

## Oldest Business College in the West Reduces Database Administration Costs by 35%



Enrique Pasos was skeptical.

Pasos, IT Manager at Heald College in San Francisco, CA, oversees a far-flung and complex IT operation. Eleven campuses span from California to Oregon to Hawaii. The 145-year-old institution has a rich history of providing young men and women a hands-on education in IT, health services, law enforcement, and criminal justice.

Pasos had heard that extending his database administration team could result in substantial cost savings and benefits, but he wasn't sure whether the college would be a good candidate. Given its nearly half dozen locations and 20,000 students, employees, and vendors, he considered his situation more complex than the typical DBA customer.

Yet with that complexity, Pasos knew the team needed help. "Several years ago, the college enrollment started to expand dramatically, and our workload correspondingly started to mushroom," Pasos said. "I realized that we had to find a solution that would provide flexibility to respond to the peaks and valleys of our workload."

### Mission Possible

Like so many leaders in educational institutions today, Pasos was trying to maintain high service levels for Heald's IT operation, while also reducing costs. However, reducing service levels was out of the question. In fact, because of the college's increase in student enrollment, Pasos and his team had to serve more customers than ever. Reducing costs seemed like an impossible mission.

"We were in the midst of doing some long-range planning about how we should be staffed during the next few years – when a real emergency hit," he added. "One of our DBAs walked in and said he was moving across the country, and this was going to be his last week."

Finding a full-time, qualified DBA on short notice seemed nearly impossible. Instead, Pasos decided to turn to datAvail. "We figured that we would do a trial with datAvail," he said. "They could solve our short-term problem, and we could see if they could really help us contain costs."

### Customer

Heald College  
San Francisco, CA

### Challenge

Provide essential DBA services, including 24x7 emergency monitoring.

### Solution

datAvail acts as an extension of Heald's DBA team, and now provides 24x7 emergency coverage.

### Results

- The college cut its DBA costs by 35%
- Consistent monitoring reduces downtime
- 24x7 coverage decreases emergencies

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**Enrique Pasos, IT Manager**

"We can off-load so much work to datAvail that we really save time and money."

**Enrique Pasos, IT Manager**

## Experience Counts

The engagement with datAvail turned out to be much more than just short term. Because of the success of the relationship, the college now turns to datAvail regularly for help managing peaks in their workload and for additional outside expertise. "A team of 70 experts is ready to serve our needs at any moment. We just couldn't have the coverage security if we relied on internal resources alone," explained Pasos.

Instead of attempting to recruit, hire, and train a constantly changing group of DBAs inside their organization, Pasos now has a highly experienced extension of his DBA team that can solve problems and is a trusted partner.

"datAvail has a global team that provides us 24x7 emergency services, so we are covered around the clock," Pasos said.

## Cost Savings

datAvail monitors the college's systems, alerts the team to any situation, and determines if something is urgent or non-urgent. They also provide weekly reviews, giving the college insight on any items for fine-tuning and an overview of upcoming work.

"We have one point of contact, so it's an easy partnership," Pasos said. "We had to replace a large server database, and we didn't have anyone inside our organization that had experience with a project of this size and complexity. The datAvail team had completed dozens of similar server replacement projects, so they knew exactly how to accomplish the mission. They created a plan and implemented it without a hitch. In fact, they worked around the clock, and had it completed ahead of schedule."

For Heald College, the choice of datAvail was a smart business move:

- Cost savings of 35% by avoiding the need to hire additional DBAs to cover the peaks or changes in workload
- Around-the-clock coverage that eliminates nighttime emergencies
- Experts ready to solve any problem
- Improved service levels and less downtime
- More time for management to focus on critical issues
- One contact for immediate service

[www.datavail.com](http://www.datavail.com)

datAvail Corporation

11800 Ridge Parkway, Suite 125

Broomfield, CO 80021

303-926-4888

[info@datavail.com](mailto:info@datavail.com)