



Surgeons at the University of Texas Southwestern Medical Center perform laproscopic surgery on a pig to demonstrate the DLHsl.

4TH QUARTER 2011 TRIBUNE



Austin Reliability Labs • DLi • DLi Visual Concepts • iRex Arctos Assembly • iRex Custom Cable • Megladon • SaberData • SabeRex

COMPANY NEWS

DLi leads the way in surgical hyperspectral imaging capabilities

“In order to treat disease the clinician needs to see it,” said Dr. Karel Zuzak, principal scientist at Digital Light Innovations.

Dr. Zuzak and the team at DLi have created and are in the process of bringing to market a new hyperspectral imaging system. The **Digital Light Hyperspectral Imaging System (DLHsl)** helps surgeons and clinicians see disease better during surgery.

Recently, Dr. Zuzak published a scientific journal article in *Analytical Chemistry* to outline the methods and procedures for testing the applications of the DLHsl a cutting-edge hyperspectral imaging system designed to increase the speed at which images are rendered and received. This technological development will be used as a surgical aide during medical procedures. It reduces the risk for complications and the associated financial liability of hospitals and clinicians.

Previous hyperspectral imaging systems obtained images using serial bandpass illumination. That technology was too slow to be used during human surgery because prolonged image acquisition times caused substantial motion artifacts.

The new DLHsl technology, illuminates with bandpass spectra over a spectral range facilitating characterization of tissue-specific spectra that can be measured noninvasively and used to determine the chemical composition of tissue. DLi’s digital light projection technology makes it possible to illuminate the tissue with complex spectra producing chemically encoded images at near video rates. As is needed during surgery, this speed offers a practical solution for monitoring blood flow and visualizing tissue oxygenation in real time.

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Andrew Cooper is the Chief Executive Officer of the SabeRex Group and partner and president of TyRex.

PRESIDENTS MESSAGE

Though 2011 has wrapped up, the future looks promising for TyRex

Even though this edition of the TyRex Tribune covers the 4th quarter of 2011, I can tell you that 2012 feels very positive for the TyRex Technology Group of companies. In the first days of 2012 we have had some very exciting business opportunities present themselves. Also, I believe that we can determine that the U.S. economy is in full recovery from the three plus years of recession, and the Texas economy is being bolstered with the technology advancements in drilling, extraction and oil exploration. The Austin economy seems to be primed for a high-tech rebound as well. Of course, only time will tell whether all three of these predictions are in fact correct for their and immediate and long-term business effect on the TyRex Technology Family of Companies.

The feature story is about DLI's continued advancements in the area of surgical hyperspectral imaging capabilities. It is absolutely amazing that one of the TyRex companies is into medical advancements using light technology. I believe you will find this feature story of both

business and personal interest as well.

The new section entitled "Employee Editorial" is a very significant addition to the TyRex Tribune. Chery Henderson's description of SabeRex Customer Service and in the broader sense how it relates to the ATS group's business success and longevity is very insightful.

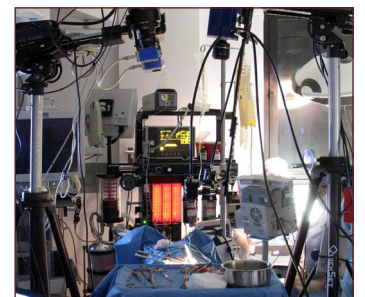
As always we feature our companies during the holiday seasons enjoying various festivities, as well as their continued emphasis on the Austin Community. In 2011 we worked with 39 mostly community youth organizations and we contributed in excess of \$85,000 towards these organizations and the RecognizeGood programs. This does not include the volunteer labor, time and financial donations by the TyRex employees.

Also, we can announce that RecognizeGood has been incorporated as its own independent 501c(3) non-profit organization effective January 1, 2012. We are very proud to support this organization with our time, money, as well as with personal and business commitments, etc.

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This system has been established as a platform technology with multiple clinical and surgical applications, including plastic surgery, GI and renal surgery, neurological surgery and clinical monitoring.

The basic proof of principle concept behind the DLHsl was developed and applied during Dr. Zuzak's tenure at the National Institutes of Health. Dr. Zuzak holds three patents on hyperspectral imaging, and has been developing the field of hyperspectral imaging for clinical and surgical utilities for six years.





Jody Condradt earns the Recognize Good Legend Award for her work in education and athletics.



RecognizeGood®

Encouraging education makes Longhorn basketball coach a Legend

Jody Condradt, is the RecognizeGood Legend for the month of October. Her 38 year career as a coach, has led her to be the first women's basketball coach to reach 700 career victories at the collegiate level, to coach the an undefeated season and NCAA National championship, to achieve a 99% graduation rate for her team players, and is the first women's basketball coach to be enshrined in the Naismith Memorial Basketball Hall of Fame. Her success on the court has led to her players' life successes and she has been

described as a true role model.

Jody chose to give her \$1,000 pay if forward donation to the The Neighborhood Longhorns Program (NLP). The NLP was established in 1991 as an educational program in conjunction with the Austin Independent School District (AISD) across 30 Title 1 elementary and middle schools. The program aims to improve overall academic performance, provide educational incentives, and opportunities for scholarship to higher education.

National Instruments employee receives November Legend award

The Legend of RecognizeGood for November 2011 and first ever international Legend award recipient was Devchandar Mohan. Mohan, a group research and development manager for National Instruments – India, is also a cornerstone of NI India Cares, an employee-driven initiative that aims to reach out to underprivileged children in the community.

NI India cares supports five childcare homes and a free medical clinic through the generous contributions of 50 percent of NI India employees in an attempt to improve the quality of life for orphaned children in India.

Mohan said, "NI India Cares goes that extra mile beyond merely providing monetary assistance to deserving students. This leaves a far more lasting influence, bonding, and

sense of belonging for both the volunteer and the child."

He gave his \$1,000 "Pay-It-Forward" donation to Youth for Seva, a program through which he recently organized an eye examination camp. Youth of Seva, formed in 2007, is an organization intended to inspire youth to volunteer, and provide ongoing support and training for the volunteers.

The ceremony to recognize Mohan was unique in the fact that it took place in two locations simultaneously.

Traci Clayton, who made the initial Recognition on recognizegood.org said, "It's because of people like Dev that we can look forward to a brighter tomorrow."



Pam Fox, an iRex employee, really got into the spirit of Halloween with her painted on scars at the blood drive.



April Gurney, of Megladon, made a pumpkin pirate ship that won 1st place in the carving category.

SEASONAL PARTIES

Holiday spirit fills the TyRex warehouse during the last quarter

The holidays are always a time of rejoicing, a tradition the employees of TyRex Group upheld with vigor during the last quarter of 2011.

The season's festivities began with the TyRex Halloween blood drive and annual party. On October 28th, the TyRex family showed up for a massive spookfest, complete with contests for pumpkin carving/decorating and best costume. April Gurney won first place in the pumpkin carving contest with her gourd-turned-pirate-ship and Alma Valdez took the prize for the pumpkin decorating portion for her Mickey Mouse pumpkin. Denise Garcia was awarded with the Best Costume for her peacock outfit.

Once the bewitching hour (and month) had passed, it was time to break out the cornucopias and get ready to party pilgrim-style, which TyRex employees did with zeal at the Thanksgiving celebration on November 18th. As a show of appreciation for its workers and respect for the season, a lunch spread was set up in the SabeRex break room, which had been transformed into a fall-tastic fun zone for people to mingle and gorge themselves in the spirit of our own forefathers. Not a plate was left untouched as people left the room filled to the brim with Thanksgiving spirit and Cracker Barrel catering.

Once Thanksgiving was over, 'twas the season to deck the halls with Christmas spirit and get ready to rejoice the past year and welcome in the new one. The yuletide festivities were so many, however, that

instead of joining forces, each branch did something uniquely their own.

SabeRex's holiday party was Sunday, December 11th at the Ascension Lutheran Church. The themed casino night was a big hit with the employees. Black Jack, Texas Hold 'Em, and craps were only a few of the games played that night. In addition to the games at the party, there were prizes to win that included a ping-pong table, punching bag, and air hockey table. To top it all off, Kenny Rector catered the event with his catering company, Rec's Catering.

iRex's party was at Dave & Buster's at 7 p.m. on December 14th. Dinner was only one part of the night. The rest of the evening was spent playing games. Rich Burgess, iRex Division Manager, only had one thing to say about the party, "It was really fun."

Some companies' parties consisted of a simple intimate sit-down dinner. December 4th was Megladon team's holiday party at Texas Land and Cattle Steak House. DLI held their annual holiday party, 7:30 p.m. Saturday, December 10th at Flemming's Steakhouse.

SaberData and RecognizeGood had a combined holiday party on Wednesday, December 21 at 11:45 a.m. The two groups, who previously shared offices, mingled for one of the last times at City Grill in the Domain.

All the final quarter celebrations were all about the overall success of the TyRex group and bringing the employees closer to encourage a harmonious workplace.



iRex employee, Denise Garcia, dressed as a peacock to win the Halloween costume contest this year.



There was enough pumpkin pie for everyone at the TyRex Thanksgiving celebration.



The Saber Data and RecognizeGood teams ate lunch together at City Grill on December 21.



Dasha Chichasova, a RecognizeGood team member, helps serve food at the Thanksgiving feast.

WHAT'S HAPPENING NEXT

Upcoming Events

- 2/3 Founders Day
- 2/14 St. Valentine's Day
- 3/17 St. Patrick's Day

Birthdays

- 1/2 Rich Burgess
- 1/4 Daniel Hogberg
- 1/5 Jorge Moguel
- 1/14 KC Bordonaro
- 1/19 Victor Gonzalez
- 1/31 Kevin Duffey
- 2/3 Martin Grossman
- 2/6 Sonia Roberts

- 2/12 Wolfram Gauglitz
- 2/15 Chery Henderson
- 2/22 Simon Goodson
- 2/24 Jeff Walton
- 2/26 Carlos Mojica
- 2/26 Jon Roesch
- 3/16 Mark Blevins
- 3/18 Jennifer Pagan
- 3/20 James Scogin
- 3/21 Cisto jaimes
- 3/22 Kevin Moran
- 3/29 John Pinkosky
- 3/30 William Werner



Chery Henderson is a customer service supervisor at SabeRex, and has been a TyRex employee since July.

EMPLOYEE EDITORIAL

Chery Henderson: Customer service is key to any successful business

Think about a time when you received bad customer service. What happened? What did you do? Most likely, you told someone else about it. Chances are good you made a promise to yourself to take your future business elsewhere. So what about when you got really great customer service? What set that experience apart? If it is great, you go back again. If it is consistent and exceptional; it made you say “wow!”, then you become a loyal customer. Do you think it is fair to say those experiences are few and far between? How do you get your business to rise to the level of “wow!” from the customer’s experience? In today’s competitive business environment, what separate you from everyone else? What separates the good from the great is knowing that regardless of the business you are in, your “business” is customer service. So what does that mean, and more importantly, how do you get it?

It is quite simply, all about relationships. The most distinctive organizational competency is the ability to build sustainable relationships characterized by shared goals, shared knowledge, and mutual respect.

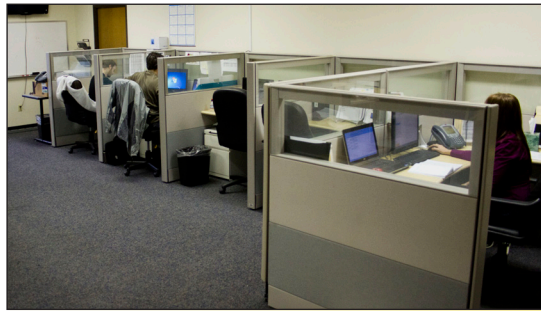
The first step is cultivating the right relationship with the customer. Give your business the Mom test. The rule of thumb is if your mother was your customer, would you be happy with the way she was treated? Look at your operational failures, as they are a good starting

point to consider the impact on the customer. Treat your customers and your employees like family. Let them know you care. There is a saying “ I don’t care how much you know until I know how much you care.” That is at the crux of every relationship, and it makes a difference in business.

The second step is to always consider the customer’s experience. Strive to deliver consistent customer service through hiring people with the right attitudes. You can teach a person how to deliver quality service, but the attitude must be brought to the job. When people with the right attitude are hired and trained according to the company’s customer service standards, they can be confident that the employee will make the right decisions. And an employee who can make the right decisions is an empowered employee. Look at it from the customer’s perspective, as a customer, the last thing you want is to be bounced around from one person to the next to resolve your issue. You want one person, who can look at the needs of the business, and the needs of the customer, and find a balance. An ability to address an emotional situation on the spot and to the satisfaction of the customer is key to driving long-term satisfaction and customer loyalty.

The third step to consider is setting the tone

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Chery Henderson is a customer service representative at Saberex's Advanced Technical Services group, which offers electronics manufacturers extensive technical expertise and support in the areas of testing, analysis, field engineering, and workflow systems consulting.

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for the work environment. Build the foundation your employees stand on to do their work. Frontline employees that interact directly with the customer are under a lot of pressure to perform. So set the tone and look at what you can contribute to having fun on the job.

This inspires employees to come to work with a great attitude and deliver great customer service. Take care of them, because they are your internal customer. Make sure they have the tools to do their job. Ensure they are well-trained and focused on learning, rather than on blaming, when things go wrong. Give employees the ground rules, but also give them

the latitude to bend the rules. Empowerment is a powerful tool that can make the employees feel like owners of the company and, after all, who takes care of a company better than an owner? With empowerment, your employees will return positive results again and again. As a result, your customer will benefit and you will prosper. And isn't that what business is all about?

Chery Henderson

EMPLOYEE MILESTONES

October Milestones

- Sally Torres, 10 yrs.
- Rich Fulmer, 7 yrs.
- Lisa Martin, 7 yrs.
- Dwayne Stephens, 6 yrs.
- Gary Wojcik, 2 yrs.
- Ricky Ledesma, 1 yrs.

Reina Wiatt celebrated 13 years at Megladon. Reina started working for TyRex Oct. 22, 1998.



Cisto Jaimes began working at SabeRex on Nov. 6, 2000. This year marks his 11th milestone.



November Milestones

- Rose Ludden, 11 yrs.
- Carlos Mojica, 7 yrs.
- Nhan Truong, 7 yrs.
- Robert Thomas, 6 yrs.
- Daniel Thompson, 6 yrs.
- J. Thomas Sanders, 5 yrs.

Nov. 30, 1998 was Kevin Alwell's first day on the job. This year, Kevin reached his 13 year milestone.



On Dec. 13, Jeff Walton reached his next milestone. Jeff has been working at SabeRex for 12 years.



Dear RLG team

I just want to thank you for going the extra mile on this. I apologize for the last minute request, but this was just sprung on me by the engineers evaluating them. I told them it wouldn't be until Monday, but once again you have gone above and beyond.

David Kalicek

about the AMD CPU project

Dear Rene Guardiola,

Hello Rene, I want to thank you for the continuous support. It is greatly appreciated.

Scott Laughlin

about the ClearCube project



Dear Alan Davis,

I would like to thank you for all your efforts to ready the new PSG for us to present at CES. It performed flawlessly and looked great! I know that you sacrificed family time during the holidays to get it up and running so, again, thank you!

Mark Laramie

about the P&F project

CONTACT INFO

TyRex Group, Ltd.

Corporate Office
12317 Technology Blvd.
Suite 100
Austin, TX 78727
(512) 835-1200
www.tyrexmfg.com
www.meglardonmfg.com
www.saberex.com
www.irexmfg.com
www.dlinnovations.com
www.dlivisualconcepts.com
www.saberdata.com
www.austinrl.com
www.recognizegood.org

ADP

Access employee perks, TotalSource University, Forms and Manuals, view paychecks and benefits.
www.adptotalsource.com

Employee Assistance Program

Confidential access to professional counseling
(800) 756-5792

Employee Service Center

Benefits, payroll, W-2s, COBRA, etc.
M - F 8 a.m. to 8 p.m. ET
(800) 554-1802
esc@adp.com

Aetna

Medical insurance
(800) 704-7287
www.aetna.com

Guardian Dental

Dental insurance
(800) 541-7846
www.guardianlife.com

VWP

Vision insurance
(800) 877-7195
www.vsp.com

Mass Mutual

401K Enrollment, rollovers, statements
(800) 743-5274
www.massmutual.com/retire

We would enjoy hearing from our TyRex customers, employees, and vendors. If you have something to include in the newsletter, please send an email to nbadger@saberex.com.