



REGINA
RESEARCH
PARK

Ho! Ho! Ho!

REGINA RESEARCH PARK:

December 1 - 9, *The Spirit of Giving*

Regina Research Park will host a Food Bank Drive, from December 1 to 9. We hope to see participation from all clients in the park.

December 10, *Tenant Reception*

Regina Research Park will celebrate the holiday season at a festive gathering on Wednesday, December 10, from 3:00 p.m. to 5:00 p.m. in The Terrace's Rotunda, 10 Research Drive.



INNOVATION PLACE:

December 4, *Tenant Reception*

Celebrate the season at a festive reception hosted by Innovation Place, Thursday, December 4, from 4:00 to 6:00 p.m., in The Galleria, 15 Innovation Boulevard.

December 11, *Turkey Nooner*

Enjoy turkey and all the trimmings at the annual Turkey Nooner, Thursday, December 11, from 11:30 a.m. - 1:30 p.m. in The Atrium Café. Innovation Place administration and staff will serve complimentary refreshments and treats, to accompany your meal. A 50/50 draw will be held, to support the Food Bank.

news LETTER

December, 2003
www.innovationplace.com

Atrium Building updates ISO certification, enhances customer service

Ken Anderson, Manager of Technical Operations at Innovation Place, is pleased to announce that the Atrium Building and its Fermentation Support Facility has been recommended for ISO 9001: 2000 certification as the result of a successful external audit conducted on Friday, November 21.

ISO is a quality management system that establishes a formal management process and procedures for managing building operations and maintenance. Within the operations of Innovation Place, ISO procedures cover building management, utility supply system maintenance and tenant lab equipment service.

The Atrium Building maintenance system first achieved ISO-9002 certification in May of 2001. Anderson explains, "Any company that was ISO 9002: 1994 certified had to make a transition by December 31 of this year to ISO 9001: 2000 version. It's a very customer-focused, process-oriented quality system."

To achieve ISO certification, a company must follow established Standard Operating Procedures (SOP). "We abide by strict and stringent SOPs in the operation of the Atrium Building and the rest of the research park," says Anderson. These SOPs cover the distribution of process utilities to tenants and maintenance of systems within the building. All actions must follow standard procedures and be documented, as stated in the Policies and Procedures Manual.

Anderson says that ISO-9001:2000 is very focused on customer satisfaction. "We listen to what the clients' requirements and needs are, and implement those to our best ability. This is accomplished through established and documented procedures."

Park staff have made it even easier for clients to request maintenance services. Staff will also follow up more closely on requests for service, to ensure clients are satisfied with the results.

"In the last tenant survey, clients identified a need for improved follow-up on maintenance services. As a result, we implemented a new e-mail function to our maintenance work order requests. Clients can call in with a maintenance request, either on-line through our "Fixit" feature (fixit@innovationplace.com), by phone or in person. The maintenance task will be entered, listing all of the particulars. Supervisors will monitor the request, and if the task is not completed within a predetermined time, it flashes red. When the task has been completed, the client is automatically sent an e-mail asking whether they are satisfied with the service they have received," says Anderson. "In addition to this e-mail function, we will also follow-up with the client in person to ensure their satisfaction."

The Operations Department of Innovation Place has two functions. "One function involves maintenance services. The other function is our contract division. Our contract division offers a full complement of electrical, plumbing, carpentry and other services to our clients, on a fee-for-service basis."

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OUTSTANDING ACHIEVEMENTS

Cronus Technologies wins recognition as 2003 Saskatchewan Young Entrepreneur

Cronus Technologies Inc., a successful IT company headquartered at Innovation Place in Saskatoon, has received the Business Development Bank of Canada's 2003 Young Entrepreneur Award for Saskatchewan.

The award recognizes the success of Cary and Shaun Schuler, who with their brother Rod, founded the high tech business which primarily focuses on IT consulting and product development.

"We started our business in Rod's basement, very undercapitalized, but that made us highly competitive and efficient, and we kept that same prudent approach over time," explains Cary. "Thanks to top performing

"The Schulers epitomize a new generation of young Canadian entrepreneurs who, in creating jobs for themselves and members of their communities, are giving a great deal back to the regions that host their businesses. I salute their drive and determination."

*– Michel Vennat,
CEO & President, BDC*

employees, sound advice from mentors and a mix of passion, hard work, honesty and integrity, we have been able to get some high-profile clients and make the Top 50 list for fast-growing companies over the last few years," adds Shaun.

Specializing in custom software development and project management,

Cronus Technologies is increasingly moving into the product field. It now develops a suite of workplace portal solutions and various modules that clients can choose from. The company has won the prestigious HR Technology Excellence Award for its products.

The challenge they are now facing is one of organizational structure. The company needs to support the extraordinary 890% growth it has experienced in the past years. Management on the operational side and the timing of revenues versus expenses are key factors. As for expansion, the Schulers intend to double their staff within the next few months. With a new R&D program in place, they also intend to enhance their existing products and target niche markets in the HR and health sectors.

"We are targeting other markets as well," explains Cary. "We export primarily to the United States at this point but are looking at partnerships in Western Europe. Our goal is for the majority of our business to be derived from exports."

BDC President and CEO Michel Vennat says, "The Schulers epitomize a new generation of young Canadian entrepreneurs who, in creating jobs for themselves and members of their communities, are giving a great deal back to the regions that host their businesses. I salute their drive and determination."

The founders of Cronus Technologies Inc. were honoured along with other BDC Young Entrepreneur Award winners from across Canada at a ceremony in Halifax on October 21 as a highlight of Small Business Week.

Canadian Plains Research Center executive director wins prestigious award

At a luncheon held in Regina on October 27, friends, family and colleagues gathered to celebrate the awarding of a Canadian Council on Ecological Areas' (CCEA) Gold Leaf Award to Dr. David Gauthier, Executive Director of the Canadian Plains Research Center, University of Regina and past Science Director and Treasurer of the CCEA.

The Gold Leaf Awards are presented annually to individuals and groups who have made an outstanding contribution to the designation and management of protected areas either at the local, national or international level. David Gauthier is unique in that he has engaged at all three levels.

The Gold Leaf Awards have been presented to academic award winners across Canada since 1987.

In presenting the award, chair of the Canadian Council on Ecological Areas Ed Wiken stated, "As with all of his work on protected areas across Canada, he has been very innovative, an outstanding leader and team member, a strong advocate of conservation and a terrific asset to the university community. David's contributions have been wide in scope from ecosystem classifications, protected area mapping and information bases, indicators and reporting, monitoring, policy analysis, education and outreach, community analysis and research."

The Canadian Plains Research Center (CPRC) was established in 1973 as an interdisciplinary regional research centre. Its mandate is to initiate, undertake, encourage and support research and scholarly work on all aspects of prairie life, including its history, resources, land and people. Research may be on any topic, from political trends to the economics of prairie agriculture, from prairie literature to Indian folklore – as long as the Canadian Plains are the focus of the work.

The Canadian Plains Research Centre is located at Suite 340 - 10 Research Drive in Regina Research Park.

UNITED EFFORT FOR UNITED WAY

ISM Canada employees surpass targets for United Way campaign

ISM Canada employees at Regina Research Park have done it again! For the second year in a row, Saskatchewan's leading IT solutions team has surpassed its targeted fundraising goals, and grown its contribution to the United Way campaign from \$41,000 in 2002, to over \$52,000 in 2003.

Not only did more employees give to the United Way, those who gave donated more. Leadership-giving employees who donated at least \$500 increased from 33 employees a year ago to 40 employees this year. Those who contributed at least \$130 increased from 158 in 2002 to 173 in 2003.

"We are so proud of the continuing support of our employees to this important community campaign," says Dan McMurtry, President and Chief Executive Officer, ISM Canada, and Chairman of the Board, United Way of Regina. "ISM Canada employees have once again shown the depth of their commitment to investing in Regina's future."

ISM Canada, a subsidiary of IBM Canada Ltd., is a leading information technology services company, located at Regina Research Park. ISM Canada's 335 employees serve the comprehensive IT needs of private and public sector organizations, and offer IT solutions specifically tailored for organizations covered by collective bargaining agreements.

ISM Canada places great emphasis on the annual United Way campaign because it serves a wide cross-section of community needs. "ISM Canada focuses corporate giving on IT Education, community arts and wellness," says Anne Mowat, Manager, Communications and Public Relations at ISM Canada. "The United Way Fall campaign is our primary charitable giving focus for serving broad-based community needs, through its 37 member agencies."

The company encourages employee participation through a host of popular events, such as Cheesecake Day, sponsored by Communications Energy and Paperworkers' (CEP) Union Local 911. Staff participate year-round in events like the annual United Way Day of Caring each June, and volunteer to serve at the United Way Regina and District Labour Council Community supper held annually in mid-December, an event that ISM Canada and CEP Union Local 911 co-sponsor. Company employees also volunteer to serve as loaned representatives to the United Way, Campaign Committee chairs, and as members of the United Way Board.

This year's campaign was given a boost by ISM Canada's sponsorship of the Grey Cup Festival. Employees who pledged to the United Way were entered in draws for Grey Cup Festival logoware, passes to Festival events and Grey Cup tickets.

"We are thrilled that ISM Canada employees support our organization with such enthusiasm," says United Way Chief Executive Officer Vic Huard. "Our Campaign and our community is fortunate to be able to count on this kind of commitment, and it's wonderful to see it continue to grow each year."

SAIC exceeds fundraising goal

Science Applications International Corporation (SAIC Canada) kicked off its 2003 United Way Campaign on Friday, October 10 with a staff luncheon that included a presentation by the Principal of the Cornwall Alternative School, a Regina United Way recipient organization.

The campaign was a great success, exceeding SAIC's fund-raising target of \$2,400, with staff raising over \$3,300. Other SAIC Canada fundraising activities included co-sponsoring Regina Research Park's Flat-out Pancake breakfast and sponsoring a hole at the Investor's Group United Way Golf Tournament earlier this year.

Grey Cup Festivities boost United Way

Thanks to everyone who braved the cold and attended the "Flat-out Pancake Street Party" held on Thursday, November 13 at Regina Research Park. Your attendance made the event a big success! A number of special guests joined the celebration including Mayor Pat Fiacco, Marty Klyne, several Roughrider alumni, the Roughrider cheerleaders and "Gainer". A big thanks to the talented Evan Bray, voice of the Rider home games, who MC'd the event.

Sponsors for the Flat-out Pancake Street Party included: Regina Research Park, ISM Canada, IBM Canada, Munisoft, Technology Management Corporation and SAIC Canada.

There were a number of awesome prizes donated by the sponsors and organizers of the event. Congratulations to Lyle Schenher from SAIC Canada and Peter Flynn from ISM Canada, who each won two Grey Cup tickets.

Thanks also to the United Way workers, corporate managers and staff who volunteered to work at the breakfast. Your participation was greatly appreciated. Approximately \$1,200 was donated to the United Way of Regina and a great time was had by all.

SOCO staff turn up the fun for United Way

Epitomizing the spirit of convergence, Saskatchewan Opportunities Corporation (SOCO) management and staff at Innovation Place and Regina Research Park joined together to raise funds for the United Way!

Over a two-week period, SOCO staff turned up the fun in support of the United Way. Activities were held simultaneously at both parks, including coffee break auctions where staff bid on bags of Halloween goodies, an e-mail bingo, a pot luck luncheon, a raffle for Grey Cup tickets, Halloween Dress-Up for United Way and "Be Seen in Jeans" Week.

The fundraisers were very successful, with SOCO staff at Innovation Place raising \$531.65, and SOCO staff at Regina Research Park raising \$268.00, for a grand total of \$799.65!

updates

Who's new to Saskatchewan's research parks?

Please join in welcoming the following new companies to the Innovation Place research community:

- **Saskatchewan Alfalfa Seed**

Producers has opened an office at 101K - 116 Research Drive. Contact Wayne Goerzen at (306) 651-7275, or email:

goerzenw@innovationplace.com.

Check out the organization's website at www.saspa.com.

- **Investment Saskatchewan Inc.**

has opened at 101F - 116 Research Drive. Contact Sheryl Hilash at (306) 933-7315 or email:

shilash@icorp.sk.ca. The corporate website is www.icorp.sk.ca.

- **Integrated Controls** has located

at 101B - 116 Research Drive.

Contact Murray Guy at

(306) 222-5384 or email:

mguy@integratedcontrols.ca.

Access the website at

www.integratedcontrols.ca.

On the move...

Please note the following change of address within Innovation Place:

- The offices of **BlackSun Inc.** have relocated to 201 - 116 Research Drive. Contact Jay Tingley and Steve Rogoschewsky at (306) 933-4800 or email: info@blacksun.ca. Access the BlackSun website at www.blacksun.ca.

Changes of address or other updates can be directed to: Wonda Kirychuk, Innovation Place, 114-15 Innovation Boulevard, Saskatoon, SK, S7N 2X8, or call (306) 933-6581. Email: wkirychuk@innovationplace.com.

Missouri electronics firm boosts SED order by \$25 million

SED Systems, a division of Calian Technology Ltd. (TSX:CTY) recently received a purchase order valued at over \$25 million from Systems & Electronics Inc. (SEI) of St. Louis, Missouri.

The order follows on the heels of a \$6.3 million contract awarded to SED by SEI in September of this year.

The purchase order calls for SED Systems to manufacture various systems and components used by SEI in its production of the Manportable Surveillance and Target Acquisition Radar (MSTAR) system, used in surveillance and security applications. Work at SED has already commenced under a \$10 million Limit of Liability from SEI while formal contract details are finalized.

Ray Basler, President and COO of Calian Technology, says, "We are delighted to be working with SEI on this challenging business opportunity." Basler says that, while SED has supplied MSTAR components to SEI for more than five years, this particular order is unusual because of the large quantities to be delivered over a short period of time, which is driven by an immediate requirement in the defence market.

MSTAR is a lower power ground surveillance radar that provides wide area coverage in all weather conditions, night or day, to a maximum range of 25 miles. This system locates moving targets and uniquely classifies them as personnel, tracked or wheeled vehicles. According to SEI, MSTAR is ideally suited for a deployable perimeter security application or as part of an integrated security system for force protection, border surveillance and asset protection.

There are more than 500 MSTARs in

service around the world, with SEI's clients including the U.S. Air Force, the U.S. Army National Guard, Canada's Department of National Defence and other military customers including Poland and Australia.

Located at Innovation Place, SED Systems designs and implements solutions for many of the world's space agencies and leading communications satellite manufacturers and operators, as well as providing contract manufacturing services for customers in North America.

Atrium Building updates ISO certification

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Clients can call on the Operations Department when planning renovations, installing new equipment, repairing existing equipment or scheduling preventative maintenance.

Clients can also utilize the research park's highly sophisticated monitoring systems, on a fee-for-service basis, to safeguard their research activities. "Our monitoring systems will monitor tenant equipment and utilities – such as growth chambers and ultra-cold freezers. We'll provide monitoring services 24/7, 365 days a year," says Anderson. The monitoring services are also ISO-9001:2000 certified.

For more information about the research park's ISO-9001:2000 quality system, contact Technical Operations Manager Ken Anderson at 933-8123 or Quality Director Ashraf Abdellatif at 933-6746.

The Innovation Place Newsletter is published monthly for Saskatchewan's research parks by: the Armstrong Creative Group. For information, call: Jeannie Armstrong at (306) 249-2459, or email: armstrongcreative@shaw.ca