

## DynaSis Moves Community One to Single Platform and Integrated Systems

Community One is an expert at providing property management services to neighborhood and community associations and commercial properties around Atlanta. But when it came to internal IT management, things weren't quite so well organized.

"The company has been growing quickly, and we were adding computers as we needed them," explained Cary Northquest, vice president of management services for Community One. "We would just call up the computer store and buy whatever was on sale."

That is a common approach for small businesses, particularly ones that are rapidly expanding.

But the problems it causes are common as well. "Different people were using different versions of software, some people were on different platforms," Northquest said. "We began having compatibility problems and troubleshooting issues began to take up more and more time."

As the person with the most computer experience in the office, Northquest became the default IT manager, leaving less time for her primary duties. She began looking for a way to outsource IT management, and was very interested when an acquaintance mentioned his firm's experience with DynaSis. "Chas Arnold gave us a presentation and showed us the ITility system," Northquest said. "We knew it was what we needed."

### "Productivity Improved Across the Board."

ITility Utopia eliminates the need for an internal IT infrastructure. Clients' business applications run on dedicated servers in the DynaSis data center. All security, data storage, backup and disaster recovery tasks, and all other maintenance is managed by DynaSis. Software upgrades are taken care of automatically. All that is required is an Internet connection, enabling employees to work from anywhere.

Moving all of Community One's computers to a single platform and integrating all the necessary systems and software was not without challenges. "We had three systems that had to be integrated, including some critical programs that ran on the Linux platform," Northquest said. "The transition proved to be more complicated than we'd originally thought."

Within a few weeks, however, all of Community One's programs were running on a single platform at the DynaSis data center. "Productivity and mobility improved across the board," Northquest said. "Just having everyone on the same platform made a huge difference."

Because Community One's property managers frequently need to be on site with their clients, the ability to log in and work from anywhere was another immediate benefit. "ITility's anytime, anywhere capability was perfect for our needs," said Northquest.

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Even better was having someone else deal with IT issues— if there are any. "Now, I can just keep working while someone else deals with any problems," she said. "We just call or log in a service request, and it's done. They take care of upgrades. If a piece of hardware needs to be replaced or repaired, DynaSis does it. I'm able to give my full attention to my primary job."

### "Thrilled with our Partnership"

After a year as an ITility Utopia customer, Northquest is very happy with the experience. "I have been thrilled with our partnership with DynaSis," she said. "I can't say enough wonderful things about them. Service is seamless, they really take care of us. I absolutely recommend them."

