

# EXPERT ADVICE, PROFESSIONAL SERVICE

Where first-class business goes, first-class professional services follow. Companies, like individuals, move, change direction and grow, often relying on professional help at critical transition points. In this regard, the 114 West Corridor has the best of the best, as its communities continue to draw highly educated, highly skilled, highly trained professionals—bankers, financial planners, tax advisors and corporate trainers, among others—who lend their expertise to a growing number of companies in the area.

The first step in corporate expansion or relocation may be securing a loan, and it's hard to beat a locally owned bank for personal service and a speedy transaction. First National Bank Town Square in Southlake concentrates on commercial and residential financing, doing about \$40 million in projects every year.

"The dynamics of Southlake make it the epicenter for the corridor," says Randy McCauley, First National's senior development officer for Tarrant County. McCauley says the beauty of a local bank lies in its community involvement and its flexibility.

"We don't have to fit any particular transaction into any particular structure, and this makes us competitive and re-

sponsive," he points out, adding that "the development in Southlake benefits in having flexible lenders who are willing to create structures that fit the transactions."

First National Bank Town Square specializes in financing for land acquisition, commercial and residential development, interim and permanent construction and residential mortgages.

While banks lend money, Complex Property Advisors Corporation helps clients as diverse as Solana, Southlake Town Square, Alliance and Gaylord Texan Resort and Convention Center save money.

"We represent most of the major players in the area," says Complex Property executive vice president Mark Bedford. "Property tax is a central issue, and we also do appraisal work and cost segregation analysis. Our job is to make sure that our clients get a fair and equitable assessment for property tax purposes."

Bedford notes that his company has saved area corporate clients millions of dollars over the past decade, working quietly and efficiently with area tax assessors. "We come in, shoot straight and get it done, and we don't play games," Bedford says.

Complex Property Advisors focuses on large complex real estate projects, corporate campuses, large manufacturing facili-



ties and health care centers.

When companies need to change their culture, change their image, upgrade skills or streamline and improve systems, they call in pros like DeLaPorte & Associates and Telsource.

DeLaPorte, a business consulting and training company based in Southlake, goes head to head with larger consult-

ing firms by offering a highly diversified product. "We're unique in that we don't just specialize in one thing," says CEO Jason DeLaPorte. "What we focus on is anything that has to do with performance of things or people."

Most of DeLaPorte & Associate's clients are medium to large corporations, spread out over 40 states and twelve



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**TelSource's Product Development team, located in their Southlake office, recently launched PremGate™ Remote Access Manager, which proactively monitors remote network systems**

countries.

DeLaPorte offers human resource training by partnering with two training giants, Wilson Learning and Allagi Learning. It also excels in developing "corporate universities." "An organization comes to us and maybe they have a lot of curriculum but don't know how to put it together," DeLaPorte says. "Or they don't have all the pieces, so we create or rope in all the resources they need."

When companies want to change their culture, it's a long, detailed implementation process that takes from five to seven years. "That's been our sweet spot for twenty-five years," DeLaPorte says.

For nuts and bolts changes in equipment or systems, TelSource is a start to finish company. The New Jersey-based enterprise technology company, whose clients include restaurant giant Brinker International, offers different types of service. TelSource's facility in Southlake is a design and engineering site that develops integrated access devices sold to Verizon and AT&T.

"We also have a professional services or systems integration capability," says Greg Sweeney, TelSource vice president of sales and marketing. "We help our customers design, install and maintain phone systems and data networking systems."

According to Sweeney, one of TelSource's major assets is its decentralized field engineering force. "Our biggest strength is that we install and maintain things with our own people," Sweeney says. "A trained TelSource technician will show up in four hours with spare parts to fix a system. We have quite a few technicians in this area, because it's such a big market."

TelSource acquired its product design facility in Southlake about six years ago, Sweeney says, because it made economic sense to move into the area. "The Southlake area has become a hotbed for

communication design," he points out. "It's the third major area after the Silicon Valley and New Jersey."

One of the hallmarks of an enduring community is its success not just in attracting residents but also in offering the resources that allow them to stay through the career-building years into the golden years. Fidelity Investments carefully and deliberately chose its regional headquarters in Westlake to help meet the needs of a growing and affluent population in the 114 West Corridor.

"A lot of our customers come to us with retirement concerns," says Jim Forsyth, Fidelity's investor center manager. "Fidelity offers a full array of investment services, and we are the leader in retirement accounts."

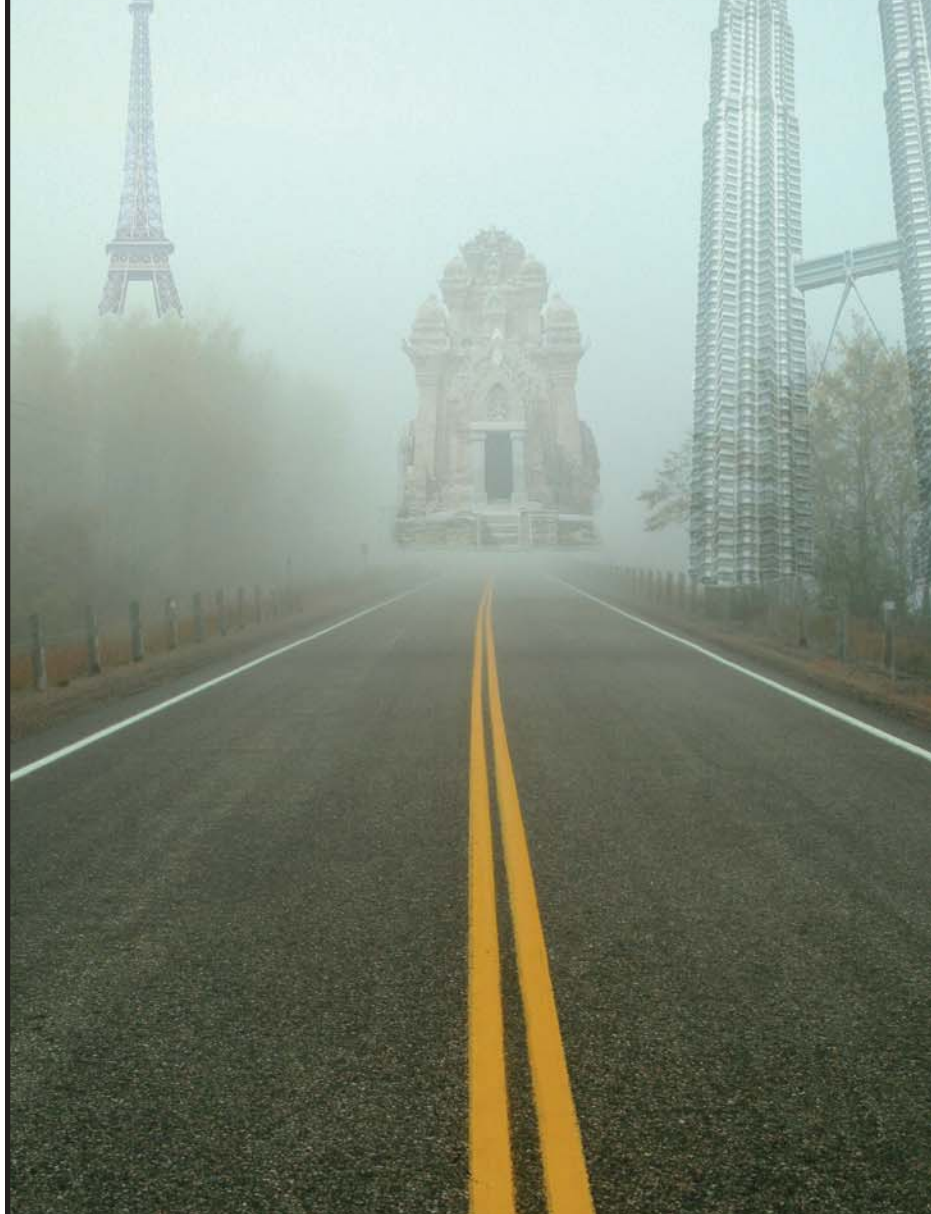
Forsyth says Fidelity works with its clients on investment strategy and retirement income planning. "Retail clients can have all the technology they need to manage their own accounts themselves," he says. "We have the number one website for stock research, and we're accessible by phone 24/7."

Additionally, Fidelity offers discretionary money management, insurance and annuities, CDs and its own and other companies' mutual funds. The investment giant has also revolutionized bond pricing to lower the costs of transaction.

If clients aren't ready to retire, according to Forsyth, "there's plenty we can do to help on the accumulation side. And some of our retirement plans even offer payroll and benefits outsourcing for the business owner."

Companies change and grow, looking for advice and expertise as they develop, expand, relocate and upgrade skills and systems. Dynamic businesses can find all the top-tier professional services they need to succeed at every stage of growth—right here at home in the 114 West Corridor.

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