



"I can't be happier with our relationship with Entsgo. They have the technical knowledge to support what we do."

- Fred O'Connor
IT Manager
Teledyne Benthos, Inc.

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TELEDYNE BENTHOS

At a glance

Company

Teledyne Benthos, Inc.
North Falmouth, MA
www.benthos.com

Number of Employees

Approximately 150

Products & Services

Geophysical survey systems
Side scan sonar systems
Glass flotation spheres
Underwater measurement, inspection, data collection, and communication equipment and systems

Target Markets

Military, Government,
Energy (Fuels)

The Story

Teledyne Benthos is a leading provider of equipment and systems used for underwater measurement, inspection, data collection, and communications activities. Products include geophysical survey systems, side scan sonar systems, glass flotation spheres, and other products for use in all marine environments. Products from Teledyne Benthos were used in the discovery and exploration of many historic sunken ships, including the luxury liner, *Titanic*; German World War II battleship *Bismarck*; and the American World War II aircraft carrier *Yorktown*. The Benthos underwater modem was also used to transmit the world's first email sent from a submerged submarine traveling at operational speed.

The story of Teledyne Benthos began in 1962, when Samuel Raymond founded Benthos in North Falmouth, Massachusetts to supply underwater equipment to military and government customers. As those markets diminished in the 1990s, the company began to explore new commercial markets, including the geophysical industry, in which Benthos equipment was used by energy companies in their search for new offshore oil and gas deposits. Other new customers included scientific and environmental markets. Teledyne Technologies acquired Benthos in 2006 and thus became Teledyne Benthos. Today, Teledyne Benthos serves over 500 customers and employs over 150 people.

Entsgo has been providing support for the HP 3000 product at Teledyne since 2004. It has been a successful and fruitful relationship that illustrates Entsgo's depth of technical expertise and commitment to customer service. "I can't be happier with our relationship with Entsgo," states Fred O'Connor, IT Manager for Teledyne Benthos. "We've been working with Terry Floyd [CEO of Entsgo] and his team for three years now. Everyone there is great. They have the technical knowledge to support what we do. They've really carried us through a number of challenges."

O'Connor is impressed with Entsgo's knowledge, but he also appreciates the company's customer service. "Our relationship has developed over the years," O'Connor continues. "We're on a first-name basis. They know us now. It's not a cold-call when we call in for support. They remember our history; they know who I am, so we're not starting over every time I call." O'Connor appreciates Entsgo's quick response to his company's issues. "Their response is instantaneous 99% of the time. If they don't have an answer for me immediately, they research my issue and usually have a response back to me within an hour. They are my favorite support organization by far. They're good people and they know their stuff."