

Percona Provides a Fresh Take on Database Performance: It's the Sweet Smell of Success for Komet Sales

Komet Sales is a web-based platform with the tools needed to simplify and automate sales, procurement and logistics processes of companies from the floral industry. Customers include floral growers, importers, wholesalers and flower retailers. The Komet Sales platform supports the industry with procurement, inventory management, business-to-business sales, e-commerce and business intelligence features. The software architecture of Komet Sales uses MySQL databases on the Amazon RDS platform.

The business-to-business sale of fresh produce is a predominant feature, which means that high availability combined with excellent performance are essential. The company has over 4,500 active users, and the system records transactions in excess of \$3m per day. The inventory is constantly changing, so the maintenance of accurate-to-the-minute stock records is essential. Wholesale and retail floral businesses depend on Komet Sales for their successful operation. There are 25 engineers supporting the system, with a sub-team of four or five staff holding greater responsibility for the health of the database. Alejandro Pérez, Chief Happiness Officer and CEO of the business, is proud of their record of almost 100% uptime throughout the year, and happy to highlight the role that Percona's support engineers play in that success.

“ We have access to the expertise of top-of-the-line DBAs at a fraction of the cost that we'd have to pay for those skills in the marketplace – freelance or employee – and that's a great opportunity. Providing an eager-to-learn and highly competent engineer with access to an expert from Percona - that's when sparks really start to fly. Everyone wins! For a small business that's a huge value proposition. ”

Alejandro Pérez - Chief Happiness Officer and CEO Komet Sales

“We first worked with Percona about four years ago, when we had a database outage and needed urgent assistance. An initial investment in 30 hours of consultancy got us back up and running, but also led some massive improvements in transaction times. Transactions that had been taking between 2.2 and 2.5 seconds to process, were reduced to around 0.7 seconds. Given the high volume of transactions our customers carry out, this makes a world of difference in terms of customer satisfaction and operability.”

As part of Percona's initial consultancy work, Komet Sales were provided with an action report to improve other aspects of their system. This allowed the company's database engineers to play an active role in the hardening of the system. Even though there has not been a significant database outage since that time, Pérez gladly invested in a support agreement to mitigate against any future issues that might arise.

Percona Support for MySQL guarantees database optimization

Percona Support is a highly responsive, effective and affordable option to ensure the continuous performance of your MySQL® and MongoDB® deployments. Our user-friendly support team is accessible 24x7x365 online or by phone to ensure that your databases are running optimally. We can help you increase your uptime, be more productive, reduce your support budget, and implement fixes for performance issues faster.

“The support agreement with Percona more than pays for itself. My technicians are fantastic, but their database expertise has been developed organically through experience. At first, Percona's consultants would connect and address database issues themselves. The new contract changed that to providing advice to our staff engineers. I cannot overstate the value of having Percona's expertise on tap for them to refer to, to learn from and to give them confidence in their technical decisions. The costs of Percona support is far outweighed by the security and access to advice that we gain, and it's a rewarding way to work for our engineers,” said Pérez.

Percona Database Consulting quickly gets to the heart of issues and optimizes performance

[Percona consultants](#) have decades of experience solving complex database performance issues and design challenges. Percona's experts have worked remotely and on site with more than 3,000 clients. Pérez offered a specific example of the type of advice Komet Sales' team had benefitted from:

"The improvement in transaction times were largely achieved by a tweak to the application's design, specifically the way that we were handling the generation of transaction IDs. Every transaction needs a unique and auditable reference: Percona's consultants provided us with a relatively simple but effective way of managing that process that paid dividends in terms of reduced transaction time. If you are on the phone working through a long shopping list, any delays feel exaggerated: efficient processing is very important to our customers."

Komet Sales used Percona to:

- Provide support and technical advice to their application development team
- Significantly improve transaction times to the advantage of their customers in B2B processes
- Supply expertise and back up to the Komet Sales team to mitigate against any risk of database failure

Percona Database Performance Audit validates that your environment matches your workload

A [Percona Database Performance Audit](#) is designed to make sure that your data is built on a solid foundation that will meet high-performance demands. This service begins with a full analysis of your database, your applications and the surrounding infrastructure. It provides recommendations that consider performance, availability, functionality, resilience, and future capacity.

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To learn more about Percona's services, contact us at +1-888-401-3401 in North America, +44 (203) 608-6727 in Europe, or sales@percona.com.