



AMERICAN SYSTEMS

# PERSPECTIVE

When It Has To Be Right The First Time



Volume 30 • Issue 4 • October 2009

## AMERICAN SYSTEMS Has Record Quarter!

In a year that continues to show results from our investment in our people, processes, and procedures, the 3rd Quarter (Q3) has set a new standard for the Company! In Q3, we achieved New Business bookings of more than **\$177 million**. That represents an all-time record for any quarter-year in this Company's 35-year history. Of equal importance is the fact that many of these wins were as a Prime Contractor, and several wins were in new markets for the Company, setting the stage for more growth in these new areas. A more detailed breakdown of the numbers for Q3 can be found in the "From the President's Desk" article on the next page. Here's a brief wrap-up of some of our noteworthy Q3 wins:

### U.S. Navy Advanced Metering Infrastructure Program

AMERICAN SYSTEMS was awarded 10 task orders to furnish and install advanced metering infrastructure at locations throughout the Navy Region Southwest. The task orders, which have a combined value of approximately **\$23.5 million**, were awarded by the Naval Facilities Engineering Command Specialty Center Acquisitions in Port Hueneme, CA, under an existing IDIQ multiple award contract.

### U.S. Navy SPAWAR

AMERICAN SYSTEMS was awarded an IDIQ contract valued at **\$24 million** to provide technical and

security engineering services for the Space and Naval Warfare (SPAWAR) Systems Center San Diego (SSC SD). AMERICAN SYSTEMS will provide systems engineering, technical, managerial and logistics support, certification and accreditation and information assurance-related tasks in support of secure computer and network operations.

### U.S. Department of Agriculture Blanket Purchase Agreement

AMERICAN SYSTEMS was awarded a blanket purchase agreement with a potential value of **\$20 million** by the U.S. Department of Agriculture's (USDA) International Technology Services contracting team under

our GSA Connections Contract for equipment and services. AMERICAN SYSTEMS will be responsible for the installation of and end-user training on communications systems.

### U.S. Army Defense Forensic Enterprise System (DFES)

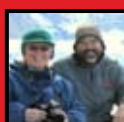
AMERICAN SYSTEMS was awarded a contract with a potential value of **\$145 million**. The IDIQ multiple award contract allows AMERICAN SYSTEMS to compete for task orders to provide forensic services in support of the Department of Defense for criminal investigations and warfighter operations, as well as to serve homeland security functions.

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# From the President's Desk



Well, it's October, and we've just completed our CY/2009 third quarter ... and what a quarter it was! During the State of the Company meetings that Mark Danisewicz and I recently concluded, you heard me say that we had a solid first half of the year and continued strong leading indicators associated with our efforts to grow the business organically (i.e., our New Business qualified pipeline and proposals submitted continued to be strong). My wrap-up at every location we visited was that our focus for the remainder of the quarter and this year would be to convert these strong leading indicators into positive results ... New Business gross bookings.

Although the books are not fully closed on all of our relevant metrics (e.g., Revenue, Profit, Cash Flow), we do have preliminary results from a business development perspective which demonstrate that we are beginning to convert our strong leading indicators into very positive results.

#### Q3/2009 Business Development Results:

- NB Gross Bookings: \$177.2M
- NB Win Rate: 56.5%
- FO Win Rate: 100.0%

#### September/2009 Business Development Results:

- NB Gross Bookings: \$102.2
- NB Win Rate: 53.8%
- FO Win Rate: 100.0%

#### August/2009 Business Development Results:

- NB Gross Bookings: \$57.7M
- NB Win Rate: 64.6%
- FO Win Rate: 100.0%

#### YTD/2009 Business Development Results:

- NB Gross Bookings: \$276.1M
- NB Win Rate: 35.5%
- FO Win Rate: 87.6%

If these results are not enough to excite and encourage us, then the knowledge that our potential to equal (or perhaps exceed) our Q3/2009 results in Q4/2009 hopefully will.

Although we cannot relax and rest on our Q3 laurels, we can be pleased with our accomplishments thus far and optimistic about what we can yet do. I will be the first person to admit that we got lucky in Q3/2009 ... I will also be the first person to tell you that good luck happens when hard work and opportunity intersect. We have worked hard and taken advantage of the opportunities presented!

As always, I am excited to be a member of the AMERICAN SYSTEMS TEAM!

*Bill Hoover*

## Q3 Sets New Business Record (Continued from Page 1)

### U.S. Army SATMO Contract

AMERICAN SYSTEMS was awarded a contract worth up to **\$140 million** from the U.S. Army's Security Assistance Training Management Organization (SATMO). Under the deal, the Company will provide training services and technical assistance to SATMO which deploys teams overseas to assist countries with security training.

### U.S. Army Materiel Command SPOT Program Contract

AMERICAN SYSTEMS was awarded a **\$42 million** contract to provide life-cycle systems engineering and operations support services for the United States Army Materiel Command's Synchronized Predeployment and Operational Tracker (SPOT) Program.

These are a just a few of the highlights from a fantastic quarter, and thanks go out to all employee-owners for their contributions and collaboration that made this possible.

A complete list of contract wins is available by using our Business Intelligence tool. Visit the BD Community on AIMS for more information.

## KUDOS Employee-Owners Exceed Expectations

A number of our employee-owners have recently received accolades from our customers. As shareholders, we must all remember that customer satisfaction is paramount to our continued growth, which contributes to our ESOP's success—and these four employee-owners certainly exceeded our customers' expectations!!

**Bill Nicol**, PMS 317 Program Manager's Representative, Norfolk, VA. Bill was recognized by our customer, Bill Galinis, Program Executive Office, with a letter of commendation citing his "effective planning, deckplate supervision, coordination of multiple subject matter experts and detailed quality assurance measures" to help assure combat ready status for the USS MESA VERDE.

Similarly, **Janet Mahn**, PMS 317 Program Manager's Representative, San Diego, CA, received a letter of commendation from the same Navy Program Executive Office for her "continued superior dedication, attention to detail and the significant personal sacrifice she dedicated" in helping to achieve combat ready status for the USS GREEN BAY.

**Matthew York**, Senior Engineer, Chantilly, VA, received a Certificate of Appreciation from the Open Source Engineering Group (OSEG) for his "outstanding and dedicated service." The Commendation cites Matthew's "considerable personal sacrifice and risk" in support of two temporary duty deployments to Iraq.

**Stewart Fletcher**, Senior Network Engineer, Chantilly, VA, was also recognized by the OSEG with a Certificate of Appreciation for his "outstanding technical expertise, attention to engineering detail, and customer service skills" at five overseas locations.

Here are a few more employee-owners who warrant congratulations:

**Stephen Courtney**, Project Manager, Chantilly, VA, was certified a Project Management Professional by the Project Management Institute in May.

**Jack Emanuelson**, Project Manager, Chantilly, VA, received Project + Certification (CompTIA) in April 2009 and ITIL Service Management Foundation V3 Certification in May.



On November 7th, the *United States Ship New York* (USS *New York*), will be commissioned in New York City's harbor and will join the U.S. Navy's Atlantic fleet and begin preparing for her role in preserving national security throughout the world. And everywhere the ship goes, USS *New York* will carry remembrances of the World Trade Center, as salvaged steel from the World Trade Center debris was used in the construction of this vessel.

USS *New York* also represents over 15 years of contributions from talented AMERICAN SYSTEMS personnel. From topside design and selection of the ship's main propulsion engines to the design of dozens of spaces and quality assurance of hundreds of engineering tests, AMERICAN SYSTEMS' engineers and technicians have played critical roles in the most advanced amphibious ship ever built. Our Gulf Coast Team (pictured), along with the rest of AMERICAN SYSTEMS, should be proud of our service to our nation.

As the ship's Commanding Officer put it, in an e-mail to our team, "We are smoothly sailing down the river right now in large part to your efforts and contributions."

## USS New York Sets Sail With Help From AMERICAN SYSTEMS



AMERICAN SYSTEMS Team aboard USS *New York*. From left to right: **Janet Mahn**, **Mike Sleeper**, **Steve Woodson**, **Shavi Every**, **Bill Nicol**, **Ed Cortes** and **Colleen Clampitt**. Absent from the picture were **Bernie Ruiz** and **Steve Thomas** who are now supporting the future USS *San Diego* LPD 22 at the Pascagoula, MS, shipyard

## AMERICAN SYSTEMS Trains the Fleet in Norfolk and San Diego

AMERICAN SYSTEMS and its subcontractor Global Maritime and Transportation School (GMATS) have had five people working the waterfront in Norfolk and San Diego since April, 2009, as members of the newly formed Engineering Readiness and Assist Team (ERAT). ERAT is not just another acronym for the Fleet to keep up with; ERAT is increasing AMERICAN SYSTEMS' visibility on both coasts as the Company assists ships in the sustainment of Operational Readiness. NAVSEA 21 and U.S. Fleet Forces Command selected AMERICAN SYSTEMS to implement ERAT as part of the Navy's waterfront support for Landing Ship Dock (LSD) and Landing Platform Docking (LPD) class ships in the Amphibious Fleet.

ERAT's primary charter is to assist these ships' Engineering Departments in improving crew-member proficiency and material readiness. All former active duty members of the U.S. Navy, these AMERICAN SYSTEMS employees have a combined naval engineering plant experience totaling in excess of 120 years.

Typically, ERAT embarks a ship for five to nine days, either pier side or for underway periods. Each visit has a different focus depending upon where the ship is in its current Employment/Training Cycle with the training tailored toward the ship's needs. During these Assist Visits, the ERAT employs a variety of methods, including: formal classroom training covering basic engineering fundamentals, hands-on reinforcement on the deck plates for topics no longer taught in the Navy's entry level education pipelines, in-the-workspace training with supervisors, and one-on-one mentoring of the ship's command leadership on managing the Engineering Department.

Although only in place since the Spring of 2009, the ERAT program has proven to be hugely popular with ships on the waterfront, and the demand for their services is increasing as each month passes. Senior Navy Leadership has already seen significant positive results in the form of successful formal assessments and inspections and is programming the ERAT into their long range plans for waterfront support.

**Paul Fields** is the Program Manager in Norfolk. The ERAT Lead Engineer is **Robert Coles**. Team members include: **Doug Glessner**, **Rick DeHaven**, and **Sammy Lymon**.

## Customer Satisfaction Survey Yields Positive Results Across the Board

In June, the Company conducted a customer satisfaction survey to measure how our performance matched against customer expectations and to get an idea of our strengths and weaknesses from our customers' perspective. Our five Service Offerings were evaluated through a telephone interview format, and the results were extremely positive throughout the organization. The survey was conducted by an independent, third-party organization with customers and contacts provided by our Operational units.

In the area of overall performance, 98% of the customers surveyed gave a positive rating for AMERICAN SYSTEMS, with over half (56%) giving a rating of "excellent." Such high performance ratings are certainly marks to be proud of, as they foster the customer relationships that ensure follow-on wins and the organic growth culture that is consistent with our strategic plan.

Within our interviews, we also measured customer loyalty. We were able to conclude that AMERICAN SYSTEMS has a very loyal customer base. In fact, 98% of all customers surveyed would consider using AMERICAN SYSTEMS again, and 93% would recommend AMERICAN SYSTEMS' services to another customer.

AMERICAN SYSTEMS' greatest strengths centered largely on staffing and personnel, customer service/focus (including responsiveness and flexibility), as well as knowledge and expertise in relation to services provided.

All employee-owners should be proud of these high marks and know that customer satisfaction is the foundation of our continued growth and success.

## Company Contribution Launches Two AFCEA Memorial Scholarships

This September, AMERICAN SYSTEMS supported the Armed Forces Communications and Electronics Association (AFCEA) through our sponsorship of the VADM Samuel L. Gravely, Jr., USN (Ret.) Scholarship, dedicated to providing educational incentives, opportunities and assistance for people engaged in information management, communications and intelligence efforts and fostering excellence in education.

The VADM Gravely Scholarship will be awarded to two students actively pursuing an undergraduate degree in an eligible major at accredited Historically Black College or University (HBCU) institutions in the United States.

# Spotlight on Security

The Security Department is expanding its role in the security community through participation in various security organizations.

**Michelle Peerenboom**, Director of Corporate Security, recently was appointed to the National Classification Management Society (NCMS) Board of Directors. The purpose of NCMS is to advance the practice of classification management in the disciplines of industrial security, information security, government designated unclassified information, and intellectual property, and to foster the highest qualities of security professionalism among its 3,000 members. In her role as a Board Member, Michelle will be responsible for heading both the Government & Industry and International Committees.

**Jennifer Dandridge**, Corporate Facility Security Officer, is currently serving as the Treasurer for the Capital Region NCMS Chapter. This Chapter consists of 500 members and meets on a quarterly basis to discuss relevant security topics. Avid participation in NCMS is one of the key factors that enabled the Corporate Security Office to earn our first Superior rating by the Defense Security Service this year. Additional members of NCMS within AMERICAN SYSTEMS include **Joyce Turner, Leon Steinfeld, Bob MacDougall, Dawn Mello, Katie McAneny, Debra Reedy, Daniel Grimes, Debby Stahl, Craig MacDonald** and **Don Fish**.

Don Fish, Senior Security Advisor, and Michelle Peerenboom are also members on the Industrial Security Working Group's (ISWG) CIA Focus Group. The ISWG is a self-help working group that, in a forum, develops and provides innovative and cost-effective security management solutions and services in partnership with our Intelligence Community Customers. By participating in the CIA Focus Group, the members are able to give the government customer input on security policy prior to the changes taking effect. Additional members of ISWG within AMERICAN SYSTEMS include Debby Stahl and Daniel Grimes.

Leon Steinfeld, Dumfries Facility Security Officer, is currently the Chairman of the Board for the Quantico Area Industrial Security Council (QAISC). The QAISC's board members' primary goal is to assist and encourage the uniform use of the National Industrial Security Program's processes and procedures throughout the Quantico Area. In addition, they strive to facilitate, educate, and train all new and current members of the QAISC about evolving secu-

urity, counterintelligence, and counterterrorism trends and procedures through security expert briefings. The QAISC also has established a library of resource materials and templates to educate security professionals.

These professionals represent a cadre of in-depth security expertise and are here to provide AMERICAN SYSTEMS with up-to-date knowledge on past, present and future policies and common sense approaches to security issues. Here's an example:

**Make A Plan** – Your family may not be together when disaster strikes, so it is important to plan in advance how you will contact one another, how you will get back together, and what you will do in different situations.

FEMA – the Federal Emergency Management Agency under the Department of Homeland Security has established the web site “Ready America” at <http://www.ready.gov/america/makeaplan/>. Here you can read detailed guidance on how to prepare your plan. To ensure all important steps to the family emergency planning process are considered, FEMA provides automated tools online such as the Family Emergency Plan available from AdCouncil. They also offer a checklist you may fill in with family member names, dates of birth, work locations, schools, etc., as well as a small card for each member to have providing essential information for use during an emergency.

Helpful advice is provided such as “Teach family members how to use text messaging (also known as SMS or Short Message Service).” Text messages often can get around network disruptions when a phone call might not be able to get through. Also, subscribing to alert services is suggested. Many communities now have systems that will send instant text alerts or e-mails to let you know about bad weather, road closings, local emergencies, etc. Sign up by visiting your local Office of Emergency Management web site.

You may also want to inquire about emergency plans at places where your family spends time: work, day care and school. If no plans exist at the day care, consider volunteering to help create one. Talk to your neighbors about how you can work together in the event of an emergency. You will be better prepared to safely reunite your family and loved ones during an emergency if you think ahead and communicate with others in advance.

## Light the Night Walks

AMERICAN SYSTEMS' fundraising totals are in for the Northern Virginia/Reston walk— \$11,204.65! Thank you to those who donated, walked and participated in one way or another.

TEAM AMERICAN SYSTEMS walkers now are gearing up for walks in: San Diego, CA; Fredericksburg, VA; Norfolk/Virginia Beach, VA; Montgomery County, MD.

For the Orlando, FL walk held on 9/26 –They met their goal of \$1,000! Thank you, Orlando!

With your help, we can meet our corporate-wide goal of \$40k. Visit [www.lightthenight.org](http://www.lightthenight.org).



Mark Your Calendars!

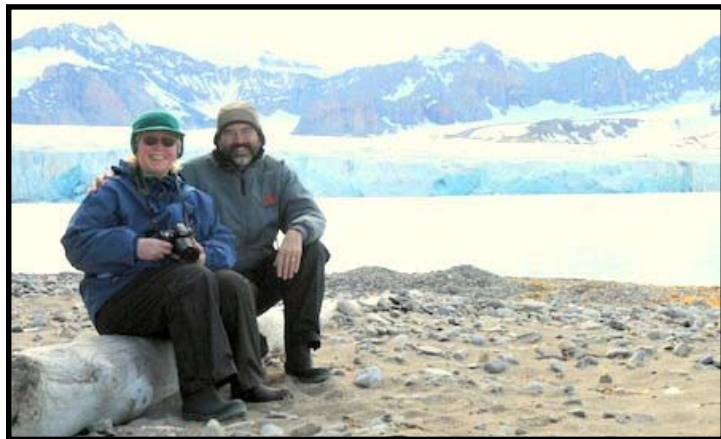
Benefits Open Enrollment  
is  
Sunday, November 1  
through  
Tuesday, November 17!

Look for more information  
coming soon.

## Photo Gallery



Our Northern Virginia/Reston Light the Night walkers prepare to take on their walk ahead. The group raised more than \$11,000—see article above.



**Steve Bonnich** and his wife in Svalbard, an archipelago north of Norway, billed as “the land of the ice bears,” near the North Pole. Steve said that his AMERICAN SYSTEMS jacket served him well the entire trip!



The entire TEDAC Team in Lorton, VA, was recognized for its efforts recently. Here, **Ramon Mayfield** (C) receives a Values Plaque from CEO Bill Hoover (L) and EVP Peter Smith (R).



AMERICAN SYSTEMS' own **Rocio Colon**, a Contracts Database Administrator in our Chantilly, VA, office, recently became the 2009 Bicycle Motorcross (BMX) National Champion in her age group of the Ladies Cruiser Division. This is Rocio's first National Championship...in this country! You can read more about her exploits in the January, 2008 issue of Perspective.

Send your photos and captions to [Perspective@AmericanSystems.com](mailto:Perspective@AmericanSystems.com) or [Mike.Dolton@AmericanSystems.com](mailto:Mike.Dolton@AmericanSystems.com).

## Our Newest Employee-Owners... July - September 2009

Please welcome the newest members of the AMERICAN SYSTEMS team!

Jeffrey Allman	Joseph De Santis	Lanisha Johnson	Edward Pittman	Michael Valerio
William Alston	Richard DeHaven	John Johnston	Jason Provost	Kimberly Villani
Donnie Atkins	Michael Diggs	James Kane	Gary Pummill	Mark Wallace
Demetrius Ballard	Tekisha Dobbins	Lauren Keaveney	Robert Rawson	Antoine West
Steven Beaver	Katherine Edwards	Douglas Leas	Charles Richardson	Donald Whalen
Cameron Berry	Brina Ferrara	James Lee	Lindsey Robinson	Douglas Whall
Randy Bonney	Carlos Gaskin	Andre Lyles	Leland Robinson	Matthew White
George Boozer	Wesley Gillespie	Eric Major	Christine Rothlein	Kelly White
Kathryn Bosworth	Gus Gonzalez	Seferino Maldonado	Thomas Rowe	Michael Wilson
Maria Brooks	Sallyann Hajkowski	Thomas McElwain	Bryan Russell	Terry Wilson
Eugene Burress	Sean Heggem	James McGeough	Godfrey Rutta	Yolanda Wong
Peter Charles	Seth Henry	Todd Miles	Ashley Schoonover	Jesse Wright
Daniel Clark	Jeremy Henry	Maurice Minnis	Morris Shearin	Sadie Young
Michael Collins	John Hindman	Michael Mitchell	Donald Sheridan	William Zillman
David Concepcion	Stephen Hollingsworth	Paul Moritz	Billy Short	
Robert Connor	Michael Hubbard	Ikea Murphy	Lynda Silverstrand	
Kevin Coyle	Abukar Hussein	Amy Myers	Renee Street	
Larry Cravey	Shamsu Islam	Thomas Peelman	Sheila Tomlinson	
Andrew Cummings	Casey Jackson	James Perry	James Toombs	
Hubert Dabu	Roy Johnson	James Pickens	Jerome Urtiaga	




## Values and Culture Recognition Program

From July through September 2009, the following employee-owners were recognized through the Values and Culture Recognition Program and deserve congratulations:

<b>Shia Johnson</b>	<b>Jesse Crips-Sorger</b>	<b>Nikho Rosales</b>	<b>Suzette Westhoff</b>	<b>David Barnes</b>
<b>Matthew Adamowicz</b>	<b>Shan Elahi</b>	<b>Vincent Smith</b>	<b>Frank Muller</b>	<b>Thomas Buhl</b>
<b>Patricia McGaffigan</b>	<b>Ryan Hayes</b>	<b>Michelle Peerenboom</b>	<b>Fernando Cancel III</b>	<b>James Mitchell</b>
<b>Roger Connell</b>	<b>Ramon Mayfield</b>	<b>Jennifer Dandridge</b>	<b>Mike McNeil</b>	
<b>Curtis Hartless</b>	<b>Anthony Polubinski</b>	<b>Krystal White</b>	<b>Mary Perry</b>	
<b>Tim Cox</b>	<b>Laurence Reynolds</b>	<b>Craig MacDonald</b>	<b>Megan Fitzgerald</b>	

To nominate an employee, visit the HR Community on AIMS and follow the instructions in the Values and Culture Recognition memorandum.

## Service Anniversaries - July through September 2009

<b>5 Years</b>	Christopher Dunn	Wanda Napier	Danilo Pacomio	
Shernita Artis	Tracy Garofalo	Robert Pierpont	Stanley Payne	
Brian Bader	Joseph Gregory	Gretchen Schreiber	Cynthia Smith-Davis	
John Billcheck	Dan Hail	Accie Stokes	Angela Stephens	
James Blair	Albert Horst	John Warick	Ann Wheaton	
John Buckingham	Tomeka Kilby	<b>10 Years</b>	Ryan Wilt	
Grace Bussey	Joseph Martin	Linda Ennis	<b>15 Years</b>	
Justin Carney	Miguel Melo	Joseph Goulart	Paul Ehlenfeldt	
Eric Damm	Susan Meyer	Michele Hanson	John Woodward	
Shawn Dodd	Aaron Moore	James McDonnell		
			<b>20 Years</b>	
			Kenneth Fazio	
			Daniel Fetter	
			<b>25 Years</b>	
			Mark Corrick	
			<b>30 Year</b>	
			Nicholas Perriello	

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PERSPECTIVE is published quarterly for the employees of AMERICAN SYSTEMS. Information contained herein should be considered proprietary. For more information, or to contribute articles, please contact [Perspective@AmericanSystems.com](mailto:Perspective@AmericanSystems.com) or [Mike.Dolton@AmericanSystems.com](mailto:Mike.Dolton@AmericanSystems.com).

## Postcard from Slovenia

### Company Provides a Military Operations in Urban Terrain (MOUT) Mobile Training Team to Slovenia

AMERICAN SYSTEMS' personnel from the Fayetteville/Fort Bragg office deployed as a Mobile Training Team (MTT) to Slovenia in support of the U.S. Army Security Assistance Training Program. The four-person team's mission was to prepare Slovenian instructors to be able to conduct training in MOUT.

The Slovene Armed Forces (SAF) had previously attended the Combat Training Center (CTC) at the Joint Multinational Readiness Center in Grafenwoehr and Hohenfels, Germany. However, the SAF wanted to further develop their 30 instructors with a MOUT center of excellence that taught the latest Tactics, Techniques, and Procedures (TTPs); provide their instructors with a basis for MOUT Standard Operating Procedures (SOPs); and introduce the latest concepts and equipment.

To assist the SAF in further developing their MOUT instructors, AMERICAN SYSTEMS deployed a highly trained four-man team that consisted of former Special Forces soldiers and a professional weapons instructor. Given only three days from contract award until the team was to begin work, **Phillip Martin** (Project Manager), working closely with AMERICAN SYSTEMS HR and purchasing support personnel, was able to select, form, equip and prepare the team to deploy to Slovenia for

training. Once in Slovenia, the four-man team provided the SAF with tough, realistic training that extended beyond the initial requirements listed in the task order. The training received so much publicity that even the Slovenian Special Forces and SWAT teams joined in on the training. The team's success contributed to AMERICAN SYSTEMS being requested to return to perform another iteration later this year.

AMERICAN SYSTEMS was selected in March, 2009, to provide the training under a contract issued by the United States Army Training and Doctrine Command. The successful execution of this training illustrates AMERICAN SYSTEMS' capability to provide foreign military assistance in support of U.S. Foreign Policy and DOD Security Cooperation Programs.



*An AMERICAN SYSTEMS Instructor provides guidance to SAF MOUT instructors in Slovenia.*



13990 Parkeast Circle  
Chantilly, VA 20151-2272