

H A P P Y H O L I D A Y S 2 0 0 4

TO ALL OUR CLIENTS, SUPPLIERS, REPS, AND FRIENDS

To the extent that this world surrenders its richness and diversity, it surrenders its poetry. To the extent that it relinquishes its capacity to surprise, it relinquishes its magic. To the extent that it loses its ability to tolerate ridiculous and even dangerous exceptions, it loses its grace.
--Tom Robbins

2004 Turn, turn, turn... Change, change, change... it's been a roller coaster ride of a year! Year 16 will be remembered as the one where we took our tentative toe out of the medical projects waters, donned scrubs, and dove head first into the largest operating room video integration project in the nation! *Ben and Erin rang in the New Year with wedding bells!* Todd joined us just in time to christen KONTEK SOUTH in sunny Alabama. *The Bahamas beckoned for our bi-annual offsite meeting (really, we did meet! in a closed room! for 8 hours!).* Billy was diagnosed with blue hue schizophrenia brought on by major athletic projects for both Duke and UNC. Scott S. logged enough hours behind a rack at Duke Law to complete an honorary law degree. **Dan became a citizen of Alabama. FRANK AND ELLEN tied the knot and sailed off in a bamboo boat on beautiful Lake Logan. Mark took over our Service Department.** Brenda found herself terminating rather than buying BNC connectors. Tim turned in his electrician hat to become an AV GEEK. *In his quest for the TOTAL turnkey installation Wes started performing surgery at the Duke ORs.* JC, Jake, Beth, and Cameron pitched in to help us through the summer. **We did COOL projects at the spectacular AMERICAN TOBACCO CAMPUS (nothing like walking to work!). Sammy switched from the install team to the programming team to help Eric get his life back. Eric promptly went fishing.** Alexander Wade Wallace notched up the KONTEK Kids Kount. **Todd & Kathy got engaged!** Frank & Ellen traipsed off to Chilean Patagonia for their honeymoon--who knew they were planning a rendezvous with President Bush! **Scott F. bolstered international trade, as well as KONTEK productivity, by buying tons of Japanese gummy bears for Wes. Speaking of international, KONTEK Nite at the Bulls T-shirts were spotted (on non-Kontekians) in Slovakia, the UK, and three western US National Parks!** Mike came all the way from Colorado to join our install team. **GIGI GOT CUSSSED OUT BY A TELEMARKETER WHO FINALLY FIGURED OUT THAT OUR VIRTUAL EMPLOYEE, SHARON, WAS IN FACT, A VIRTUAL EMPLOYEE.** *Dan and his team installed our first ever DZ Wall medical video walls with 60 simultaneous images!* Michelle swooped in at the last moment to rescue Gigi from death by paperwork!

What a year! KONTEK busted out of the Triangle in a big way to do the largest project in our history at UAB Hospital in Birmingham. The sheer size and scope of it--39 operating room video systems, 200 flat panel LCD monitors, 115 surgical booms, a telemedicine hub with a 128x128 video routing system, over 92 miles of cable--tested us to the limit. We've emerged tired, happy, and possessed of world-class expertise on Birmingham's barbecue joints and Irish pubs. We are very grateful to our wonderful staff and their families who made so many sacrifices so this project would be a success, and to our Triangle clients who have been so patient with us through it all.

"KONTEK Medical" also picked up steam in the Triangle, where our field technicians found themselves wearing scrubs almost as often as jeans. At Duke Medical Center we installed major systems for the Physician's Assistant, Pathology, and Human Fresh Tissue Lab (don't ask) programs and renovated the Searle Center Auditorium. Wake Med and Raleigh Community Hospital opened new conference facilities, we renovated UNC's ISD lab, and in Rocky Mount we installed a dual image surgical training auditorium and helped integrate eight state of the art endoscopic operating rooms at Nash County General Hospital.

In the midst of working on the project farthest from KONTEK headquarters in our history, we also worked on the one closest--the revitalization of the American Tobacco warehouse complex in downtown Durham. We installed zowie AV systems in McKinney's new ad agency headquarters, including the three story "brand tower" with 60" plasma displays inside and a 37' projection screen outside. Then we moved next door to Intersouth Partners' cool "aerial bridge" office overlooking the new courtyard area. More American Tobacco projects coming up next year!

University projects remained the backbone of our business. Our friends at UNC continued to provide us with opportunities to dress in Carolina blue--especially for the Dental School dean's conference room and patient simulation classroom, and the ongoing renovation of the Friday Center's AV facilities. Campbell University's Clinical Research Program (in RTP) got two new advanced distance learning classrooms, linked to the main Buies Creek campus.

Among our many Duke projects, CIEMAS was a special highlight. A center for collaborative research and education between the Pratt School of Engineering and the Duke Medical Center, it features striking architecture and state of the art auditorium and conference rooms. And we must mention Duke Law's renovated classrooms and central control room, which we modestly believe have taken classroom design into the new century, as well as Duke Basketball's high tech conference room, editing facilities, and locker room (we'd tell you more, but we'd have to kill you).

Not only did we stretch the envelope in the types of projects we took on, but we're about to bust our seams in the office with all the new personnel. We are sad to say goodbye to Brian and wish him and Laurie the best in Richmond. We eagerly welcome Mike Juday; Todd Semple and his fiancée Kathy; Scott Sublett and his wife Amanda, son Scott Jr., and daughter Jessica; Tim Rabalais, his wife Diane, and daughters Rebekah & Sarah; and Michelle Elliot, her husband Jerry, daughter Chandler, and son Chase. We are so short of workspace that Eric and Sammy have retreated upstairs and staked out a new Crestron division. Oddly, they have been slow to hook up the phones.

Following in the KONTEK tradition of exotic offsites, we all (plus significant others) flew to Nassau, Bahamas for five days in the Caribbean. We worked hard, played hard, and got to know each other better. Did you know Sammy has a thing for the Balkans and funky desk lamps? Todd answered Ralph Lauren's home phone? Ellen is a whiz on the flying trapeze? Or how many Kontekians use Neti pots?

We took some risks this year and stretched ourselves thin. We are firm believers that what doesn't kill you makes you stronger and we are growing to meet new challenges. We made a lot of new friends and did some of the most exciting work in our 16-year history. We are particularly grateful to all our loyal old friends who have trusted us time after time by bringing us ever more challenging and interesting projects. Thank you all for letting us do the work that we love. We wish you and your families a bountiful holiday season and a 2005 filled with richness, diversity, surprises, and exceptions.

Frank Konhaus, Wes Newman, Dan Sanville, Eric Peters, Gigi Krapels, Mark Ray,
Scott Frey, Brenda Pratt, Billy Morris, Ben Wallace, Sammy Truong, Todd Semple, Scott Sublett,
Tim Rabalais, Mike Juday, Michelle Elliott

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