- Lowered freight costs for customers on Maintenance or Warranty

Below is a chart that highlights more of the key points of the new procedures. These changes will be effective starting December 1st, 2005. We are confident that under this new approach, you the customer will gain by making your parts purchases more convenient and trouble-free. If you have any questions / concerns please feel free to contact Jeff Hunter at (205) 879 3282, extension 2140.

Standard Parts Orders	Customer WITH Hardware Maintenance or Warranty	Customer WITHOUT Hardware Maintenance or Warranty
Invoice Full List	YES	YES
RMA's and/or Credit allowed on non-expendables	YES	NO <sup>(1)</sup>
RMA's and/or Credit allowed on expendables	NO	NO
Freight-Out Paid by Command <sup>(2),(3)</sup>	YES	NO
Return Freight Paid by Command	YES	NO
<b>Lightning Strike Kit Orders</b>		
Invoice Full List	YES	YES
RMA's and/or Credit allowed for New(Un-used) Items	YES	YES
Freight-Out Paid by Command	NO	NO
Return Freight Paid by Command	YES	YES

(1) Non Hardware Maintenance Customers can return parts for a \$110 Inspection Fee or \$330 Repair Fee per part.

(2) Hardware Maintenance or Warranty Customers will be Invoiced Freight on Orders for Expendable Items.

(3) There is a \$200 shipping charge for all Counter to Counter shipments.

## Command Alkon News - Now Distributed Online!

The Command Alkon newsletter is now distributed online. To better serve your needs we are giving you the choice of how you would like to receive your copy of this newsletter. If you would like to continue receiving a printed copy of the newsletter, do nothing. If you would prefer to receive the online version of our newsletter, send a request via e-mail to Shawn Flanagan, Editor of *Command Alkon News* at [sflanagan@commandalkon.com](mailto:sflanagan@commandalkon.com) with "Electronic Newsletter" in the subject line. Be sure to include your name, company name, telephone and title. Also, please tell us if you wish to continue receiving the printed newsletter in addition to the online version. As always, current and archived copies of our newsletter(s) can be found on our web site at [www.commandalkon.com](http://www.commandalkon.com). From the home page, click on About Us and then Newsletter.

We hope that you will find value in this new way of delivering the news to you. Thank you.

## COMMANDcredit

The following article was printed in imi's May 2005 edition of their newsletter "Material News". It is reprinted here by permission.



### I Gotta Give You Credit by Susan Stanley

It's that time of year again; everyone needing concrete and wanting it yesterday! LOTS of applications for credit coming in on a daily basis. As much as we would like to supply concrete to everyone, not everyone's credit history is exaaaactly perfect.

In an effort to make the business lives of our customers and ourselves run a little smoother, we have recently incorporated the "Credit Limit module" from Command Alkon, or as we call it, COMMANDcredit. COMMANDcredit allows the credit and sales departments to establish credit limits on what I consider a somewhat "risky" customer who may have had some payment problems in the past. Previously, we may have declined that person credit, but now with a closer monitoring system, we can help our customer rebuild his credit while growing his business.

By establishing a set credit amount, COMMANDcredit can lower our bad debt while greatly reducing our costly collection/attorney fees. In addition, with current laws greatly limiting our lien rights, COMMANDcredit will help us reduce the number of liens we have to file.

We feel that COMMANDcredit offers a win-win situation for everyone. We can grow our customer base, help our customers grow their businesses, and we get paid quicker. As we always say, "a sale is not a sale until the money is collected!"

*Receive valuable training on the COMMANDcredit system at The Command Alkon Customer Conference 2006 March 29-31, 2006 in Las Vegas!*

# Events



Upcoming



## Need Help?

Technical Support is just a phone call away.

**U.S. and Canada:**  
1-800-624-1872

**United Kingdom (Dispatch):**  
0800-022-9682

**United Kingdom (Batch):**  
0800-897-403

**Australia (Eagle Batch):**  
800-125-114

**New Zealand (Eagle Batch):**  
800-449-471

**Malaysia (Eagle Batch):**  
60 3-7492-0901

**UK, Europe, Middle East,  
Africa, Barbados, Bermuda  
(CMDbatch, Spectrum,  
AC2000):**  
44-117-972-4777

## CMMI Technology Conference

November 14-17, 2005  
Hyatt Regency Tech Center  
Denver, Colorado

## The World of Concrete

January 17-20, 2006  
Las Vegas Convention Center  
Las Vegas, Nevada

## The Command Alkon Customer Conference 2006

March 29-31, 2006  
The Aladdin Resort & Casino  
Las Vegas, Nevada

# Command Alkon News

Editor: Shawn Flanagan  
Assistant Editor: Lori Allen

## Birmingham

1800 International Park Dr.  
Suite 400  
Birmingham, AL 35243  
+1 (205) 879-3282  
Fax: +1 (205) 870-1405

## Columbus

5168 Blazer Parkway  
Dublin, Ohio 43017-1339  
+1 (614) 799-6650  
Fax: +1 (614) 793-0608

## Australia

Command Alkon Pty. Ltd.  
Level 1, Suite 5  
695 Burke Rd.  
Hawthorn East  
Victoria, Australia 3123  
+61 3 9861 7900  
Fax: +61 3 9861 7915

## Europe

Gijzenrooiseweg 13-B  
5661 MA Geldrop  
The Netherlands  
+31-40-2595295  
Fax: +31-40-2595299

Great Britain  
21, St. Annes Road  
St. Annes Park, Bristol  
BS4 4AB UK  
+44 117-972-4777  
Fax: +44 117-972-4888

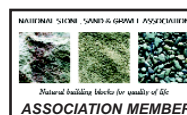
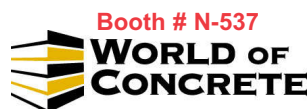
**Corporate Marketing Director:**  
Michael Wilson



Command Alkon Incorporated  
1800 International Park Drive, Suite 400  
Birmingham, AL 35243

Return Service Requested

PRSR STD  
U.S. POSTAGE  
**PAID**  
BIRMINGHAM, AL  
PERMIT NO. 3246



Microsoft is a registered trademark of Microsoft Corporation in the United States and other countries  
The On Oracle logo is a trademark of Oracle Corporation