



Denny Cherry & Associates Consulting

Your Data, Our Expertise

Rise Services: DBA as a Service and Disaster Recovery

The Challenge:

CTO Matthew Dee arrived at Rise Services in 2011. "We were running SQL Server 2005, virtualization was haphazard, we had no HA functionality within our infrastructure, data warehouse or DC. The system was lacking any meaningful database maintenance strategy, too. We had only nightly backups – even on our critical databases. We were not building indexes regularly, so performance was not good. We were at risk of not being able to recover within what I consider to be acceptable SLAs. We had enough horsepower, but it was not properly allocated, virtualization machines were not configured properly, and we were using tape backups. Basically we needed a large amount of effort from a highly skilled Database Administrator to upgrade our infrastructure, both server and software." But DBA's can be pricey for a non-profit.

The Solution:

After an initial **health check** and **performance tuning**, Dee put **Denny Cherry & Associates Consulting (DCAC)** on retainer as their remote **DBA as a Service**. This allowed Rise Services to:

- Keep their costs down to a monthly fee
- Upgrade their environment over a period of time
- Ensure all upgrades were maintained

Dee recalls, "Denny helped us go to a completely new SaaS solution that has transformed our annual audits. It used to take 5 employees a week of prep. Now we give the auditor read-only access to the resources they require." Dee then asked DCAC to consult on **Disaster Recovery**.

"I can meet zero losses on my databases and 24 hour recovery on all file servers."

Matt Dee, CTO, Rise Services

The Results:

Dee recalls, "With payroll, what used to take a team of four a week to process we now get done by one person in two hours. Billing has gone from a team of nine working about 2.5 weeks, to a team of seven compiling it in under a week. I don't know a better **SQL Server performance guy**." Dee is equally thankful for Denny's DR design. "We are now replicating in real-time between our primary offices. I can meet zero losses on my databases and 24 hour recovery on all file servers. I like knowing Denny is my safety blanket. Our CEO would say my two biggest jobs are to keep our data safe and keep us running. Denny has helped with all of that. I'm a big fan."

- Payroll Former staff of 4 required & one week to process. Now done by one person in 2 hours.
- Billing Reduced 9 people working 2.5 weeks to 7 people in less than a week.
- Audits Previously required 5 dedicated employees one week. Auditor can now access read-only database.
- DR now includes real-time replication between two primary offices.