Dynamic Dental Partners Group

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Testimonial

"About two months ago, we had to switch over to our backup server. We weren't down for more than a minute or two."

- Amos Terrell, Chief Technology Officer

Critical Issue

Dynamic Dental Partners Group (DDPG) depends on a lot of electronic data to run its dental practices, including patient records and digital x-rays. If that data and the practice management application that uses it weren't available, DDPG's dentists wouldn't be able to serve patients. Protecting the availability of applications and data is of vital importance to DDPG.

Business Challenges

Booking an appointment with your dentist might bring to mind the bright light that will shine in your mouth, latex gloves, dental picks, drills, x-rays, the dental chair and, if dental work makes you more than a tad nervous, possibly your fingernails digging into the chair's armrests. But maybe it should also bring to mind electronic data. From appointments through to your dental records and electronic x-ray images, your dentist may not be able to treat you if the data isn't available. Maintaining access to data is essential for DDPG.

Because some of DDPG's dentists work evenings and weekends, this leading and growing dental organization, which already operates in three states and two time zones, needs its practice management application and data to be available seven days a week. This used to be a problem. For example, a computer virus on DDPG's database server once forced its systems offline for a whole weekend. No one was able to do any work during that time.

Company Profile

Company name:
Dynamic Dental Partners

GroupHeadquarters:
Palmetto, Florida, USA

Industry:
Dentistry

Business environment:
- Founded: 2008
- Manages and operates almost 40 dental practices (and growing)
- Currently in three states
- Named to Inc. 500's Fastest Growing Companies in 2014

Implementation team:
RapidScale

In the past if the system was down, the business was down. DDPG's dentists couldn't see their patients and revenues stopped. DDPG needed a way to make sure this would never happen again. It needed to know that its applications and data would be available whenever needed, without exception.

Solutions

QDDPG now meets its high availability (HA) and disaster recovery (DR) needs with the help of CloudRecovery, from RapidScale. The advanced HA/DR technology at the heart of CloudRecovery is Double-Take Availability, from Vision Solutions.

Double-Take Availability replicates DDPG's data and applications to a virtual recovery server in RapidScale's cloud environment in real time, meaning that the backup copy is always up to date and ready to stand in for the production server. And, because the solution replicates only changed bytes, not entire files or blocks, it minimizes the amount of bandwidth required for replication.

Should the primary server or its data ever become unavailable, DDPG can quickly restore its data from the cloud or switchover operations to RapidScale's cloud-based recovery server. Even in the event of a total failure or destruction of the primary server - which also exists in the cloud - DDPG would incur less than 10 minutes of downtime while it failed over to the backup. In fact, during a real-life incident the total amount of downtime was limited to a minute or two.

The replication provided by Double-Take Availability also allows DDPG to confidently take advantage of load balancing. RapidScale can determine which node to connect users to based on which office they are at, thereby distributing the workload between virtual servers in the cloud—confident that the data will always be backed up in real time, no matter what node is being used. This load balancing will become increasingly important as DDPG continues to grow, with the expectation of expanding from less than 40 offices now to possibly as many as 150 or 200 within DDPG's planning horizon.

For DDPG, the primary benefit of the combined Double-Take Availability / CloudRecovery solution is peace of mind. DDPG is now fully confident that its dental offices will always have access to their data and applications so they can continue to provide services to patients and generate the revenue needed to support operations, no matter what.

Results

- Protects the availability of data and applications in real time
- Reduces downtime to minutes in the event of a disaster or other outage
- Protects dentists' ability to see patients and generate revenue
- Enables load-balancing without compromising data protection.

Technologies

Software:
- Double-Take Availability (as part of RapidScale's CloudRecovery solution)
- Microsoft Windows®

Hardware:
- Cloud-based Windows servers.

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For more information: 1 (800) 957-4511   •   info@visionsolutions.com   •   visionsolutions.com