

TAMCO Taps DynaSis for New Network and More

Terminus Asset Management Company (TAMCO) is a recently founded CDO management firm, managing funds for investors across a wide range of financial instruments. Because of the nature of the business, everything about the company's IT setup is subject to scrutiny. "Investors, financial institutions, licensing agents, they all want to know the details of our systems," said Jim Bennison, Managing Principal. "From how users are allowed access to our disaster recovery plan, everything about our network is constantly being examined."

Bennison initially considered creating an in-house IT department, but then decided to research the possibility of outsourcing the responsibilities. "I wanted a company that could not only build the network, but service it as well," he said. "I found two companies that seemed to have the qualifications, and interviewed both. Of the two, DynaSis had a more robust infrastructure. I had more confidence that they could meet our needs. TAMCO's owners and I went to meet Chas Arnold, and that decision was made."

From the Ground Up

TAMCO presented a unique opportunity for DynaSis - to design a client's network from the ground up. "There were no electronics, not even a phone system," said Larry Strott, Installation Team Manager for DynaSis. "They were looking to us for everything, from cabling the network, to hooking up their AV equipment."

DynaSis provided a range of choices and helped Bennison and his team select the best options. "They structured their service based on how I wanted to manage our technology needs," Bennison said.

DynaSis technicians built up local connections for all the PCs and workstations and installed a ShoreTel voice over IP telephony system. Three flat-panel LCD TVs were cabled to receive live financial channel feeds from DirecTV.



Instead of a traditional network, DynaSis suggested a software as a service solution called ITility. With ITility, all applications and software are run from the DynaSis data center and accessed over the internet with a secure point to point T1 connection. The solution drastically reduces downtime and improves network availability.

"As an asset management firm, we're very technology heavy," Bennison said. "When the financial markets are open, we're open, and our systems have to be operational. We use lots of third party vendors, and it's critical everything works together."

ITility makes sense for a customer like TAMCO for whom security and availability are top priorities. If there's trouble, a redundant server immediately picks up the workload. In most cases, the problem is solved before the client knows it occurred. Because of the infrastructure DynaSis has in place, there's no time lost waiting for the tech to arrive, diagnose the difficulty and then do what it takes to restore operations.

DynaSis Took Care of Everything

"DynaSis took care of everything, they set up our phone service, built the network, set up our database," Bennison said. "They will also house and manage our website once it's done." DynaSis also helped TAMCO create a disaster recovery plan that meets financial industry criteria. "Chas Arnold really understood our needs, and made sure we were taken care of," he said.

TAMCO Taps DynaSis for New Network and More

The system has been relatively trouble-free, and on the few occasions problems arose Bennison has been pleasantly surprised. "When we place a call to DynaSis, their help desk is right on it. They're very quick to respond, and give us a fast turnaround on solving the issue," he said. "We're all coming to TAMCO from a large corporation, where we had what we called 'the no-help desk.' It's new to us to have technical support available where you not only get an immediate response, you get answers."

With DynaSis managing the IT needs, TAMCO's principals are able to concentrate on what they do best - asset management. "We're very please with everything DynaSis has done," Bennison said. "In our industry, our network has to meet high standards, and DynaSis performed in every area."

"When we place a call to DynaSis, they're quick to respond and give us a fast turnaround time... DynaSis performs in every area."

**- Jim Bennison, TAMCO
Managing Principal**

