



OpenSky engaged Percona to:

- Handle infrastructure concerns, and optimize the database environment
- Guarantee database uptime
- Help create a reliable, always-available application experience for customers

OpenSky Uses Percona to Help Maintain Infrastructure and Guarantee Uptime

OpenSky is an online marketplace where over 70,000 independent merchants come together to provide customers with the most eclectic and eye-popping variety of quality goods in the world. It plays matchmaker, connecting the merchants selling that perfect something to shoppers looking for something perfect.

As an online marketplace, OpenSky's revenue is directly tied to their uptime. The platform they provide links merchants and customers via the Internet. This marketplace platform has three major components: their application, the network infrastructure and their database. They have developers to deal with the application and IT professionals to handle the network issues. What they needed was the expertise to guarantee that their database environment was covered as well.

OpenSky's database system is a master/slave architecture that includes both MongoDB and MySQL variants. Their data is comprised of their customers, their customers' listings, the invoicing around services and the various merchant transactions that occur. This data needs to remain available and responsive, or it impacts both brand value and revenue. After debating the merits of hiring in-house expertise versus outsourcing, they chose to contact Percona.

"Our business model is one that is directly tied to uptime. This means our database needs to be working and highly optimized – not only for our customers, but for us to analyze for business and market trends. Percona Support provides us with incredible peace of mind that our infrastructure is operating at peak performance, and that any issues encountered will be addressed quickly and with the best solution."

- Chris Wage, Director of Information Technology and Security

"We decided that outsourcing made sense. We weren't sure we had enough day-to-day work for a full-time staff member, let alone a team. In addition, DBAs can be fairly pricey, and hiring just one isn't a scalable solution – we need our database monitored and taken care of 24x7x365, which is difficult with one (or two) DBAs," said Chris Wage, Director of Information Technology and Security at OpenSky.

Percona consulting experts began with a Health Audit of OpenSky's entire database environment. This audit found that beyond schema changes and optimization strategies, OpenSky was using an older version of MongoDB. The first step was upgrading to a more recent and stable version of the MongoDB software – without impacting site performance or uptime.

Percona also recommended changes so that OpenSky's database environment was optimized to meet their critical availability, performance and speed requirements. This included not just query analysis and tuning, but also adjusting various Linux operating system settings to maximize compatibility with their database ecosystem. OpenSky employed Percona for an ongoing support contract to gain assurance that any issues would be dealt with quickly and expertly – as they happened, should they arise.

OpenSky can count on Percona's MySQL and MongoDB experts to review their database setup and implementation, and verify that the database solutions are the best available. When issues occur, Percona's experts can quickly find the root of the problem. This helps OpenSky provide its customers with an excellent experience, protect its brand visibility and focus on other projects that increase site value to merchants and consumers using OpenSky's platform.

Percona Server provides a stable environment for growth

OpenSky is using Percona Server for MySQL. Percona Server is a free, fully compatible, enhanced, open source drop-in replacement for MySQL that provides superior performance, scalability and instrumentation. With over 1,900,000 downloads, Percona Server's self-tuning algorithms and support for extremely high-performance hardware deliver excellent performance and reliability.

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. Available globally 24x7x365, Percona's experts have worked remotely and on site with more than 3,000 clients. "Percona Consulting was able to quickly analyze our queries, workload and environment for both MySQL and MongoDB. They proposed solutions that met our scaling needs and business goals. The suggested changes were implemented fast, with no database downtime, and we saw an immediate improvement in our performance," said Chris Wage.

Percona Support guarantees database optimization

Percona Support is a highly responsive, effective, 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. "Percona's experts provide some of the best support in the business. Knowing they are available at any time to handle database questions or issues, with expert advice, provides us with incalculable peace of mind," said Chris Wage.

Contact Us Now

To determine what open source database solution is right for your business, please call us at +1-888-316-9775 (USA), +44 203 608 6727 (Europe), or email us at sales@percona.com.