

Innovation,  
meet

**VISION**

data management resources, llc.

### LONGEVITY

Founded in 1980 as a sole proprietorship by Richard S. Taitano, Data Management Resources (DMR) has specialized in providing AS/400 custom programming and consulting services to the government of Guam and private industry for nearly three decades. In 2002, DMR transitioned into a Limited Liability Company, with Richard S. Taitano continuing to lead the company as Chief Executive Officer. DMR has since expanded its services to include Internet technology, e-commerce, web application development, and enterprise-level hardware distribution. As our company has grown, the hallmark of our business remains the same: to craft solutions that meet the specific needs of our customers. For as long as we've been in business and continue to do business, our goal is simple: To provide sound and viable solutions that are backed by the highest possible standard in technical support.

### EXPERTISE

We're good at what we do. We deliver exceptional work because we have an exceptional team. If that's a bit bold, it's because we have the education, the experience, the expertise – and the track record – to prove it. With Bachelor's and Master's degrees in fields of study ranging from Mathematics to Computer Science, DMR's team not only comprises some of the brightest minds in the industry, but also boasts a highly-skilled group of technological innovators. We're serious about the work we do, and we're fanatical about getting the job done right the first time. With DMR's team of programmers, analysts, designers, and technicians, we bring the strength of our staff and the stability of our experience to every project we undertake.

### INFRASTRUCTURE

In 2005, DMR established its permanent headquarters in Hagatna, Guam. The acquisition allowed DMR to expand its facility, increasing its operational space by nearly forty percent. With its fully concrete, fortified building, DMR houses state-of-the-art server facilities in a secured, controlled, and monitored environment. Our hardware, network, and communications infrastructure provides our team of developers with a fully functional development and testing environment, and enables our development team to quickly and securely service client systems electronically.

### STABILITY

At a time when other companies must make critical management decisions due to a fledgling economy, DMR continues to expand its market base through its various product and service offerings. Though not immune to fluctuations in the economy, DMR's financial stability and prudent management practices enables us to continue to offer full-service offerings to our clients, without compromising quality, confidence, or expertise.

### VISION

Data Management Resources entered the technology marketplace when 'information technology' was a rare catchphrase in the industry lexicon. A programmer himself, proprietor Richard Taitano was a key figure in the local government's automation, having programmed and maintained key systems, including the Government of Guam's financial management system.

As technology evolved, so too did DMR. Before the proliferation of document imaging solutions and content management systems, DMR embarked on a legal document imaging project that other players in the field said couldn't be done. In 2001, less than a year after initiating the project, we proved them wrong and launched JurisPacific.com, our flagship web-based application system that houses a comprehensive searchable repository of historical and current Guam case law and Guam law documents. Though other entities have attempted to provide similar services since then, to date, JurisPacific remains the only comprehensive online searchable database that includes historical Superior Court of Guam case law dating back to 1980. In the years since this technological milestone, DMR has engaged in numerous groundbreaking online services and systems, including our privately-run public service web site, GovGuamDocs.com, and e-filing services for the Guam Department of Revenue and Taxation.

From punchcard-pushing mainframes, to host-based green-screen applications, to web-based application systems, DMR has not only grown with the industry, but continues to push forward with innovations in technology that simplify, enhance, and promote the way we do business.

## What We Do

At its most basic, we develop software systems. And by 'system' we mean start to finish, design to deployment, idea to inauguration. You start with a need, we tailor a solution to meet it, and then we get to work – analyzing, designing, programming, customizing - There's no substituting the general for the particular here. At DMR, our core competency remains the hallmark of our business - to provide sound and viable solutions that meet the needs of individual users. This, backed by DMR's commitment to providing the highest possible standard in technical support, underscores the reason we've been in business for over 29 years. We develop systems. We provide complete solutions. And then we deliver.

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### Application Systems Solutions

- System Analysis & Design
- Host-based Systems Development
- Web Application Systems Development
- Systems Integration
- Off-Site Backup Services
- Business Process Re-engineering Study
- Training
- Maintenance
- Technical Support

### Network & Hosting Solutions

- Networking Design & Configuration
- Network Hardware/Software Procurement
- Network Maintenance
- Network Security Protocols
- Web & Email Hosting

### Content Management Solutions

- Document Imaging & Archiving
- Document Data Capture
- Content Management
- Forms Development
- Imaging Support



## Design. Build. Deploy. And then what?

**And then there's support. Or more precisely, DMR support.**

Headquartered in Hagatna, Guam, we offer our clients the advantage of having the support they need when they need it, as soon as they need it. This convenient accessibility to support resources ensures that our clients' needs are met in a timely manner, and that valuable time is not lost attempting to contact technical support in a different time zone. With DMR, technical support is provided locally by the DMR technical team. All programming and development activities take place on our computers at our facility. This allows us to provide needed services to clients without infringing on their day-to-day operations.

To accommodate the varying needs of our customers, DMR offers three support packages. Regardless of which support option is chosen, customers can be confident that they will receive the optimum in support services.

### **STANDARD**

For clients who require normal system support, DMR offers a Standard DMR Support Contract. Under this contract, DMR staff members are available during regular business hours (8 a.m. to 5 p.m. Monday through Friday, excluding holidays). Simply pick up the phone, send us a fax, or email us.

### **EXTENDED**

For those with critical, 24-hours/day computer center operations, DMR offers an Extended DMR Support Contract, which provides year-round customer support coverage.

### **CUSTOM**

For customers with unique system support needs, DMR offers customers the flexibility of our on-call support plan. Customers may contact DMR support staff during regular business hours (indicated above) and are billed per service call.

*“Your dedication and commitment to supporting the Department of Administration was quite evident during the recovery effort. The determination and enduring effort of everyone assured a quick and full recovery from a potentially disastrous system failure. This particular week was GovGuam payroll week so the urgency of the situation was at its highest.”*

*It is not very often that the Department of Administration openly acknowledges the work and support provided by our contractors. Again, thank you for a job very well done and keep up the great work.”*

*- Lourdes M. Perez,  
Director, Department of Administration*

We move beyond template solutions by offering individualized sales, support, and service to savvy business consumers who demand advanced technical expertise, responsive sales support, and superior technical support.

**But don't take our word for it. See what we've done.**

Although most of our systems are not accessible to the general public, you can see some of them at work. Pay your Guam taxes online, file your GRTs, or renew your vehicle registration electronically. For work we've done behind the scenes, see a sampling of our portfolio below.

### HOST-BASED APPLICATION SYSTEMS DEVELOPMENT

Department of Administration  
General Services Agency  
Department of Revenue and Taxation  
Government of Guam Retirement Fund  
Superior Court of Guam  
CNMI Department of Finance

### WEB APPLICATION SYSTEMS DEVELOPMENT

| GuamPay.com |  
Department of Administration,  
Official Online Payment System of the  
Government of Guam

| GuamPay POS |  
Point-of-Sale Web Application System  
for the Treasurer of Guam (Internal  
Government Network)

| GuamTax.com |  
Department of Revenue and Taxation  
E-Filing Systems for Commercial Entities

| MyGuamTax.com |  
Department of Revenue and Taxation  
E-Filing Systems for Individual Taxpayers

| PH/Pro |  
Department of Public Health and Social  
Services Consolidated Public Assistance  
Systems (Internal Government Network)

### DATA CAPTURE, IMAGING & CONTENT MANAGEMENT

Department of Revenue & Taxation

### BUSINESS PROCESS STUDY/ SYSTEM ASSESSMENT

Assessment of the Oracle-based  
Financial Management System at the  
Guam Department of Administration

Study to determine recommendations  
for automating and integrating the land  
use review and permit processes with  
the One-Stop Building Permit System to  
comply with the I Tano'-ta Land Use Plan

Business Process Re-engineering  
Study for Tax Collection System for  
the Commonwealth of the Northern  
Marianas government

### NETWORK DESIGN & CONFIGURATION

Government of Guam Retirement Fund  
Guam Territorial Library  
Law Offices of Arriola, Cowan & Arriola  
BigFish Creative, Inc.

### WIDE AREA NETWORKING (POINT-TO-POINT)

Department of Public Health and Social  
Services  
DPHSS Bureau of Social Services  
Administration  
Department of Integrated Services for  
Individuals with Disabilities  
Department of Corrections  
Guam Fire Department  
Guam Homeland Security

### WEB SITE DEVELOPMENT & MAINTENANCE

| www.apisguam.com |  
Asia Pacific Investors Services

| www.healthychoicesguam.org |  
DMHSA Prevention & Training Branch

| dphss.guam.gov |  
Department of Public Health and Social Services

| www.guamagriculture.org |  
Department of Agriculture

| guamtax.com | myguamtax.com  
Department of Revenue and Taxation

| www.diabetesguam.org |  
DPHSS Diabetes Control Program

| www.guamforestry.org |  
Forestry & Soil Resources Division, Department of  
Agriculture

| www.gfde911.org |  
Guam Fire Department E-911

| www.peaceguam.org |  
Prevention and Early Intervention Advisory  
Committee Empowerment



## CERTIFIED PARTNER

### The DMR Difference

As a Dell Certified Partner, DMR offers the latest Dell innovations and advanced computing technologies to the local market. From PC hardware and servers, to data storage and networking solutions, we offer confidence in the Dell brand, backed by the DMR difference.

PC Hardware | Enterprise Servers | Storage Area Networks | Distributed Computing | Networking Solutions

OptiPlex<sup>TM</sup>  
*dell.com/optiplex*

Latitude<sup>TM</sup>  
*dell.com/latitude*

Precision<sup>TM</sup>  
*dell.com/precision*

PowerEdge<sup>TM</sup>  
*dell.com/poweredge*

Ask us about improving productivity, ensuring network security, managing critical data, or fortifying your IT infrastructure.

**Want a Dell solution but don't know where to start?**

**We can help.**

## Datacap Channel Partner

Tap into advanced OCR and ICR technology to automate data entry tasks, improve forms processing, and index data through a DMR integrated document data capture solution, powered by Datacap.

**Datacap**  
capture all documents



## Comprehensive, searchable Guam Case Law.

The flagship product of DMR's Web Division, JurisPacific® is an online legal researching system designed, developed, and operated by DMR to allow legal professionals to search Guam law from virtually any Internet-connected computer. This exclusive online service allows licensed users to search, access, and retrieve Guam law documents in the JurisPacific database via the Internet.

*“It used to take hours of research sifting through volumes of paper at the law library. Now with just a few keystrokes at my own desk, I can find a case on point in a matter of minutes.”*

*- Attorney Jay Arriola  
Partner, Law Firm of Arriola, Cowan & Arriola*

[www.jurispacific.com](http://www.jurispacific.com) | The Legal Profession's Online Source for Researching Guam Law

[www.govguamdocs.com](http://www.govguamdocs.com) | Your First Resource for Government of Guam Forms



*“First, thanks for your reply! I really appreciate it. (GovGuamDocs) really is a handy site and I wish other GovGuam sites were as robust. It is also nice to know, given your quick response, that the site is maintained and looked after! Thanks again.”*

*- Chuck Tanner  
Administrator, Guam Surgicenter, LLC.*

## Forms made accessible.

DMR provides GovGuamDocs.com as a public service to Guam residents as part of our commitment to developing solutions that simplify, enhance, and promote the way we do business. It's a simple concept: Access to publicly available documents shouldn't be inconvenient.



### **We are more than the sum of our parts.**

You can throw a bunch of credentials together and hope you get a dynamic, workable team. Or, you can start with this, and then mix in commitment, drive, ingenuity, and vision to get the superior service and support that we demand of ourselves – and that our clients have come to know and expect.

## Programming Languages & Frameworks

- RPG/400
- Control Language (CL)
- CICS
- Job Control Language (JCL)
- COBOL
- HTML
- Data Language/I (DL/I)
- Java
- C
- JavaScript
- Basic
- Unix Script
- SQL
- CSS
- Bash
- PHP
- Struts
- .NET

## Hardware Platforms

- IBM AS/400/iSeries
- IBM RS/6000
- IBM 4331/4341/4381
- x86, x86\_64
- IBM ES/9000

## Operating Systems

- IBM OS/400
- Linux
- UNIX
- FreeBSD 4, 5, 6, 7
- Windows 3.11/95/NT/98/ME/2000/XP/2003/Vista/2008 (32-bit & 64-bit)
- CICS
- Mac OS X
- Darwin OS
- MSDOS 3.3 and 5.1
- DOS
- IBM DOS/VSE

## Databases & Development Tools

- DB/2
- Microsoft SQL Server
- MySQL
- User Interface Manager (UIM)
- UNIX/C Development Environment
- Microsoft Access
- Source Entry Utility (SEU)
- Microsoft Visual Basic
- Basic Map Support (BMS)
- Screen Design Aid (SDA)
- Adobe Creative Suite (Acrobat, Illustrator, InDesign, Photoshop, Fireworks, Flash, Dreamweaver, Contribute)
- RoboHelp
- Data Language/
- Report Design Aid (RDA)
- Command Level COBOL
- QUERY/400
- VSAM
- Database Design Specifications (DDS)
- IBM WebSphere Development Studio Client
- Eclipse, Visual Studio .NET 2003, Homesite, nano, pico, vi, Emacs, monodevelop
- Sound Forge, kino, dvgrab, Dscaler, VirtualDub, Helix Producer, Cleaner, ffmpeg, The GIMP

## Imaging & Content Management Resources

- IBM DB2 Content Manager Enterprise Edition
- IBML ImageTrac Platform
- Datacap Taskmaster Server

## Enterprise Storage

- EMC Clarion Systems
- Dell PowerVault MD Series
- IBM Storage Systems DS3000 Family
- IBM Tivoli

## Network Security/ Infrastructure Appliances

- Hewlett Packard Pro Curve Switches
- Sonic WALL Routers
- 3COM Switches
- Linksys WRT54G Linux Routers
- Netlron Switches
- Extreme Network Switches
- Server Virtualization (VMware, QEMU)
- ethereal, nmap, ettercap, snort, etherape, dsniff, nessus, aircrack-ng, netcat, ngrep, kismet

## Web Server Software

- Microsoft Internet Information Server
- Apache HTTP Server
- Apache Tomcat Application Server
- Orion Application Server
- WebSphere Application Server
- IBM HTTP Server
- vsftpd
- OpenSSH
- SaMBa
- TinyDNS
- Jabber
- ProFTPd
- VNC
- WordPress
- Drupal
- Plone
- Media Wiki
- Webmin
- cPanel



<http://www.dmr Guam.com>

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