



## Virtual DBA CASE STUDY

# Equipment rental company takes best-practice control of database environment with the Virtual DBA service

### About Onsite Rentals

Onsite Rental Group is a specialist B2B equipment hire Business delivering Total Rental Management to many of Australia's largest Mining, Oil & Gas, Construction, Industrial, infrastructure, Government and Event organisations.

With more than 400 employees across 31 locations, Onsite Rental Group has the experience of almost 30 years in the business of equipment rental.

Onsite offers a range of more than 50,000+ pieces of equipment for everything including access, generation, lighting, earthmoving, excavation, compaction, welding, industrial tools, traffic management, compressors, pumps, material handling and portable buildings.

[www.onsite.com.au](http://www.onsite.com.au)

*Onsite Rentals is a specialist B2B equipment hire company experiencing rapid growth and is facing the challenge of doing 'more with less'. They knew there was room to improve the efficiency and effectiveness of their database. Discovering WARDY IT Solutions' Virtual DBA service revolutionised the company's IT department.*

### Objective: Take a proactive, best-practice approach to database management

An internal Database Administrator (DBA) was responsible for running the database environment at Onsite Rentals. Things were running reasonably smoothly but it was clear that this approach was never going to produce leaps in improvements the businesses demanded. It became evident to Anthony Bolack, National IT Manager for Onsite Rentals, that the company would benefit from partnering with a Data Platform expert and outsourcing the database management function.

Anthony Bolack was already actively positioning the business to take advantage of cloud technologies as a means of supporting business growth, but he also knew they didn't have the expertise in-house to make sure that the database environment kept up.

"I didn't even know that the Virtual DBA service existed," said Anthony Bolack, Onsite Rentals' National IT Manager, "but I thought surely there is something out there. We knew we could do better but also that we couldn't do it ourselves."

"Luckily, we hadn't had any major issues up until this point but all we'd been doing was keeping the lights on. It became evident that we needed a data platform specialist. We wanted a partner that was forward looking, and who could make sure we were using best practice."

-Anthony Bolack, National IT Manager, Onsite Rentals

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*Anthony Bolack  
National IT Manager  
Onsite Rentals*

### Expert knowledge and competitive pricing gives WARDY IT Solutions the edge

With a lot of IT support roles already outsourced, and a small internal IT team, it was important that the database management partner was the right fit. The Onsite Rentals team was clear that they didn't want to partner with a massive organisation and end up swimming as a small fish in a big pond.

“I actually found WARDY IT Solutions via a web search and it was immediately apparent that their Virtual DBA service was just what we were looking for,” said Anthony Bolack. “We got quotes from a number of companies but it was clear they were just making up solutions on the fly. Whereas what I got back from WARDY IT Solutions included specific details around roll-out and process. It was a no brainer. The others just didn't compare.”

The partnership started with a SQL Server Database Healthcheck and Anthony Bolack was thrilled at the level of detail and the recommendations for change that came through as a result.

“I could see these guys were more than just consultants. They were happy to take on our environment 'as is' and start supporting us,” commented Anthony Bolack. “In their process they found things we knew about and things we didn't, and they gave a detailed breakdown of everything. It made me very confident that they really knew this space.”

### Partnership with Data Platform experts delivers efficiency, control and confidence

“The support we've received from the Virtual DBA team has had a huge impact on our IT team, especially for our 2-person App Support team who have less of a technical focus. They used to have to run the app upgrades and have some challenges getting a handle on what was going on from a database perspective. Now all they have to do is engage the Virtual DBA team. Everything is crystal clear and WARDY IT Solutions adjust their communication depending on who they are talking to. The App team don't get bogged down in technical jargon but when we want to get technical, they are more than capable.”

-Anthony Bolack, Onsite Rentals' National IT Manager

The transformation for the IT team has been profound, as have the efficiency impacts on the business. Partnering with WARDY IT Solutions has delivered a multitude of benefits including:

- **Improved efficiency in maintenance processes:** The number of maintenance processes has reduced from 21 to 3. “A whole lot of legacy processes that had been put in place were identified as working against rather than with each other. Fixing this delivered immediate efficiency benefits.”
- **Boost to team morale and confidence:** The App Support team used to get caught up in a bit of 'he said she said' with the application vendors. With the Virtual DBA service now leading the process everything is clearer and the team feel empowered. “The app team knows more about the environment now than they ever did before. And it's freed me up from having to be involved,” said Anthony Bolack.

## About WARDY IT Solutions

- 65 employees
- Information Technology
- Australia & USA
- [www.wardyit.com](http://www.wardyit.com)

WARDY IT Solutions are Australia's leading SQL Server and Business Intelligence specialists. The company creates solutions that enable businesses to maximise returns on their investment in knowledge management. Through the extensive use of Business Intelligence, WARDY IT Solutions help their clients to realise the best possible dividend from their data assets.

WARDY IT Solutions have received numerous industry accolades, most notably the prestigious Microsoft Global Data Platform Partner of the Year in 2013. The organisation is recognised internationally for their innovative solutions, training skills and unwavering commitment to education and furthering the interests of the broader Microsoft SQL Server community. WARDY IT Solutions deliver:

- Project Delivery based on time and resources
- Consultation and Gap analysis
- SQL Server database design and programming
- Support services
- Managed Services and Business Intelligence Solutions
- Business Intelligence Consulting, including strategy, review, design and implementation of Business Intelligence Solutions

- **A more reliable platform:** Prior to the change, the company would experience an occasional database time out which, from time-to-time had mild end-user impact. This is now a thing of the past. "We haven't had a single time out on our system since WARDY IT started looking after our environment."
- **Cost effective structure:** The partnership is proving a strong ROI. "The cost is probably on-par with having an in-house DBA but what you are getting per dollar is so much more. If we had got another DBA we still wouldn't be where we are today."
- **Peace of mind:** The IT team can now have proper weekends off and take annual leave without worrying. For Anthony Bolack, the constant concern about the database environment has lifted. "I no longer have to think about it," he said. "The model provides fantastic support. No fluff. 24 hour call centre. Who does that? It's unheard of. It has really put our other IT partners on notice!"

## Words of advice from Onsite Rentals

Onsite Rentals recognises the importance of a [Database Healthcheck](#), particularly the detail of what comes back and – importantly – the quality of communication around this.

"First up, get a SQL Server Database Healthcheck on your current system," advised Anthony Bolack. "You will start seeing that everything is probably not 100% and from there you'll know what your priorities are. Also, pay attention to how attentive the IT organisation is. Everyone at WARDY IT Solutions is easy to talk to and get hold of. The replies we get from the help desk easily help identify and solve any problems we have."

## Future Directions

The success of this partnership has emboldened Onsite Rentals to identify and embrace further IT improvements. WARDY IT Solutions continues to play a key role in advising and guiding these decisions.

"We are now looking at innovations above and beyond just keeping lights on in our database environment," said Anthony Bolack. "And by upgrading various systems we are improving what we can offer to our customers. Our IT policy is a customer focused policy. We are always looking at how to drive differentiation and improve our customer experience."

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– Anthony Bolack, National IT Manager, Onsite Rentals