

COMMANDbatch CP



The use of precast and prestressed concrete in construction projects has gained in popularity in recent years. It is a very versatile product. It can be quickly made. And weather-related project delays are almost non-existent due to the fact that precast can be produced indoors.

Concrete production facilities today are more complicated than ever. Production facilities must produce more varieties of concrete than ever; prestressed production techniques using Self-Consolidating Concrete, dry cast production with zero slump concrete, and color additives for concrete mixes are consistently challenging the concrete products manufacturer.

The properties required for concrete products are more stringent than ever. To meet today's tight specifications, the system must account for all sources of water or the concrete may be wasted. The availability of an accurate, comprehensive moisture monitoring and water dosing system can make the difference between profit or loss. Automated concrete bucket delivery systems, inventory replenishment, wireless remote

control, integrated color interface system controls, and robust system reliability, including lightning resistance, are all technologies available to improve your bottom line.

The ability of producers to manufacture this highly controlled and engineered product became easier this year with the release of Command Alkon's newest product for the industry called COMMANDbatch CP.

COMMANDbatch CP is distinct from other programs on the market today in that it is specifically designed for the precast and prestressed concrete operation. Released in March and debuted at the CONEXPO 2011 show in Las Vegas, COMMANDbatch CP is a stable, highly functional product for precast and prestressed producers. During the creation of this product, Command Alkon gained a deeper understanding of the challenges facing the precast producer and from this experience created a solution to meet their needs.

COMMANDbatch CP is a modern, Windows-based system that is fully compatible with standard concrete production equipment. Advanced process control features deliver accurate batching as well as accelerated production. Clear and well-organized visuals enable system processes to be monitored and controlled with ease.

COMMANDbatch CP optimizes the production process to deliver the highest possible production capacity while maintaining the required concrete quality. Included in the controls are powerful features such as mixer power monitor with variable speed control, coarse and fine aggregate moisture controls, mixer moisture controls, and recycled water density compensation.

In this issue:

- 01 COMMANDbatch CP
- 03 Computer Forms Incorporated
- 04 The Way Forward
- 05 Batch System Product Updates
CAI On The Web
- 06 Plant Automation
Development Corner
- 07 Customer Conference
- 09 COMMANDbatch Delivers
COMMANDtrack
- 10 Jay Shilstone
- 11 CONEXPO-CON/AGG 2011
- 12 Dispatch Optimization &
ScheduleCom
COMMANDseries
Development Corner
- 13 Precision Water System &
Delmon Readymix
- 14 Mark Harris - 30 Years at CAI
- 15 Letter from Jim Wilson
Apex Development Corner
- 16 Apex Transcore
Letter from Larry Curtis
- 17 Integra Development Corner
- 19 Inca Concretos
KICE



Drycast and Self-Consolidating Concrete

The COMMANDbatch CP Hydro module, with the aid of moisture probes in the aggregates and mixer(s), dynamically adjusts the water to meet the specified properties of any mix. The operator can easily review the production process via the intuitive display to establish what data, both real-time and historical, was used to determine the batched water amounts. Retrofitting of existing mixer and aggregate moisture probes to COMMANDbatch CP is supported without the need of any additional external devices.

Self-consolidating concrete (SCC) has become a fact of life for structural precast producers. Consistent high-quality production of SCC is very challenging; many producers, trying to rely on a standard control system, have failed to achieve the promised results. The designers of COMMANDbatch CP created the system to accommodate this completely new requirement of concrete production.

First and foremost, COMMANDbatch CP maintains the proper mix proportions by measuring both fine and coarse aggregate moistures in real time using Command Alkon's rugged, reliable Moisture Probes. This technique produces concrete with a predictable, consistent slump and an accurate yield. Through the ability to batch predictable slump concrete the COMMANDbatch CP can then be instructed to precisely introduce plasticizer additives to deliver consistent "SCC Spreads".

Process Visualization and Data

An important feature of COMMAND CP is the clear and ergonomic visualization of the process within a familiar MS Windows user interface. All user commands can be executed with the mouse and the visualization functionality can be customized to suit user preferences. Plant data such as sequences, recipes, products and materials can be viewed in the Data Center. This is also where the batch screen is accessed enabling you to view which batch is being worked on and what the dosage results are. The Data Center also contains a wide selection of reports, which can be displayed and printed and the data grids can be easily exported to Excel. What's more, COMMANDbatch CP is completely multi-user.

Color Control Interface

Command Alkon has worked with industry color companies to provide you with a simple way to produce and reproduce a consistent architectural product. The interface to the color control system will make the appropriate water adjustments, and dose color for your concrete to reduce waste due to color errors. Years after an architectural panel has been produced you



will be able to reproduce the same color because your batch records will include the color recipe.

Remote Operator Interface

All of the functionality that comes standard on the main processor is also available on a portable PC for the floor supervisor. The floor supervisor now has the freedom to oversee the process at



the plant floor while making any adjustments to mix water. The plant floor supervisor is also able to prioritize mixes and delivery from the remote wireless PC.

Concrete Delivery Systems

Delivery costs can be reduced with automated delivery buckets or placement cranes. These devices can be controlled and prioritized by the floor supervisor using the plant floor tablet PC. Routine



pouring of hollow core or prestressed beds can be automated without operator intervention. The process is fully automated from the mix production to the pouring bed.

Inventory Replenishment System

COMMANDbatch CP has a fully automated inventory level and reorder system. When a silo or aggregate bin reaches a replenishment level, an automatic reorder email is transmitted to your supplier and inventory manager. If the email to the supplier is not acknowledged with 1 hour, a 2nd email is sent to the plant supervisor warning him that the inventory supplier has not responded to the request.

COMMANDbatch CP is supported by our existing team of experienced technicians. We offer the same 24/7, 365 year-round support to our precast customers that we do to our existing traditional ready mix customers. Command Alkon is a proud member of



both the PCI and NPCA umbrella of precast and prestressed organizations. Our product was recently featured in the Innovations section of the April 2011 issue of *Concrete Products* magazine. If you would like to know more about COMMANDbatch CP, please visit our web site at www.commandalkon.com and click on the Concrete Products link. To speak with a Command Alkon sales member about installing COMMANDbatch CP at your precast production facility, please click on the Contacts link from the main page of our web site and find your local sales professional. We are happy to answer any questions about this new, innovative product.

COMMANDbatch CP offers:

- Control of processes from anywhere . . . workstations, control panels, handheld tablets . . . with flexible mix-call options
- Integrated, real-time moisture measurement with all industry moisture probes
- Batch correction of aggregates and water depending on moisture/temperature
- Data recordation including moisture graphs, W/C ratio, and colors
- Unlimited support of plants, mixes, scales, bins, mixers
- Automatic process optimization, visualization, and monitoring
- SCC control
- Full integration with color dispensing equipment
- Total process control possible with integrated concrete distribution, silo monitoring, bin-filling and water reclamation



COMPUTER FORMS INCORPORATED

For over 40 years Computer Forms, Inc. has provided quality printed products including checks, forms, invoices, statements, corporate communications products, and promotional product items to several vertical markets including the construction materials industry. They have served our Integra customers with out-of-the-box and custom designed forms for the past 16 years.

The CFI teams are focused on long term customer relationships. The delivery of quality products on time is only the final result. Their printing professionals and customer service representatives are trained in all facets of form design, printing processes and the specific requirements for varied software products. Their easy to use E-Commerce website allows you to design your own forms online, place orders, receive order confirmations and track your order, all available via the web 24 hours a day. Expedited or next day services are available for immediate needs.

Their "Customer Centric" product design guarantees that forms will fit each customer's printer.

Major Accounts Sales Managers ensure that their larger customers' diverse printing needs are met, often reducing overall printing costs throughout an organization. CFI's Fulfillment Services will provide warehousing of your items and shipment to you only when you need them.

To contact a Computer Forms, Inc. salesperson or to try out their online forms design services, please call 1 800 547 8027 or visit them on the web at www.computerforms.biz. Discuss your forms needs in person at their booth at our upcoming Command Alkon Customer Training and Technology Conference November 8th-10th at The Mirage Las Vegas.

The Way Forward

From the Desk of Phil Ramsey, President and COO of Command Alkon

Last June we announced our business transaction with Systech to form the Integra Products Division of Command Alkon. Now that we are one full year into the transaction I would like to update you on our progress.



Our first priority was to continue with the existing Systech employees that you know and trust. This has been very successful. These employees remain focused on meeting your needs for continued service and product improvements. In the last year we have continued with 25 of the original 26 employees of our Integra Product Division. Larry Curtis continues to lead the product and service efforts in our newly renovated Chicago office.

From a product point of view our two development teams have worked very well together to deliver additional value to Integra customers. COMMANDcommerce and our OnBase Electronic Content Management systems are being adapted to the Integra software and deployed with Integra customers. The Integra development and service staff have also integrated the Integra concrete dispatch system with COMMANDoptimize. Our first installation of Integra with COMMANDoptimize is underway and should be live this fall. All of these new products will be a part of the Integra track at our Customer Conference in November.

We are one year into the Integra Products Division and we could not be happier with our employees and with our customers' reaction to the combined organization. We are also expanding the Integra software into other English speaking markets around the world.

In the last edition of "The Way Forward" I touched on our long-term strategy of geographic diversification. Geographic diversification provides two key elements of our long-term success:

- 1) To bring in the best of business practices and technologies from around the world and
- 2) As a hedge against regional economic and construction cycles.

While some of our markets have been depressed since the economic events of 2008, Command Alkon has been able to successfully grow our business in Latin America, Asia, and Australia.

Additionally, we have strengthened our European business via the acquisition of Total Management Systems (TMS) in The Netherlands. TMS is the leading provider of concrete Batching, Dispatching, and Quality Control systems in The Netherlands

and Belgium. TMS complements our existing offices in the UK and our Concrete Equipments team based in Paris. TMS also brings additional industry and software technology to Command Alkon.

In March of this year we introduced COMMANDbatch CP for use in the precast, prestressed, and concrete products industry. We have had many customers over the years ask us to get involved with them in these industries as a counterpart to our COMMANDbatch product for ready mix. COMMANDbatch CP has advanced real-time moisture monitoring control for SCC, Wet, and Dry Cast concretes to provide the innovative control required for these industries.

Finally, we continue to focus on bringing the benefits of optimized dispatching to all of our ready mix dispatch customers. Many of you saw and heard industry colleagues talk about savings of over \$1 per yard at last year's Customer Conference. We have continued our expansion of COMMANDoptimize to more customers, larger systems, and more savings.

I hope to see all of you at our annual Customer Conference in Las Vegas November 8-10th. We look forward to showing off our latest features, facilitating discussions with your industry colleagues, and renewing our many friendships.

As always, thank you for your business.

A handwritten signature in black ink that reads "Phil Ramsey". The signature is fluid and cursive, with a long horizontal stroke at the end.

Command Alkon News

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Batch Systems Product Updates

For additional details and pricing on any of these updates please contact your Service Representative.

Integra Batch Systems End of Life

The End of Support and End of Life date for all Integra batch systems is December 31, 2014. For additional information please refer to the Product Position Statement which includes information about conversion to a COMMANDbatch system at:

<http://users.commandalkon.com/announcements/eolintegrabatch.pdf>

AC2000 Batch Systems End of Life

The End of Support and End of Life date for all AC2000 software and hardware models is December 31, 2012. For additional information please refer to the Product Position Statement which includes information about conversion to a COMMANDbatch system at:

<http://users.commandalkon.com/announcements/eolac2000.pdf>

Eagle Product Line End of Life for Specified Versions

This announcement applies to the following members of the Eagle Family:

- all software versions - Eagle v8.XX and Eagle Flex v1.XX
- all hardware models - Eagle Junior, Enhanced Eagle Junior, Eagle, Enhanced Eagle, Eagle Plus and Eagle Flex (4 rack, 5 rack, 6 rack, 7 rack, and 8 rack)

To maximize the operational life of existing equipment Command Alkon will administer the Eagle product line end of life based on the original date of manufacture of the Eagle equipment. This will provide for an orderly transition for conversion of Eagles to COMMANDbatch. For a detailed timeline based on manufacture date and information regarding conversion to COMMANDbatch refer to the Product Position Statement at:

<http://users.commandalkon.com/announcements/eoleagle.pdf>

Batch Systems Hardware Coverage

Remember that once a Command Alkon Batch System has had a lapse in Hardware Coverage:

- Only systems less than 5 years old have the option to reinstate hardware support.
- In order to reinstate coverage an onsite certification must be performed by Command Alkon to verify the system is in good working order, fully functional, and correctly installed.
- The cost of the certification, travel expenses and travel labor will be billed at current rates.

Contact insidesales@commandalkon.com for full Batch Hardware Coverage Reinstatement.



Get coverage for your Moisture Probes!

Note that Command Alkon Moisture Probes are no longer covered as part of Priority One Extended Hardware Coverage. Moisture Probe Coverage is now offered as a separate option for producers maintaining Priority Support on their batch systems.

Contact our Inside Sales Department at InsideSales@commandalkon.com for more information.



CAI On The Web

Command Alkon has updated our website with improved navigation among the growing selection of products we are making available to the industry. Drop-down menus now allow you to navigate easily between our three core business solution areas (Ready-Mixed Concrete, Bulk Materials, and Concrete Products). Command Alkon, JWS, Integra, and Spanish speaking customers will all enjoy a smooth transition between the various areas of the web site. Existing customers (USERS) will also find it easier to navigate to our User Gateway where you can access account information and pay invoices, sign up for weekly product bulletins, view product release notes and manuals, and participate in user forums. When you have a moment, please visit our redesigned site at www.commandalkon.com.

www.commandalkon.com | users.commandalkon.com

Plant Automation Development Corner

From the desk of Joel Tyndall, Director, Batch Controls Engineering

Our developers have been busy increasing the flexibility, efficiency, functionality, and serviceability of COMMANDbatch and our other plant automation products. Check out some of the projects we have been releasing including the Virtual Real Time Controller (vRTC) option which is highlighted in another article in this newsletter.

Concrete Production Manager

Concrete Production Manager (CPM) provides an enhanced communications interface between COMMANDseries and COMMANDbatch by delivering tighter integration, reducing setup errors, increasing flexibility, and providing central control over mix-design specific data. CPM is a state-of-the-art connectivity application that can replace the Universal Link (Ulink) protocol. CPM uses the B2MML and OAGIS business standards over the company's network for data exchange. The data can be customized to meet many different business requirements. CPM offers:

- Direct system-to-system communication for data synchronization (drivers, trucks, materials, and mix designs).
- Centralized mix management ensuring that all mix design changes made in COMMANDseries are automatically synchronized with COMMANDbatch.
- Delivery ticket information is automatically updated between dispatch and batch systems to ensure material usages, production quantities, and quantities/products shipped are synchronized in both systems for accurate, flexible ticket printing and centralized reporting purposes.
- Batch system notifications and alarms are instantly transmitted from COMMANDbatch and stored in COMMANDconcrete.

CPM configuration specifics include:

- A Client Service and a COMMANDbatch "plugin" are installed at each plant (COMMANDbatch).
- A single Client Service is installed on a COMMANDseries computer, along with a COMMANDseries plugin.
- The COMMANDdex service that routes data to any application that has subscribed to that data from any application that publishes it.
- The CPM Configuration form in COMMANDbatch is used to enable/disable features including:
 - Control whether Customers, Extra Products, and Projects are created on the fly from tickets (like they are with Ulink).
 - Restrict/not restrict Material dropdown lists on the Mix Designs, Admix Designs, and Orders forms to synchronized Materials only.
 - Automatically synchronize COMMANDbatch data with COMMANDseries.
 - Configure sounds for tickets and mix designs.

COMMANDbatch Open Solution

The COMMANDbatch Open Solution (OS) offers additional flexibility when implementing the world's premier automation solution as part of their business. Whether your plant is a high

production central mix or a job site portable, with COMMANDbatch OS you can choose to use commercially available Ether-Net/IP fieldbus hardware* and scale indicators* to connect the COMMANDbatch software to the plant. As such, you may be able to more readily utilize existing business partners (scale companies, electrical contractors, etc.) for support of the control hardware at the batch plant.

** Not all brands of commercial hardware are supported. Contact Command Alkon to discuss your application.*

COMMANDbatch and Integra Batch Hardware

With the flexibility of COMMANDbatch OS, we are pleased to offer our Integra Batch customers the ability to extend the life of their batch hardware. For many companies, your existing Integra Batch hardware is compatible with COMMANDbatch software, easing the cost and process of migrating to COMMANDbatch. Please work with your sales representative to answer any questions you may have about migrating Integra Batch to COMMANDbatch.

COMMANDbatch and Windows 7 and SQL 2008

COMMANDbatch can now run on PCs that use Windows 7 (64-bit) Professional or Enterprise, and Microsoft SQL 2008. COMMANDbatch still runs as a 32-bit application, however.

Notes:

- Customers who currently run COMMANDbatch on Windows XP SP2 will be required to either upgrade to Windows XP SP3 or Windows 7 (64-bit).
- COMMANDbatch systems running on Windows XP SP3 will also be required to upgrade to SQL 2008.
- Non-English COMMANDbatch systems running on Windows 7 must use the Enterprise version.

COMMANDbatch support for (Dual) Front End Loader (FEL) Plants

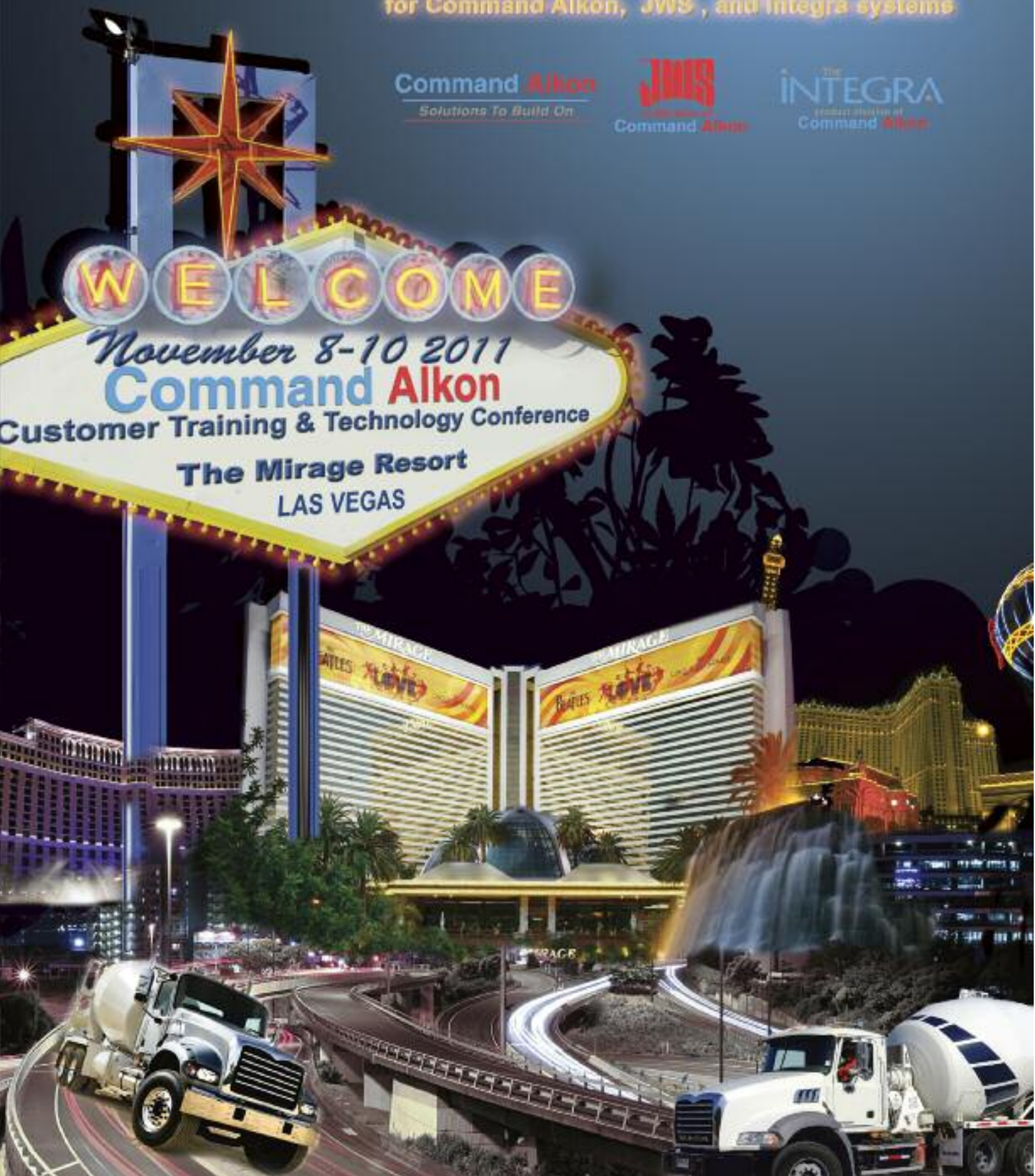
The FEL plant is a staple for producers in Australia. These plants produce concrete when the operator fills the aggregate scale(s) to the target displayed on a scoreboard using the loader bucket. Once the aggregate targets are achieved, COMMANDbatch is released to weigh up the other materials (cement, water, admix) automatically into shared scales. The load is then discharged into the truck. In a different variation, some plants provide for two aggregate scales. In this situation, the loader operator knows that two trucks are in the process of returning to the plant, and he can The operator no longer has to guess which truck is going to arrive first. The operator can start two loads, fill the two aggregate scales, and when either one of the trucks returns, COMMANDbatch will weigh up the other materials for that specific truck.

Don't Miss Your Annual Training Event for Command Alkon, JWS, and INTEGRA systems

Command Alkon
Solutions To Build On

JWS
A Division of
Command Alkon

THE INTEGRA
Product Division of
Command Alkon



November 8-10 2011

Command Alkon

Customer Training & Technology Conference

The Mirage Resort

LAS VEGAS

DRIVE to Las Vegas for The Command Alkon Customer Training & Technology Conference

November 8-10, 2011 | The Mirage Resort & Casino, Las Vegas

REGISTRATION IS NOW OPEN!

EARLY BIRD REGISTRATION (Register by September 30, 2011)

Single person: \$925/person
Multi-person: \$875/person

REGULAR REGISTRATION
(after September 30, 2011)

Single person: \$995/person
Multi-person: \$945/person

Guest Registration:
\$395/person

Preconference Registration
(for November 7th sessions):
\$295/person

REGISTER online or by calling or emailing us at:

www.commandalkonconference.com
1-800-624-1872 ext 1133 or +1-205-879-3282 ext. 1133 (Rachael Hutchison)
rhutchison@commandalkon.com
(Rachael Hutchison)

Once you have registered for the conference, reserve your hotel room at The Mirage, where Command Alkon has negotiated these special rates (taxes not included):

- **\$99/night for reservations made by July 8th**
- **\$145/night for reservations made by October 6th**

Use the code **ALKCI** when making your reservation to guarantee your discounted rate.

Hands-on Training • Classroom Training • One-on-One Labs
New Product & Technology Demonstrations • Roundtable Discussions
• Industry Updates • Tradeshow • Networking with Industry Peers

Preconference Training

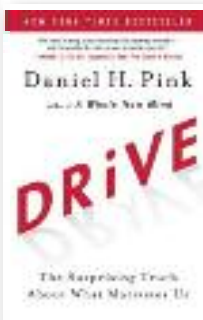
Add one day on to your trip and take advantage of one of these in-depth training opportunities offered by system and application experts on **Monday, November 7th** for an additional registration fee.



- Mastering Concrete Dispatch
- Spectrum Operations & Plant Performance
- COMMANDseries Security & Administration
- Advanced Crystal Reports for Apex Users
- Apex Security & Administration
- Integra Security & Administration
- Advanced & New Mix Management Features of COMMANDqc
- Harnessing The Power of Your OnBase System

Join the Conference Community at
www.commandalkonconference.com

Visit us online to learn more about what we are planning for the industry's leading training and technology conference and to network online with peers and Command Alkon employees.



Drive: The Surprising Truth About What Motivates Us

At this year's conference learn what author, Daniel Pink, and other behaviorists say are the secrets to high performance and satisfaction in the workplace. Dr. Ann Phillips will lead this interactive and energetic session to help you improve your knowledge of what motivates people and identify what the business world, and possibly your company, are doing incorrectly.

Who should attend the Training & Technology Conference?

Order Takers • Weighmasters • Dispatchers • Dispatch Managers • Sales Staff
Batch Controllers • Quality Control Personnel • System Administrators • IT Specialists
General Managers • Owners • Invoicing & AR Specialists

Command Alkon

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COMMANDbatch 1.8.1.1 Delivers: Windows 7® and Virtual Real Time Controller (vRTC)



With the release of COMMANDbatch 1.8.1.1, Command Alkon consolidates the entire COMMANDbatch application onto a single PC running Windows 7 while eliminating the RTC (Real Time Controller) connected to the E-Z CAL hardware system. This advancement uses TenAsys' eVM™ for Windows on an Intel® multi-core processor enabled with Intel Virtualization Technology.

The additional processing power provided by the new Intel multi-core platform delivers a better user experience with increased speed for onscreen graphics and bin, scale, and admixture meter readings. In addition, the single PC solution eliminates the maintenance and support required for two computers and the connection between them.

Included in the upgrade of your COMMANDbatch system are the latest software enhancements, features, and fixes. Your new computer also comes equipped with 4 GB of fast memory, allowing your COMMANDbatch system to “stay up-to-date” with the ability to accept and run software updates for the foreseeable future.

The installation of the new PC can be accomplished with phone assistance by a Command Alkon technician. The new PC will be ready to go after the COMMANDbatch database from the “old” machine is restored. Only systems with the E-Z CAL hardware are eligible for this upgrade, not converted systems with legacy hardware.

For a limited time Command Alkon is offering up to a \$1000 credit towards the purchase of a new, multi-core COMMANDbatch PC to support the vRTC configuration when you return your existing PC and RTC. Corporate parts discounts do not apply when using this promotional trade-in credit. If you are interested in finding out more please contact eservice@commandalkon.com.



COMMANDtrack: Next Generation Tracking & Scheduling

for Ready-Mixed Concrete and Bulk Materials Providers

COMMANDtrack, our latest scheduling and truck tracking tool, provides a highly functional, reliable approach to managing your dispatch operations. An advanced set of tools and a high-end user interface provide more flexibility in scheduling and tracking your deliveries.

General Features of COMMANDtrack:

- Tabbed windows for simplified movement between displays
- Multiple display support increases the real estate available on your dispatch desktop
- Customizable and resizable window arrangements
- Dockable/undockable windows allow you to nest windows together or overlay windows
- Enhanced search functions to improve speed and accuracy when finding orders, trucks, drivers, customers, etc.
- Advanced sort capabilities
- “Hover over” display of information cards for order, truck, and plant details
- Drag and drop ticketing, status changes, truck punch in/out
- Right-click and double-click functionality to drill in for more details, select additional functions, etc.
- Actual versus scheduled delivery statuses
- Nine truck displays that can be displayed simultaneously if desired
- Multiple scheduling screens can be displayed at one time
- Order Modeling
- Simplified toggle between scheduling features
- Screen layouts can be defined per user



Jay Shilstone: Another Industry Expert Joins Command Alkon



Industry icon and mix design guru Jay Shilstone has joined Command Alkon. Jay is a third generation Shilstone involved in concrete technology. Jay has accumulated 30 years of experience with over 25 years of that immersed in the development, sale, and support of concrete quality control computer programs. Jay is recognized around the world as a leader in concrete mix design technology and in the use of computers in quality control. He is joining the Command Alkon team to provide product design direction for our COMMANDqc product.

What is your new role here at Command Alkon?

I am working with the Product Development, Implementation and Support teams to make COMMANDqc the best QC program for the Ready Mixed Concrete industry.

How long have you been working in concrete Quality Control and Mix Design?

I have been in the concrete industry since 1977 and programmed my first QC software in 1982. I developed software that was used by over 3,000 companies in the U.S. and 43 foreign countries.

You and your dad were business partners. We were sorry to hear about your dad's passing in December. He was well-respected within the industry. As a kid, were you always curious about concrete and your dad's work with it?

When I was a kid, my father often took me to his office or to the family testing lab. It took me a long time to figure out what my father did for a living, but he would point out the buildings around town that he had worked on, and I would be very impressed. It wasn't until I graduated from college and joined his company that I realized the potential of what he was doing and his impact on the industry. I hope to live up to that legacy and leave the concrete industry better than when I entered it.

What was the defining moment that made concrete quality control and mix design a passion for you?

In 1982 we were conducting a research program that involved the production of over 300 concrete and mortar mixes. When the time came to do the final report, I was overwhelmed with the amount of data I had to analyze. The Apple II+ computer had come out about 6 months earlier, so I went to a computer store (back when the concept of a store dedicated to computers was a novelty) and

bought a brand new Apple II+ with a single 160K 5-1/4" floppy drive. I used an old black and white TV for a monitor. I stayed up all night learning how to program the Apple. I had just written a program that could read and write data from the floppy disk and I was ecstatic. Within a month I wrote a simple statistical program for the Apple and started to analyze the test data. The graphs started showing trends we hadn't expected. By manipulating the program, I generated a graph that clearly showed the relationship between strength and a concept similar to specific surface. From this graph I learned that concrete really was logical and that computers could help us to understand that logic better. That led to me creating software for concrete mix design and statistical analysis that changed how the industry managed its test results.

What do you hope to accomplish in your new role at Command Alkon? How do you hope to accomplish it?

In the concrete industry we generate an enormous amount of data that, until recently, went into a file cabinet and was ignored unless there was a problem. People are starting to understand that this valuable data can help us optimize concrete mixes to reduce cost and prevent problems. My father and I dreamed of a day when computers would monitor concrete materials, performance, construction requirements and ambient conditions, then make adjustments to the mixture proportions to create batch after batch of consistent concrete. To accomplish this, changes need to occur not only in software, but within the entire concrete design infrastructure. Sustainability initiatives and the transition to performance specifications are opening the door to these changes. Europe is already way ahead of the U.S. with regard to this, but they still aren't there. Working with the amazing team at Command Alkon will allow me to concentrate on the part that I do best while others address programming, customer needs, and infrastructure far better than I ever could.

What are some things that you see that Command Alkon is doing right or ahead of the curve on with COMMANDqc?

- Batch Watcher. It enables the concrete producer to understand the impact of his production operation on concrete quality and cost. In the future Plant Watcher will help us to extend this capability.
- The grid layout in COMMANDqc allows for totally flexible selection, filtering, grouping and analysis of data.
- The ability to update large quantities of selected mixes for changes in design criteria or materials characteristics allows concrete producers to make mix adjustments in a real-time, proactive basis.
- The new CL program allows a concrete producer to optimize mixes based on specified criteria. I see this capability being extended dramatically in the years to come.

All the parts are there. We just need to create the correct links and processes to revolutionize concrete production.

What do you see as the future for mix design and quality control?

Architects and engineers want concrete that fits the needs of the project. Contractors want consistent concrete that places easily and sets predictably. Concrete producers want concrete that is easy to produce and will maintain consistent characteristics as it is delivered to the project. Mix design and quality control exist for

continued from page 10

one purpose – to create the best possible concrete for the job at the lowest price. By making the most of the data we produce and working with the industry to identify gaps in our knowledge about concrete, we get ever closer to creating the ideal building material. Computerized concrete quality control is all about making that happen. The better we get at our job, the lower the cost of the concrete, and the fewer problems that will occur.

What about you personally? What can you tell us?

This year marks my 29th year of wedded bliss with my wife, Jeanne. We have 2 children, Sarah and Samantha, and a dog. I enjoy singing, reading and sci-fi movies. In my teen years I was an amateur magician and made balloon animals for kids' birthday parties. I'm also a big fan of the TED Conference videos at TED.COM. If you haven't seen them, check them out. It amazes me how people so totally different can present topics that affect life so dramatically.

Jay will be available as a consultant to our customers in any areas requiring his extensive concrete technology skills. He will continue his work on ACI, ASTM, NRMCA, and other technical committees.

He is currently chair of ACI 304, Measuring, Mixing, Transporting, and Placing Concrete and chair of the ASTM C09.40 task group dealing with concrete batch ticketing. He is also a member of ACI committees on concrete mix design, statistics, and the use of computers, and ASTM C09.20 on Concrete Aggregates and C09.40 on Ready Mixed Concrete. He is a Fellow of the American Concrete Institute and a certified ACI Field Tech Level 1 technician and NRMCA Level II and III Concrete Technologist. In addition Jay is a frequent speaker at national ACI and NRMCA meetings as well as at local association meetings.

Command Alkon looks forward to a long and productive relationship with Jay and all our customers in our efforts to improve the state of concrete technology in the concrete industry.

If you would like to talk with Jay in person about your QC needs, you can visit with him at our annual Customer Conference, November 8-10, 2011 at The Mirage Las Vegas.

CONEXPO-CON/AGG 2011

Command Alkon would like to thank all of those that stopped by our booth at the CONEXPO-CON/AGG 2011 show in March of this year. This year we offered 4 days of reserved product demonstrations on select products to better educate existing and potential customers about some of our more popular offerings. In addition to having our complete product lineup at the show, we unveiled our newest product for the precast and prestressed producer, COMMANDbatch CP. COMMANDbatch CP is a modern, Windows-based system that is fully compatible with standard concrete production equipment. Advanced process control features deliver accurate batching as well as accelerated production. Clear and well-organized visuals enable system processes to be monitored and controlled with ease. For more information about this product, please see the complete article about this new and exciting product in this issue of the newsletter.

This year's CONEXPO show featured over 2,000 indoor and outdoor exhibits and was attended by more than 120,000 people over a period of 5 days. During the CONEXPO show Command Alkon hosted a customer appreciation event at the famous Madame Tussaud's Wax Museum in Las Vegas. Guests were seen photographing themselves with life-sized wax figures of notable people including Shaquille O'Neal, Presidents Barack Obama and George W. Bush, as well as movie stars like Dwayne "The Rock" Johnson and Jennifer Lopez. We would like to thank all those that attended this event and we appreciate the time you took out of your schedule to attend.

The next CONEXPO-CON/AGG show will be in 2014 in Las Vegas. We hope to see you there!



Dispatch Optimization & Voice Based Scheduling :

Combining technologies to further improve efficiency and profits

Dispatch Optimization is the latest advancement in dispatch operations and an innovative approach to planning and scheduling your dispatch resources. Voice Based Scheduling allows you to automatically communicate daily start times, locations, and other messages to internal and external staff. These two technologies working together at your operation is a winning combination.

Dispatch Optimization tools, COMMANDoptimize and INTEGRAoptimize, now communicate driver start times and locations directly with ScheduleCom, our automated voice scheduling solution. Driver management software, part of our COMMANDseries and Integra product suites, compiles loading times for all orders in the system for the next day. The optimization engine in COMMANDoptimize and INTEGRAoptimize fine tunes the loading schedule as part of the optimization process, ensuring that customer pouring times are met and that loads are produced at the most cost-effective plant and time. The final driver call-in times and locations are calculated based on the optimized loading schedule. These times and locations are communicated directly to ScheduleCom. ScheduleCom generates and distributes automated messages to each driver's voice mail. Drivers call a toll-free number to retrieve their call-in times for the next dispatch day, along with any other important messages that have been posted to their voice mail. (ScheduleCom allows you to create and distribute messages to all employees or specific employee groups along with these employee-specific call-in times.) The system tracks if and when a driver retrieves their messages, allowing you to verify that all drivers are aware of the start times and locations for the next day. Drivers also have the option of leaving a return message to pass any information back to the dispatch office.



COMMANDseries Development Corner

From the desk of Kyle Cotton, Product Manager

CS08 Version 2.15

CS08 v2.15 is here! This version of the software should serve to support your summer upgrade cycle. The major areas of enhancement in CS08 v2.15 are summarized below:

- General release of COMMANDtrack. Find out more about this next generation Tracking & Scheduling tool in the article included in this newsletter.
- Introduction of Concrete Production Manager (CPM). CPM provides an enhanced communications interface between COMMANDseries and COMMANDbatch and delivers tighter integration, fewer setup errors, increased flexibility, and central control of mix-design specific data. Read more about CPM in the Plant Automation Development Corner article included in this newsletter.
- Dispatch Optimization import/export utility to support data transfer between third-party enterprise HR systems, COMMANDoptimize, and third-party driver callout systems.

To upgrade and benefit from the latest and greatest COMMANDseries has to offer, contact your Technical Account Manager at cmdservice@commandalkon.com.

CS08 Version 3

CS08 v3.11 is being released in early summer and takes a major step toward integrating beneficial features and functions that have been deployed at specific customer sites for general availability. CS08 v3.12 is scheduled for release this fall. Major development efforts for this release will focus on ERP integration and the initial release of a Replenishment module.

Precision Water System for COMMANDbatch Delivers for Delmon Readymix



Located in Salmabad, Bahrain, Delmon Readymix plants experience variations in their aggregate moisture that are unique to its location and climate. While the moisture of their marine sand usually delivers free water into the load, on many occasions the limestone aggregate is dry enough to absorb free water out of the mix just to achieve its saturated surface dry (SSD) condition. This wide variation in moisture had necessitated the creation of several compensatory processes at the batch plants the first of which was that the batch operator would manually adjust the water in the mix design before the load if the aggregates were thought to be dry, and secondly, the truck would make a required trip to the slump stand for final adjustment.

Jon Mottram, General Manager of Delmon Readymix, found that Command Alkon's Precision Water System (PWS) for COMMANDbatch was the key needed to improve plant operations. As part of a Spectrum upgrade to COMMANDbatch, Delmon installed a Precision Water System and Plant Watcher to improve the quality and consistency of the concrete delivered to their customers. The upgrade to COMMANDbatch and installation of the PWS system was easy. "Command Alkon was able to convert our data in their office before coming to site and the new batching computer was delivered with this data pre-loaded, thus with the data correct and the moisture probes installed in the bins before their engineer arrived, only one day was required to convert the concrete plant," Mr. Mottram says.

Delmon's Precision Water System is equipped with four Command Alkon moisture probes, providing moisture measurement for all aggregate up to 20mm (3/4"). As part of the commissioning process, the first benefit of the PWS to be realized was the ease of calibration of the moisture probes. Jon Mottram describes it by saying, "The new system is very simple, all you have to do is hit the bake out button on the probe calibration screen, capture the material under the weigh bin, have the lab staff do a moisture test, then re-enter the figures into PWS at any time later and away you go! You need to repeat the bake outs to get the final calibration curve, but this builds up over time and gets better with the more calibrations done. It is very simple."

The ability of COMMANDbatch and the Precision Water System to deliver changes in real time became clear very quickly. This plant at Delmon requires two or more batches to make the full truck load. "With PWS you get changes in the aggregate moisture immediately adjusting the final water addition to the batch," Mottram notes. PWS allows the absorption of the aggregates to be taken into account when batching the concrete, thus, when using very dry material which will absorb moisture, the system automatically adds water to the mix which gives the correct slump of the concrete and the correct yield. Mottram continues "No waiting for adjustment to be done on the second batch. This capability ensures every part of the load is produced correctly. We now have more accurate slumps at the plant with + 15mm (0.6") achieved repeatedly, requiring less use of the slump station. The batcher no longer adds water manually to correct the slump. We are achieving a tighter envelope on slumps at the job; the customer gets better consistency between loads; we get happier customers with fewer complaints ensuring our company keeps an edge over the competition."

One unexpected benefit of the Precision Water System has been the ability to rely on the system to alert the producer to other aspects of the material quality process. For example, Delmon has discovered that material issues (dust content, grading changes) are flagged up much earlier than in the past. If the grading of materials goes out of specification the water demand changes. This problem is more easily spotted as an issue now and action can be taken much earlier.

Looking back on the COMMANDbatch/Precision Water System implementation, Jon Mottram warns that to achieve success there are certain key factors to consider before purchase. First, the initial cost of the Precision Water System may hinder purchase decisions for plants with low volume, but any high output plant should be a candidate; all five Delmon plants with Precision



Water System run at very high production levels. Referring specifically to the Salmabad plant, Mottram says that the savings returned by the COMMANDbatch, Precision Water System, and Plant Watcher will pay for the upgrade in about five months. "Training and personnel are key factors, as is the enforcement of consistent and repeatable processes across the entire organization. Achievement of any quality control initiative will not work unless all departments buy into the concept (Production, Technical, and Sales). All areas of the business have to fully understand what the benefits of the system are and how to use it properly," Mottram adds.

The final proof is in the concrete. After COMMANDbatch was installed with the Precision Water System the company reported a drop in the strength standard deviation from 5.5 mpa (797 psi) to 4.5 mpa (652 psi) for their mixes in the past two months. In conjunction with the operational bottlenecks identified by Plant Watcher, the company has been able to reduce the amount of cement used while producing extremely consistent concrete.



Mark Harris: 30 years at Command Alkon



What was your first job at Command Alkon?

After college I wanted to take a position as a Control Engineer and Alkon offered me a chance to work within an Industrial Control environment using early Intel products. This was before the PC and we designed our own processors and Operating systems. These were heady times.

What did you do in that job?

I originally designed and built the control systems in the test group. The software and hardware was not as good as it is today and so it was a significant amount of effort to get it right every time. More importantly, that original team and their experiences were the genesis of the Mass

Customization model that we are successfully executing today. It was that repetition of building those products and interactions with customers that provided insights into how we could be successful in the future.

How many people were working at the company when you joined?

It was a very small company when I joined, about 25-30 people.

In your opinion, what were some of biggest changes you've witnessed to the industry over the course of your time here?

I have always been excited about the future of the industry and the challenges that have evolved within the industry. Most of the positive changes have been the standardization of business processes within our customer base. It is exciting to watch our customers tackle large projects and build our future infrastructure. Without these standardizations in business processes, those projects would be more labor intensive and difficult to complete profitably. In the beginning, it certainly did not seem as if those changes would actually take root, there was a lot of resistance to change.

Why have you stayed with Command Alkon for 30 years?

From the beginning, we always had our focus on the customers but with a vision to build an industry and a company. So for me the satisfaction has always been about building the future and working with a like minded team. From this point, it is important that we instill those values into the next generation of employees to continue our company vision.

What about you personally?

I was born in Wheeling, West Virginia and moved to Columbus, Ohio in 1976 for college and have never left. I have a wife, Leslie, and a 13 year old son, Sam. My hobbies center on my son and we enjoy fishing, shooting, and spending time in the woods. I also spend more time reading history. The pressure in a tech company is to always look forward and so it is interesting to stop and reflect on the parallels to the past.



Letter from Jim Wilson

May 1, 2012

Apex is dead. Long live Apex. On this date Apex 4 and beyond ascend to the throne. All the pretenders (Apex 3 and earlier) will no longer be viable as their claim to the kingdom (the Pervasive database) will no

longer be available from JWS.

Ok, did I get your attention with the "Apex is dead" line? I hope so as this is a serious topic. If you are an Apex 4 customer, you can skip the rest of this article and I'll see you in Las Vegas at the customer conference in November where you can see the unveiling of Apex 5 along with other new features within our line of products for Bulk Materials producers. For the rest of our customers (Apex 3 and earlier), please bear with me as I explain why you need to begin to make plans for an upgrade.

Today, if any of your computers fail and you purchase a new one with Windows 7, you won't be able to run your Apex system, as the older versions of Apex do not support this new operating sys-

tem. What is your only option? Downgrade to an older operating system. This is painful not only for the extra work involved, but who wants to cripple their newest "toy"?

On May 1st of 2012, the situation gets even dicier. As of that date, JWS will no longer be licensed to distribute the Pervasive database or obtain support from Pervasive Software, Inc. The Pervasive database has proven to be a reliable engine and chances are that you can skate for a while on the thin ice. However, Murphy loves to trip up customers that engage in risky behavior!

So, yes, we are twisting your arm to upgrade, but look elsewhere in this newsletter or contact JWS sales and you will see that the increased features and functionality in Apex 4 are the reward for the upgrade effort. One important consideration – we can't upgrade everyone at once, so get with our support department and reserve your time slot today.

Let me test your patience one last time. Please upgrade, upgrade, upgrade ...

See you in Las Vegas,
Jim Wilson
JWS General Manager

Apex Development Corner: Apex 5 Sneak Preview

From the desk of Allen Bryant, Apex Product Manager

The JWS division has been busy putting the finishing touches on the next major release of Apex, our flagship solution for the bulk materials industry. Apex 5 builds upon the strong foundation changes introduced in version 4, adding a host of new features to improve efficiency in nearly every step of the quote to cash process. Here is a sneak peek at just a few of the exciting changes to be introduced in Apex 5.

Quotes/Orders

- Added a new level in the Order family hierarchy of 'Destination'. A destination is an additional level of detail after a sales order for recording more information on multiple delivery destinations on an order. The destination contains a subset of the Order header data fields and is intended to typically be entered at the point of sale to reflect specific delivery info, which may differ from the sales order.
- New 'Value Change System' in the order family of screens can be used to automate the values in data fields, based on a change to a value in another field.
- Ability to attach additional documents (i.e. spread sheets, Word documents, pictures, etc.) to a quote/order and include as an attachment when emailing a quote.

Ticketing

- Visual status fields added to ticketing screen template to provide clear indication to user, with color and font, for specific ticket status conditions – ie. Cash, Inbound, Incomplete, etc.

- Enhancements to tare variance and interval checking options.
- Ticket event recording for audit reporting including - use of expired tare, manual weights, products not on order.

Dispatch

- New scheduling options make vehicle requirement calculations more accurate than ever.

Back Office

- Enhanced multi-ticket edit option streamlines mass ticket edit functionality, including selection criteria and preview list of tickets affected.
- Option to suppress invoice printing for specific conditions – including Cash, Inter-Company, Intra-Company, Zero Priced Invoices.
- Ability to reprint a group of invoices, based on user-selectable parameters.
- Option to Credit/Rebill multiple invoices in one process.

System

- System configuration options now include scope, including location specific settings. Site specific rules can now be managed centrally, even in a distributed implementation.
- New 'Navigator' subsystem provides advanced search and filtering capabilities for master data screens.
- Effective dates added for all pricing functions system wide.

Apex Version 5 is currently deployed in a limited release and will be available for general release before the end of this year. Be sure to join us in Las Vegas at our annual training and technology conference for an in depth look at everything Apex 5 has to offer for your business.

TransCore SmartPass® AI1620 End of Life Announced

TransCore, our vendor for RFID truck tags and readers, has announced that they will no longer sell or offer repairs for the SmartPass AI1620 RF tag reader that we have used in conjunction with our Auto ID unattended ticketing system. This change is effective immediately. For customers needing new or replacement readers, TransCore now offers the SmartPass 4 model which is backwardly compatible with the AI1620. Contact your Sales Representative for pricing and availability on this newer model.



Letter from Larry Curtis: Optimization – Old School



I had the privilege of starting my career in the concrete industry by working for Jim Wagner back in 1983. Jim had amazing insight into the way to properly run a ready mix concrete dispatch office. He taught the importance of customer communication. This meant not only taking accurate orders but also finding out what the customer was planning for the next day. Taking accurate

orders in a timely manner meant that the truck demand graph would be accurate, order takers would know when to take new business, and they could then determine the optimal number of trucks to be called out. This gave dispatchers their best chance of giving good service.

Jim taught a theory of something he called Demand Dispatch. This philosophy called for working trucks from less busy plants to the plants with the heaviest demand and then working them back to their home plant by the end of the day. It involved looking at your fleet of trucks holistically rather than as being owned by one plant or dispatcher for their customers. It maximized fleet utilization.

He encouraged business owners to know who their customers were. He taught that if you looked at them analytically you would find that not all of them were making you money. His experience showed that in some cases a producer's biggest customer actually cost them money and opportunity because their sales margins were small and dispatchers tended to over service them because of the volume they brought.

Jim taught us that specific job roles and functions within the dispatch office meant good things for the customer and the office. By taking the phone out of the hands of the shipper, he could focus on the performance of his drivers and on how well the customers were using the trucks. He could adjust pour rates by stealing a truck from a job that was pouring more slowly than planned and service another customer with that truck. Order takers and schedulers focused on getting good information from customers and being proactive in managing the order delivery life cycle.

After hundreds of installations and spreading the gospel according to Jim over the past 28 years, it was easy to see that after an installation trip or consulting trip things always improved, but also degraded over time as people struggled to consistently perform in dispatch. Often times it was the market or economic conditions that changed; sometimes managers or key personnel changed. These changes led to inconsistent practices or results.

A year ago I was introduced to the concepts of Optimization. My first thought was that someone had managed to clone or computerize Jim Wagner. More rational thought prevailed and I realized that all of his teachings had been captured programmatically. Demand dispatching was no longer art but indeed a science, it could be consistently reproduced on a daily basis and all emotion removed from decision making. Decisions could be made much further in advance, and fact patterns could be analyzed and reanalyzed hundreds of times after each change in the schedule. These decisions and analyses would help ensure the biggest margins, lowest cost, and that your best customers would be served first.

The Integra product is now equipped with Dispatch Optimization. We are working on the delivery of the first installation as you read this. It is a culmination of years of dispatch wisdom and business sense, combined with highly advanced analytics and planning. It is the most impactful thing in our industry since plant automation. You owe it to yourself and to your business to see how it can help you make money in these challenging economic times. The Command Alkon Customer Training and Technology Conference is the perfect place to see INTEGRAoptimize as well as talk to our industry experts. Please come see us in Las Vegas November 8-10th at The Mirage Resort and Casino.

Larry Curtis
Integra Products Division

Join Industry Expert Jim Wagner for an All-Day Preconference Session in November at The Mirage Las Vegas

Mastering Concrete Dispatch

Join industry expert Jim Wagner in this all-day session focused at helping Concrete Dispatchers take their skills to the next level. Benefit from Jim's industry experience and good humor in analyzing how you can best improve your ability to efficiently service your customers, make cost-effective decisions, and balance the two. This session is designed specifically for the experienced Concrete Dispatcher, no matter what dispatch systems you are using. To register visit: www.commandalkonconference.com



Integra Development Corner: Job & Order Specific Mix Formulas

From the desk of Tim Muenstermann,
Integra Development Manager

Setting up Mix Formulas has always been a process that is well thought out and never needs modification after the formula is entered. Your customers never need any changes and everything always runs smoothly. You never have to deal with “one-off” Jobs or Orders and you only maintain a list of Mixes and Formulas that have a high rate of reuse.

What’s that you say? This doesn’t happen for you 100% of the time? My use of sarcasm is to illustrate a point. The problem of trying to maintain a plethora of mix formulas that are just slightly different is a problem faced by many of our customers. The release of Integra 2011.0.0 will bring with it the ability to maintain Mix Formulas for specific Jobs and Orders. This feature will allow you to streamline your mix and formula designs to be as general or as specific as you desire and provide an authorized user the ability to alter the main mix formulas to Job or Order specifications. This new feature has the potential to greatly reduce the amount of mixes and formulas created for “one-off” Jobs or Orders.

OVERVIEW

First, I’d like to highlight briefly, what I consider will be the most popular feature: Editing Mix Descriptions. This feature will allow an authorized user to create alternate descriptions to a mix per Job and Work Type. There is more information on this feature in the Job Maintenance section.

Job and Order specific mix design functionality allows for ad-hoc edits to the selected base mix formula. This functionality surfaces to the user in Job Maintenance and Order Entry. The resulting modified mix formula will be the primary formula associated with that mix for that customer/job or order.

This functionality addresses a business need to be able to conveniently adjust a standard mix formula to better conform to a specific job’s requirements or to even further adjust the mix formula for a specific order.

It is absolutely understandable that this type of feature would be worrisome in the wrong hands. Therefore, this feature is secured in both Dispatch and Job Maintenance. The system will only allow authorized users the ability to alter mix designs in this way.

MIX DESIGN SCOPE AND HIERARCHY

The new feature includes a strict hierarchy and rules to prevent inadvertent deletion or modification of an original mix design or formula. We decided to break down the design of this functionality as outlined in Figure 1.

Mix Maintenance: The base formula can only be modified or deleted in Mix Maintenance.

Job Maintenance: Creates a new formula from base mix and

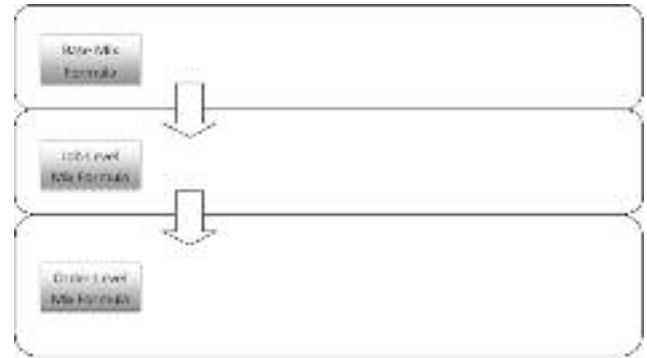


Figure 1.

can only edit or delete its job-level formulas (i.e. cannot modify or delete the base mix formula).

Dispatch RM Order Entry: Creates a new formula from job-level mix formula (or base mix formula if no job-level design exists) and can only edit or delete its order-level formula (i.e. cannot modify or delete the job-level or the base mix formula).

JOB MAINTENANCE

Alternate Mix Descriptions:

Job specific Mix Descriptions are created or modified in the Product Restriction Maintenance module (see Figure 2) accessible in Job Maintenance. A new tabbed section (Mix Descriptions) contains the functionality to assign a new description to a mix for the current job and selected work types. These alternate mix product descriptions are visible in Dispatch (RM Order Entry, RM Ticket, and Order Stack), printed tickets, and invoices. The visibility of, and access to, this section is controlled by Job Maintenance program security and the Mix Description security feature.

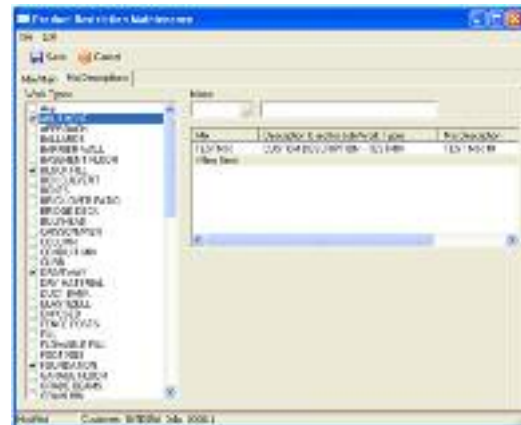


Figure 2.

The Mix Descriptions tab has the same Work Types checklist box structure and the mix/product grid that is found in the Mix/Main tab. A user can retrieve a mix product, edit the description, and link that new mix product description to the current job ID and any selected work types for this job. The grid holds all mixes with the original mix descriptions and the modified descriptions.

Alternate descriptions can be disabled after they have been en-

tered by un-checking the work type. Alternate descriptions can also be permanently removed by right-clicking on the alternate description in the grid and selecting Delete.

This alternate description functionality carries all the way through to the back office. Invoice Generation will pull in alternate descriptions for the Pre-Invoice and Invoices if the invoiced tickets are from an order that is linked to an alternate description by customer, job, work type, and mix product.

Job Specific Mix Designs:

Job specific mix formulas are created or modified through Job Maintenance. A new tabbed section (Mix Design) lists all the mixes that have formulas modified for this job. The visibility of, and access to, the Mix Design tab is controlled by the 'Mix Formulas' System Security setting under Job Maintenance. A pop-up menu accesses the options to edit/delete an existing job mix design or insert a master mix formula which can then be modified to suit the job (see Figure 3).

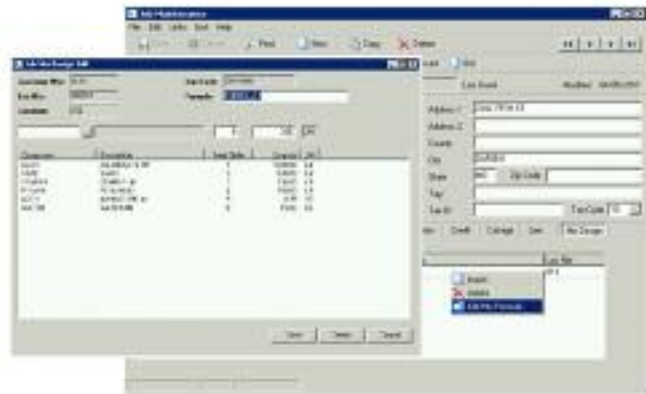


Figure 3.

DISPATCH READY MIX ORDER ENTRY

The ability to modify a mix formula is available through the ready-mix order entry screen in Integra Dispatch. A new option (Edit Mix Formula) on the product grid pop-up menu invokes the Order Mix Formula Edit form. As illustrated in Figure 4, the user right-clicks on the mix product in the products grid to display the pop-up menu.



Figure 4.

A job/order level mix formula edit screen is shown in Figure 5. This form is almost identical to the one used in Job Maintenance, except that it has a read-only field for the order number. In terms of functionality they are the same.



Figure 5.

LOGGING

We have also updated our logging mechanism to record these changes as they go through the system. Below are examples of the enhancements to logging highlighted in yellow:

Order-Specific Log Text

09:02:20.106 : Mix Number (or Product Number): [TESTMIX]
 09:02:20.121 : XRef (or Mix Number or Product Number): [TESTMIX]
 09:02:20.121 : Job-Level Mix Formula found for MixFormulaID [5047]
 09:02:20.137 : Use MixFormulaID/Desc [9221/JOB TESTMIX-001-FORMULA 1] for Cust/Job [INTEGRA/000012]

Order-Specific Log Text

09:06:52.986 : Mix Number (or Product Number): [TESTMIX]
 09:06:52.986 : XRef (or Mix Number or Product Number): [TESTMIX]
 09:06:53.001 : Order-Level Mix Formula found for MixFormulaID [4515]
 09:06:53.001 : Use MixFormulaID/Desc [9222/ORDER TESTMIX-011-TEST #2] for Cust/Job/Order [COD/JOB/8107]

CONCLUSION

Hopefully, we have created functionality that you can take advantage of, helping you to streamline your mix and formula design. These types of enhancements allow our customer family new ways of managing their data and becoming more efficient with their processes. We look forward to hearing your feedback as you implement these and other enhancements in the Integra 2011.0.0 release.



Inca Concretos & COMMANDbatch

Command Alkon customer, Inca Concretos, has discovered the value of COMMANDbatch, our industry proven batching controls system that delivers improvements in productivity and quality all while saving you money.

Inca Concretos is an independently owned concrete operation in the Mexican state of Coahuila, located in the northern part of Mexico. They have been in business for over six years and own two plants. They have over 50 employees and utilize a fleet of around 20 trucks. General Manager Omar Dario Martinez says that they purchased COMMANDbatch because Command Alkon is the clear leader in batching controls for the Mexican market. Martinez says, "Since we installed COMMANDbatch we have been able to reduce our cement consumption by 10%. We also purchased the Command Alkon moisture probe and with the two together we are delivering consistently slumped concrete. This has led to a reduction in the amount of returned concrete back to the plant."

"The Mexican concrete industry has become more competitive. If you want to survive in this market you need to invest in technology be more efficient. Command Alkon has allowed us to do this," Martinez adds.



**General Manager
Omar Dario Martinez**

Because COMMANDbatch can be translated easily into Spanish, the controls and screens made it easy for Inca Concretos employees to use. No need to paste sticky notes or clutter up the batch computer with "cheat sheets". Martinez also states that he can now load his trucks faster, has better control over his inventory, enjoys being able to look in remotely at the operations from wherever he and his computer are. "You have complete control of your company at your desk," he says.



Command Alkon has had a presence in Mexico since the 1980's. We first entered the market with our Auto Control 80/90 series of batching controls. Mexico has an estimated 1200 concrete plants and almost half of those are independently owned. About 70% of companies in Mexico use some type of computer automated solution to aid them. Command Alkon Latin American Sales Manager Henry Lee says, "The Mexican market is the largest market for Command Alkon outside of the United States. Command Alkon will continue making investments in this market to further improve our service and presence."

Since our foray into the Latin American market, Command Alkon has made it a point to provide Spanish speaking representatives to our customers. We have a growing number of support personnel both here and in South America that handle any problems from our Latin American customers in their native language. Our support personnel are available 24 hours a day to all of our customers, not just those within North America. Jeff Hunter, Director of Global Services, says that, "Many years ago Command Alkon made a commitment to service as many customers as possible in their native language. This has added greatly to our ability to provide effective, timely support to our existing customers, while increasing market penetration outside of North America."

If you are an independent producer and would like to know the value by automating your operation, please contact your local Command Alkon sales person by visiting our web site at www.commandalkon.com and clicking on the Contacts link at the top of the page.

KiCE

KiCE (Alkifah Construction Equipment Factory) Factory has been manufacturing, selling, and installing batch plants in the Middle East for over 15 years. Their experience and attention to customer service has made them a preferred vendor for many producers within and outside of the Gulf Cooperation Council countries especially Bahrain, Kuwait, Oman, Qatar, Saudi Arabia, the United Arab Emirates. They provide standard designed plants or can build one custom to a producer's specifications. KiCE chooses to sell Command Alkon batching controls with their plants because of our product's reliability, sophistication, and ability to get the job done for their customers. Their quality production and simple inexpensive erection has gained recognition in all GCC states and neighboring countries including Jordan, Syria, Egypt, and Lebanon. KiCE is an ISO 9001 certified company. If you are a producer within the countries in which they do business, please visit their web site at www.alkifah-bm.com and see how KiCE and Command Alkon can help you improve your business.

