

Controlling the Quality of Your Concrete

Command Alkon's newest product for quality control and production management.

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. At present time, many overseas companies (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 leap, 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. So, what are the benefits of having a QC/QA program at your site?

See ConAd™ in Action at The World of Concrete February 4-7, 2003 - Booth 1019 - North Hall in The Producer's Center

On December 26, 2002 Command Alkon Incorporated purchased ConAd™, a quality control software product from ConAd Technologies Group L.L.C. This quality control product is yet another piece of the total solutions armor that Command Alkon has been putting together to benefit our customers over the past 30 years. ConAd™ is the abbreviation for **Concrete Advice**.

ConAd™ is a comprehensive quality control and production management tool. ConAd™ integrates and analyzes available data including material properties, batching performance and laboratory/field concrete test data. ConAd™ provides the earliest detection of change of any system due to its use of multigrade (multi-strength), multivariable, cumulative sum graphing. It delivers the most 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 his processes, resulting in higher product quality and reduced cost.

ConAd™ was purchased from the small, but internationally well-known Australian company ConAd Australia Pty Ltd, which is owned by the American company, ConAd Technologies Group L.L.C. The company's roots date back to 1973 when its original principal, Ken Day, integrated concrete mix design and a QC computer program. Mr. Day, a leading innovator in concrete mix design and quality control since 1952, was already producing 70 MPa concrete and using Shewhart control charts and the specific surface method of mix design. He has achieved worldwide recognition by publishing more than 100 papers, lecturing in 12 countries and having his groundbreaking book *Concrete Mix Design, Quality Control & Specification* enter its second edition in 1999. Mr. Day is a founding member of both the Concrete Institute of Australia and the Singapore Concrete Institute.



ConAd™ is the only system that comprehensively integrates and analyzes all available data including material properties, batching performance and laboratory/field concrete test data. As concrete ages it gains strength, and in higher temperatures it gains strength more rapidly than in cooler temperatures. ConAd™ can determine the later age strength of concrete in less than 24 hours, by establishing a relationship between strength, time and temperature.

The system uses multigrade, multi-variable cumulative sum graphing to provide substantially faster detection of change than any alternative system. Multigrade means that all results from all strengths and

Continued on page 2

IN THIS ISSUE

- ConAd - 1
- New Customers - 2
- Voodoo Lounge at WOC2003 - 3
- 2003 Customer Conference - 4
- Teamwork - 5
- Technical Services - 6
- Training Schedule - 6
- Meet Your Account Execs - 7
- Make the impossible possible - 7

New



Customers

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

Cast Conc Precast
Saxonburg, PA

Ready Made Concrete
Midvale, UT

Hormigonez Premezclados Beton SA
Santiago, Chile

Speedy Redi Mix
Chicago, IL

Morrow and Sons
Fraser, CO

Wharehine Contractors
Wellsford, New Zealand

Rapid Ready Mix
Colorado Springs, CO

Wittwer Group
Wichita, KS

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. ConAd™ excels by analyzing masses of data and converting it to a graphical display in only a few seconds. An automatic multigrade 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 target strength.

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 batch-

ing errors using the Batch Variation and Cost Analysis feature. This enables fine-tuning to eliminate these everyday small errors. 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.

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 and can then choose from up to eight coarse and five fine aggregates 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 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.

A producer is constrained to a certain strength margin as a security against failures. If a producer can achieve a lower SD by better QC through the utilization of ConAd™, then he 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.

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 authority in their area regard them as the leaders in QC.

Command Alkon is pleased to bring you this latest piece in our suite of software products. ConAd™ will be demonstrated at the upcoming World of Concrete show in Las Vegas from February 4-7, 2003. If you are unable to attend and would like more information about this new product, please contact us at 1-800-624-1872 within the United States or +1-205-879-3282 if outside of the U.S and ask for Jason Pulliam.



WORLD OF CONCRETE

Get ready to attend the most exciting event during the World of Concrete 2003 in Las Vegas. On Tuesday February 4th, Command Alkon will host a private Customer Reception in the Voodoo Lounge atop the Rio Hotel and Casino from 5:30 p.m. – 7:30 p.m. Surrounded by the eclectic confines of the Voodoo Lounge and a stunning panoramic view of the city from the 51st floor, enjoy an evening of food, drinks and fun. During the reception Command Alkon will give away several hard-to-get show tickets as well as door prizes. All guests must have a pass to enter this event.

The World of Concrete 2003 will be held from February 4 – 7, 2003 in the vast complex of the Las Vegas Convention Center. The upcoming show will feature over 700,000 square feet of both indoor and outdoor exhibit space. Command Alkon will be housed in The Producer's Center at booth 1019. Nearly 60,000 colleagues within the construction materials field are expected to attend this event.

We invite you to come by our booth the first day of the show and receive a special World of Concrete 2003 souvenir designed especially for our customers. Supplies will be limited, so get there early. While you're at the booth, be sure to ask about our new products and services.

Following is a sampling of new products Command Alkon will be demonstrating at the show:

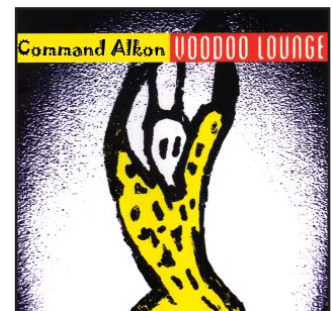
COMMANDperformance™. COMMANDperformance™ enables companies to implement new analysis and scorecarding tools to initiate performance monitoring or to complement their existing Corporate Performance Management (CPM) strategy.

ConAd™. ConAd™ is a comprehensive quality control and production management tool. ConAd™ integrates and analyzes available data including material properties, batching performance and laboratory/field concrete test data. ConAd™ provides the earliest detection of change of any system due to its use of multigrade (multi-strength), multivariable, cumulative sum graphing. It delivers the most accurate prediction of 28-day results from 7-day or earlier tests. Early detection of change and its cause(s) can result in cost savings.

COMMANDcommerce™. COMMANDcommerce™ is a full service product that connects COMMANDseries databases with document management and accounting systems. COMMANDcommerce provides the portal through which our customer's customers can track order, account and delivery information plus view signed delivery tickets - all via the Internet.

If you are planning to attend the World of Concrete and would like tickets to our Customer Reception at the Voodoo Lounge, please contact Rachael Irwin at 1-800-624-1872 ext. 1279 or Jessica Hambright at ext. 1255 for your complimentary passes. A limited number of tickets are available, so it is first come, first served.

There is a limit 4 tickets per customer location. You must be 21 years or older to enter. A strictly enforced dress code requires business casual attire. We look forward to seeing you!



Don't Miss The Upcoming 2003 Command Alkon Customer Conference

Command Alkon's Customer Conference 2003 will take place in Birmingham from April 5th – 8th at The Wynfrey Hotel. This four-day event is a must attend show for our customers. Product training, workplace seminars, a general session, and a little bit of golf and NASCAR racing thrown in encompasses this event. For the third year in a row, the Command Alkon Internet Café will be open for business. Computers, as well as lap-top ports will be made available. Drop-in for some coffee and check your e-mail or the latest sports scores.

The 2003 Conference theme, *High Five!: The Magic of Working Together*, is taken from New York Times bestselling authors Ken Blanchard and Sheldon Bowles. *High Five!* emphasizes the power of teamwork and how organizations can build successful teams. Seminars teaching the basic concepts of teamwork from the book *High Five!* will be one of the many stimulating classes offered at the Conference.

Participants of the Conference will be given an opportunity to attend intermediate and advanced training classes on all Command Alkon products. This year's Conference promises to be a more in-depth and hands-on event. Two-hour class sessions and training labs are just a couple of enhancements that attendees will enjoy. The biggest change in the Conference affects batch training. In the past, we offered a weekend Batch Training session because we knew that batch personnel couldn't miss any work ;-)! But after last year's survey, we discovered that you felt left out while others went golfing or went to NASCAR.....so this year is your year! Batch Training will be conducted as part of the Customer Conference rather than as a supplement to our four-day event. Sign up early, as class space is limited for batch training.

Our annual Customer Conference Golf Tournament is teeing off with some great prizes. Plans are in the works for a hole-in-one post tournament challenge open to the top customer players of the day. Although the prizes have not been finalized, a Harley Davidson or BMW could possibly be one of the prizes. Don't miss this opportunity to play and win!

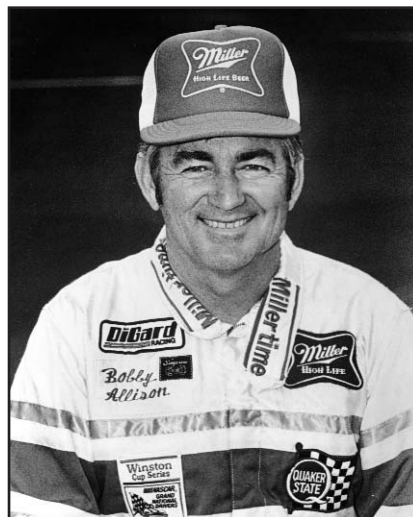
NASCAR fans, have we got a deal for you!! The 2003 Aarons 499 Winston Cup race at the Talladega Superspeedway is the same weekend as our Conference. Since you enjoyed the race so much last year, we've upgraded our offering to you for this year's race. Command Alkon will host a corporate event at the race complete with a tent serving breakfast, lunch, snacks and beverages throughout the race. Better seating in the Talladega

Grandstand, a pre-race pit tour and Command Alkon logo wear are just part of the perks you will receive. Round trip transportation from the Wynfrey on chartered buses loaded with complimentary beverages and snacks will deliver you to the race. We have a limited amount of race tickets, and they will sell out fast. Since there is a one-ticket limit per registered customer, please register and get your ticket as soon as possible!

After the race, don't miss our Mini-tradeshow and reception Sunday evening April 6th. Vendors from the biggest names in the industry will be at the show. Last year's mini-tradeshow was the best to-date in terms of benefit to our customers. Enjoy food, beverages and live music while mingling with your colleagues and checking out the latest product offerings from industry leaders.

During our General Session, Phil Ramsey, Command Alkon Executive Vice President, will talk about new trends within the industry. Special guests scheduled for the

General Session include NASCAR legend Bobby Allison, *Concrete Products* magazine editor, Don Marsh and radio and television personalities, Rick and Bubba, affectionately known as "The Two Sexiest Fat Men Alive". The Command Alkon General Session is your chance to stay on top of improvements within the industry.



NASCAR Legend Bobby Allison will be just one of the highlights of the Customer Conference!

Looking to get up to speed on your Command Alkon product(s)? Breakout sessions featuring Command Alkon products as well as workplace seminars will be available to all attendees. Choose from over 40 different training classes on new and existing products.

Our Open House and "Tee Party" will be sure to please as we transport you from the Wynfrey to the Headquarters of

Command Alkon. Food, beverages, tours of the building, prizes and an opportunity to talk one-on-one with our employees is the focus for the evening. Our "Tee Party" which is part of the Open House, consists of a nine-hole indoor course where you can win great prizes from the sponsors and exhibitors of the Conference. Also, new to the Tee Party is a game called "Chip It". Hit the special Velcro ball on to the scoreboard for prizes! Bring your rabbit's foot, lucky cap and Tiger Woods bobblehead to this event!

Don't miss the opportunity to attend the 2003 Conference in Birmingham. For more information, please call Rachael Irwin at 1-800-624-1872 extension 1279. In February 2003 we will be mailing our Conference brochure. The brochure will have detailed information including class schedules, event times and locations, as well as general information regarding the Conference. As time draws near, check our web site for updates and more information. *Early registration is now open with discounted prices. Call Rachael today!!*



TEAMWORK

Teamwork is one of the foundations of a successful business or group. What makes a good team?

A true team is a working force whose dynamics change often and who has common objectives. Often, teams do not work cohesively together due to a number of factors. At times the individual team members may have different goals or they do not communicate clear expectations to each other. Difficulties can arise when there is not true collaboration to empower the abilities and skills of all the team members. Teams are not just made up of people coming together to accomplish a task in a short amount of time.

Successful teams demonstrate some common characteristics. Teams that establish clear and concise objectives discuss ideas openly, and those that make decisions quickly are clearly more successful than teams that are not able to function together.

Work teams that go forward to accomplish their target goals are more focused on working together, and that results in achieving the desired goal.

'High Five!'

In the book *High Five!*, authors Ken Blanchard and Sheldon Bowles promote teamwork and taking full advantage of the collective brain power and personalities of a group.

Collaboration is essential to achieving results. A single team working dynamically together can have an impact on an entire company.

The theme running through *High Five!* is "none of us is as smart as all of us." This phrase again emphasizes the value of teams over individual performances. The power of a team outshines individual performances.

High Five! provides the reader with the four key elements of winning teams. The authors discuss the difficulty of a high-performing employee but one who is not a team player. Organizations tend to reward high performers, yet higher productivity can be achieved through a successful team.

A *High Five!* team symbolizes a successfully functioning team with magnificent results.

Each member of a *High Five!* team works to serve the common good of the team. Team members are dependent on each other, and pooling their skills can make a difference.

Defining goals

One of the important key elements to a winning team in *High Five!* is a shared sense of purpose and shared goals and values. There is little purpose in having an energetic team with boundless ideas but whose members are all going in different directions.

The first priority of a team is to define the purpose and goal of the work group. It is important to set individual goals for each team member as well.

In working with different organizations and businesses, my experience is that defining purposes and values of the team is often the hurdle that prevents a team from becoming successful. Sometimes participants on the team do not take the time to come to a consensus about the purposes and the values of the team. At times management does not effectively communicate directives to the team. This can cause confusion among the team members and a waste of valuable time and energy. Getting organizations to develop the team concept is a process and not a quick solution to a crisis situation.

Educating employees about the team process is critical for organizations that want to adopt the concepts of a *High Five!* team. It is important to remember that "none of us is as smart as all of us."

By Ann Phillips

Ann Phillips is an educational consultant and trainer associated with Grayson & Associates in Birmingham and has been an adjunct faculty member at Samford University for the past 13 years. She conducts training seminars for businesses, schools and churches on a variety of motivational subjects.



Technical Services

Need to upgrade your database server, add Metaframe to connect your remote users to COMMANDseries or get a "health check" on your current system? Command Alkon's Technical Services Division can help.

You can trust the experienced professionals from Command Alkon's Technical Services Division to provide these services and products. They are the knowledgeable and friendly people that make sure that your Command Alkon software and hardware operate smoothly on your system's network.

From initial sale through ongoing support, Technical Services is available to provide the expertise and service for your infrastructure requirements. In addition to selling hardware, we provide consulting services during the sales process to help design a successful infrastructure. These

professionals will install and configure the infrastructure to deliver the software you need to run your business. After your go-live, the Technical Services Division not only services your current implementation but can also improve and build upon it as your business needs grow.

The Technical Services group includes professionals who are certified in the third-party software products used with Command Alkon software including Windows, Oracle, Microsoft SQL and Citrix. Support for these products are offered through annual support contracts as well as on-demand support services. Consulting services are available for infrastructure design, disaster recovery planning, and performance analysis to name but a few.

Contact your account executive or Technical Services to find out more about the products and services offered.

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.

Training



COMMANDseries

1-800-624-1872 ask for Telesales

Additional Classes

Command Alkon also offers the following classes at its Birmingham location.

Please call for available dates.

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

Batching Controls

1-800-624-1872 ask for Harold Nott

AES training is available upon request

COMMANDseries Training *(Taught in our Birmingham, Alabama offices only)*

Version 5

January	February	March
6 Concrete Order Entry & Scheduling	17 Concrete Order Entry & Scheduling	17 Concrete Order Entry & Scheduling
7 Concrete Ticketing & Tracking	18 Concrete Ticketing & Tracking	18 Concrete Ticketing & Tracking
8 Pricing Prep & Invoicing	19 Pricing Prep & Invoicing	19 Pricing Prep & Invoicing
9 Receivables & Credit - Day 1	20 Receivables & Credit - Day 1	20 Receivables & Credit - Day 1
10 Receivables & Credit - Day 2	21 Receivables & Credit - Day 2	21 Receivables & Credit - Day 2
9 COMMANDview (Online) - Day 1		
10 COMMANDview (Online) - Day 2		
20 COMMANDview (Birmingham)		
21 COMMANDview (Online) - Day 1		
22 COMMANDview (Online) - Day 2		

Spectrum V.6, Eagle V.8 and AC2000 Batch Training

January	February	March
<i>Please note that Spectrum and AC2000 batch training will be conducted in our Columbus, Ohio offices and that Eagle batch training will be conducted in our Birmingham, Alabama offices.</i>		
13 Intermediate Batch with AC2000	10 Intermediate Batch with AC2000	10 Intermediate Batch with AC2000
14 Intermediate Batch with AC2000	11 Intermediate Batch with AC2000	11 Intermediate Batch with AC2000
13 Advanced AC2000 - Day 1	10 Advanced AC2000 - Day 1	10 Advanced AC2000 - Day 1
14 Advanced AC2000 - Day 2	11 Advanced AC2000 - Day 2	11 Advanced AC2000 - Day 2
15 Advanced AC2000 - Day 3	12 Advanced AC2000 - Day 3	12 Advanced AC2000 - Day 3
16 Advanced AC2000 - Day 4	13 Advanced AC2000 - Day 4	13 Advanced AC2000 - Day 4
13 Intermediate Eagle V.8 - Day 1	10 Intermediate Eagle V.8 - Day 1	10 Intermediate Eagle V.8 - Day 1
14 Intermediate Eagle V.8 - Day 2	11 Intermediate Eagle V.8 - Day 2	11 Intermediate Eagle V.8 - Day 2
13 Advanced Eagle V.8 - Day 1	10 Advanced Eagle V.8 - Day 1	10 Advanced Eagle V.8 - Day 1
14 Advanced Eagle V.8 - Day 2	11 Advanced Eagle V.8 - Day 2	11 Advanced Eagle V.8 - Day 2
15 Advanced Eagle V.8 - Day 3	12 Advanced Eagle V.8 - Day 3	12 Advanced Eagle V.8 - Day 3
16 Advanced Eagle V.8 - Day 4	13 Advanced Eagle V.8 - Day 4	13 Advanced Eagle V.8 - Day 4
13 Intermediate Spectrum V.6 - Day 1	10 Intermediate Spectrum V.6 - Day 1	10 Intermediate Spectrum V.6 - Day 1
14 Intermediate Spectrum V.6 - Day 2	11 Intermediate Spectrum V.6 - Day 2	11 Intermediate Spectrum V.6 - Day 2
13 Advanced Spectrum V.6 - Day 1	10 Advanced Spectrum V.6 - Day 1	10 Advanced Spectrum V.6 - Day 1
14 Advanced Spectrum V.6 - Day 2	11 Advanced Spectrum V.6 - Day 2	11 Advanced Spectrum V.6 - Day 2
15 Advanced Spectrum V.6 - Day 3	12 Advanced Spectrum V.6 - Day 3	12 Advanced Spectrum V.6 - Day 3
16 Advanced Spectrum V.6 - Day 4	13 Advanced Spectrum V.6 - Day 4	13 Advanced Spectrum V.6 - Day 4
17 Spectrum V.6 Hardware	14 Spectrum V.6 Hardware	14 Spectrum V.6 Hardware

For on-site and/or customized batch training courses please call 1-800-624-1872 and ask for Harold Nott.



Standing: Walker Scott and Chris Roberts; **Sitting:** Gary Bolyard; **Not Pictured:** Teddy Keller

Meet Your Account Executives

What are your roles as Regional Account Executive?

Our biggest responsibilities are to develop and maintain trust and integrity in all customer relationships, and to ensure the highest level of customer satisfaction. Account Executives work with the Area Sales Managers, Telesales, Service Managers and Professional

Services Managers to assure that each customer in his or her region is receiving the best possible service. Often we perform as a liaison, guaranteeing accurate and timely communications between Command Alkon departments and new customers, as well as existing customers.

How does your position better serve our customers?

Our customers now have one central person with whom they can discuss questions related to new products, upgrades, or extra services. No matter what the customer's question, the Account Executive can either handle their request personally or connect them to the proper people. The customer now deals with the same people on a consistent basis, which will in turn allow quicker issue resolution.

Gary Bolyard, Account Executive for the Southeastern Region, has been with Command Alkon for over 17 years. Since the beginning of his career with CAI, Gary has served in the Sales Department.

Walker Scott, Account Executive for the Northeastern Region, has been with Command Alkon for over 12 years. He began his career with the company as an Account Services Representative and has served as a Software Service Representative, Software Installer, Service & Installations Manager, Product Analyst (Aggregate & Accounting modules) and an Area Sales Manager.

Chris Roberts, Account Executive for the Western Region, has been with Command Alkon for over 5 years. Prior to this current position, Chris served as a Technical Service Representative, an Installations Specialist, a Project Manager and an Area Sales Manager.

Teddy Keller, Account Executive for the Southeastern Region, has been with Command Alkon for 7 years. In his tenure at Command Alkon Teddy has served as a Service Manager, Director of Account Services and a Project Manager.

Make the impossible possible

"Making the impossible possible." That was the theme for this year's United Way campaign, and Command Alkon did just that. Company planners along with local Alabama and Ohio United Way representatives conveyed this message to Command Alkon's employees and showed them how much their contributions would help those in need. After realizing how much help they could provide, employees raised over \$18,000 for local United Way charities. This was a sizable increase over past United Way campaigns. All monies raised go to charitable organizations within the



Birmingham and Columbus local areas. On average 91 cents of every dollar raised by United Way goes directly to programs and services with only 9 cents going to fundraising and overhead. Last year the United

Ways of Central Alabama and Central Ohio raised over \$78 million for basic needs, counseling and health and rehabilitation services. Thank you to all of those employees that contributed!



Pictured from left to right: United Way Representative Sarah Keener, Accounting Specialist, Trisa Moutardier, President & CEO of Command Alkon, Ken Robinson, United Way Representative Betts Martin, Technical Services Manager, Dave Donaldson, and Human Resources Generalist, Marci Whittaker.

Events



Upcoming

World of Concrete 2003
Feb. 4-7, 2003
Las Vegas Convention Center
Las Vegas, NV

**The Command Alkon
Customer Conference 2003**
Apr. 5-8, 2003
The Wynfrey Hotel
Birmingham, AL

Need Help?

Technical Support is just a phone call away.

AC2000:

1-614-792-0677

AES:

1-800-624-1147

COMADS, ControlAgg, or Procon:

1-800-624-1043

COMMANDseries:

1-800-624-1147

COMMANDsignal:

1-800-852-4565

Eagle Batch:

1-800-852-4565

Spectrum:

1-614-792-0677

**Coming this
Spring...Extended Help
Desk Hours!! No need to
call a beeper, we will have
someone here at the office
to accept your calls. Our
Help Desk hours will be
4 a.m. - 1 a.m. Central
Standard Time.**

Command Alkon News

Editor: Shawn Flanagan
Assistant Editor: Jessica Hambright

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.
Suite 4/4-6 Croydon Rd.
Croydon, 3136
Victoria, Australia
+61 3-9724-2600
Fax: +61 3-9724-2604

Europe

European Business Center
Unit 2.26
Luchthavenweg 81
5657 EA Eindhoven
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



See Us in Booth 1019
in The Producer's Center

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

NEXTEL®



Microsoft
CERTIFIED
Partner

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