



## DynaSis Has the Solution Once Again

HMI Property Solutions came to DynaSis in 2001 with an interesting problem. Could DynaSis find a way to network the company's DOS-based property management system?

Founded in 1973, HMI Property Solutions owns 13 apartment complexes in the Atlanta area and manages nine of them. The company's property management system is a DOS-based legacy application called AMSI. In 2001, HMI contacted DynaSis in search of an easier way to network computers at the various properties. At the time, IT Manager Amy Johnson was using PC Anywhere to dial up each property's office computer when it came time to run month-end.

DynaSis installed Citrix, a solution that enabled all of HMI's computers to access AMSI from a central application server. The time saving was tremendous. "I can't even tell you all the ways it has saved me time," Johnson said. "Not just in doing the accounting functions, but training, troubleshooting, answering customer questions. Those issues take a tenth of the time I used to spend. It's great!"

### Manage IT for Me

Five years later, HMI is again looking to DynaSis for solutions. "The Citrix server has been great, but we have had periodic compatibility issues with AMSI," said HMI President John Inman. "Downtime was becoming an issue."

To reduce the time it took to get HMI back online, DynaSis suggested Managed IT for Me, a new service offered as an alternative to traditional networks. With Manage IT for Me, all applications and software are run from the DynaSis data center and accessed over the internet with a secure point to point T1 connection.

### "An Hour of Downtime in a Year"

"Businesses want high availability from their computer networks," said Jamus Tianti, the DynaSis Installation Team Engineer who worked with HMI. "Everyone's looking for 99.999% uptime, which works out to approximately an hour of downtime a year. Here in our data center, we've got infrastructure geared toward achieving that."

When a server crashes on site, there's time involved in waiting for the tech to arrive, diagnose the problem and then do what it takes to restore operations. In contrast, Manage IT for Me customers can be confident that if there's trouble, a redundant server immediately picks up the workload.

"Any problems in the data center are seen immediately," Tianti said. "The techs are right here and can deal with the issue right away. Usually the problem is solved before the client knows it occurred."

### More for the Money

"Manage IT for ME was a no-brainer for us," said Inman. "All software upgrades are included, so I'm no longer updating systems left and right. There's no server upkeep on our side, so I don't have to worry about that part of the hardware issue."

The program has reduced HMI's downtime significantly. "Our downtime has been cut at least in half, because we don't have to wait for a service tech to arrive at our site," Inman said. "When a problem occurs, there's someone right there to attend to it."

Inman was also pleased with the price. "The cost is the same as our annual maintenance agreement, so I'm paying the same rates and getting more for the money," he said. "Once again, DynaSis has found a good solution that works well for us."