



DynaSis Solves IT Bottleneck for Interra International

If IT is a pinch point in your small to mid-size business, ITility from DynaSis is the solution you've been waiting for. "With ITility, I can do the things I was hired to do rather than provide support for everyone," said Ried Thiel, CIO of Interra International.

"Now, I can concentrate on things that add value to our business," he said. "Someone else is making sure our anti-virus software is up to date and dealing with the latest server patches."

Interra is a global leader in trade-management and logistics technology, specializing in the movement of meat, poultry, seafood and dairy products in the world market. With offices in Atlanta, Rio de Janeiro and Shanghai and customers around the globe, fast, efficient network communication is a must.

"ITility gives us a scalable solution that I don't have to scale. Someone else is adding servers when we need them, keeping us running and handling the load balance. Now, I can concentrate on things that add value to our business."

Minor maintenance calls to Thiel's office are also a thing of the past. The DynaSis help desk clears 95% of problems by phone or email within 30 minutes or less. Unlimited visits are available for issues that require on site attention.

Prior to contracting with DynaSis, Interra leased its servers from another Atlanta provider. "I was maintaining our servers," Thiel said. "Whenever we added an employee, or anyone had a problem, I was our first line of support. Basic maintenance was taking up so much of my time, IT was becoming a significant hurdle for the entire company."

Software updates, workstation backups and network monitoring are all handled by DynaSis. ITility allows clients to centralize their applications on the secure network server, improving data and application security and eliminating the need to install and maintain applications on every office PC and laptop.

Thiel began researching other options. "I was looking for a company that could offer us economies of scale and personnel to provide service."

Every employee can access his or her customized desktop securely from anywhere with an internet connection.

Better Performance without Maintenance Worries

He found what he was looking for in DynaSis' ITility program. With ITility, your IT services are provided via a secure, dedicated Internet connection, while your data is stored at the DynaSis datacenter facility. ITility delivers 99.999% uptime for your network. In addition, DynaSis provides Managed Security Solutions and 24-hour monitoring at a state-of-the-art Network Operations Center (NOC).

ITility is more efficient in another way, too. "We're saving as much as \$1,000 a month over our previous set up," Thiel said. "So with ITility, we're saving money and getting a better product."

For more information about DynaSis services or how you can become an ITility Utopia customer, please call 770.882.2432 or visit www.dynasis.com

"The first thing I noticed is that our performance is a lot better," Thiel said. "ITility gives us a scalable solution that I don't have to scale. Someone else is adding servers when we need them, keeping us running and handling the load balance."